



## Telekom CR-facts

### Training & Development

*Telekom started to sustainably change the learning culture in the group in 2019. In 2021, 83 percent of the Group's learning portfolio was consistently digitized. Through Youlearn - our leaning culture campaign - the acceptance of digital learning was further expanded, which is reflected in the increase in the digital learning rate by 20% to 89 percent in 2021 and the increased satisfaction with learning offers (+ 4 percent) compared to 2020.*

*Another example of self-determined and self-organized learning is the employee initiative "Learning from Experts" (LEX), which was launched in 2018 and is now well established: Experts from the Group pass on their knowledge to their colleagues in various ways. Open digital informal courses, known as LEX sessions, are the highlight. At the end of 2021, more than 5,000 such sessions were available with 140,000 participations.*

*After the 2020 pandemic effect and full stop of face-to-face trainings we came back to the same amount of learning hours in 2021 as it was 2 years earlier.*

Learning: Costs/FTE	2018	2019	2020	2021
Group (total)	€ 644	€ 651	€ 582	€ 539