



LIFE IS FOR SHARING.

Telekom CR-facts

Employee Satisfaction

Satisfaction rate	2017	2018	2019	2020
Group (total)	72%	70%	72%	80%
Executives	83%	82%	86%	91%
Leaders	86%	81%	82%	88%
Employees	71%	69%	71%	80%

The calculated values are taken from pulse and employee survey results current at the time. The most recent pulse survey was conducted in 2020, the most recent employee survey was conducted in 2019.

Engagement-Index, scale of 1-5	2017	2018	2019	2020
Group (total)	4.1	4.1	4.0	4.0
Female	4.1	4.1	4.1	4.1
Male	4.1	4.1	4.0	4.0
Diverse	n/a	n/a	3.6	3.6

The calculated values are taken from pulse and employee survey results current at the time. The most recent pulse survey was conducted in 2020, the most recent employee survey was conducted in 2019.

Engagement-Index, scale of 1-5	2017	2018 ^{a)}	2019	2020 ^{a)}
Group (total)	4.1	4.1	4.0	4.0
Age 16-25	4.1	4.1	4.0	4.0
Age 26-35	4.1	4.1	4.0	4.0
Age 36-45	4.1	4.1	4.0	4.0
Age 46-55	4.1	4.1	4.1	4.1
Age 56+	4.1	4.1	4.1	4.1

The calculated values are taken from pulse and employee survey results current at the time. The most recent pulse survey was conducted in 2020, the most recent employee survey was conducted in 2019.

^{a)}From prior year's employee survey.

• Data assured by PwC.

Every two years we conduct our employee survey in order to obtain feedback from our employees, discover weaknesses, and implement suitable actions to eliminate

those weaknesses. The analysis on team level and of other criteria (e.g. function, executives vs. leader vs. employee, gender, age group) support the derivation of fitting concrete improvement actions on all levels. Around 76% of all employees participated in the last employee survey, the share of men and woman - where gender was specified - complies approximately with gender proportion in the group (participation rate man around 67%, women around 32% and for the first time diverse around 1%).

In addition to the employee survey, we also gauge employee satisfaction every six months through a pulse survey. This helps us obtain a current snapshot of the mood at the company and verify whether the introduced actions have been successful. This lets us make quick adjustments if necessary. The pulse survey in November 2020 saw a 77% response rate among the group.

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