



LIFE IS FOR SHARING.

## Telekom CR-facts

### Employee Satisfaction

Satisfaction rate <sup>1</sup>	2018	2019	2020	2021
Group (total)	70%	72%	80%	80%
Executives	82%	86%	91%	89%
Leaders	81%	82%	88%	90%
Employees	69%	71%	80%	79%

<sup>1</sup> The displayed values are taken from the last Pulse and Employee Surveys (ES). The last pulse survey was conducted in May 2021, the last ES in November 2021.

Engagement-Score <sup>1</sup> , scale of 0-100 <sup>2</sup>	2018	2019	2020	2021
Group (total)	78	75	75	77
Female	78	78	78	79
Male	78	75	75	76
Diverse	n/a	65	65	63

<sup>1</sup> The displayed values are taken from the last Pulse and Employee Surveys (ES). The last Pulse Survey was conducted in May 2021, the last ES in November 2021. The values of the years 2018 and 2020 are taken from the ES of the previous year.

<sup>2</sup> Scale change: until 2021 scale from 1 to 5, from 2021 on scale from 0-100, values until 2020 were converted.

Engagement-Score <sup>1</sup> , scale of 0-100 <sup>2</sup>	2018	2019	2020	2021
Group (total)	78	75	75	77
Age 16-25	78	75	75	79
Age 26-35	78	75	75	77
Age 36-45	78	75	75	77
Age 46-55	78	78	78	77
Age 56+	78	78	78	77

<sup>1</sup> The displayed values are taken from the last Pulse and Employee Surveys (ES). The last Pulse Survey was conducted in May 2021, the last ES in November 2021. The values of the years 2018 and 2020 are taken from the ES of the previous year.

<sup>2</sup> Scale change: until 2021 scale from 1 to 5, from 2021 on scale from 0-100, values until 2020 were converted.

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 80% 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 65%, women around 31% and 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 May 2021 saw a 77% response rate among the group.

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