CORPORATE RESPONSIBILITY REPORT 2012.

GRI-INDEX.

GLOBAL COMPACT COMMUNICATION ON PROGRESS.
# PROFILE

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Telekom has an internal reporting and indicator management system that allows us to incorporate the entire Group, i.e., all international subsidiaries and all strategic business areas, in almost every topic area. Since early 2010, we have been using a CR database to systematically collect and manage relevant data for our CR reporting activities.

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Risk management, compliance management and the CR KPIs provide approaches for proactive action at Telekom.

4.11 Precautionary approach

4.12 External charters, principles, or other initiatives

4.13 Memberships in associations

4.14 Stakeholder groups

4.15 Stakeholder identification and selection

4.16 Approaches to stakeholder engagement

4.17 Topics and concerns raised by stakeholders
ECONOMIC PERFORMANCE INDICATORS

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<td>EC7 Local hiring</td>
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In its annual statement for the Carbon Disclosure Program, Telekom makes a qualitative and quantitative assessment of the consequences that the progressing climate change will have on Deutsche Telekom as far as possible.

EC3 Coverage of the organization's defined benefit plan

2012 Annual Report > Financial data of the Group

The German federal government holds shares in Deutsche Telekom.

EC5 Entry level wage compared to local minimum wage

Despite some necessary adjustments to market level, entry-level salaries of our employees are still attractive compared to the sector average, especially in Germany.

EC6 Locally-based suppliers

As an ICT company, Telekom relies on suppliers from around the world. That is why we do not have Group-wide policies giving priority to local suppliers at our locations.

EC7 Local hiring

The prerequisite for customer-centric products, solutions and services—that means for Telekom's current and future business success—is having highly qualified personnel. For this reason, the selection of personnel at Telekom is not based on nationality or proximity to place of work but on the qualifications and skills of the candidates. To enable the cross-border transfer of expertise and skills and internationally harmonized global personnel development demanded of a global player, Human Resources (HR) develops the necessary structures, processes and measures within the HR strategy.
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<th>Indicator</th>
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| ECB Infrastructure investment and services for public benefit | Networks > Network & infrastructure expansion  
Strategy & management > Regional added value > Telekom net added value  
Strategy & management > Regional added value > Research investments in Germany  
Strategy & management > Regional added value > Connect the unconnected  
Strategy & management > Regional added value > Education—the foundation of a sustainable society  
Society > engagement@telekom  
Society > Education  
Society > Sponsorship |
| EC9 Indirect economic impacts | Networks > Network expansion  
Customers > Barrier-free products & services  
Strategy and management > Regional added value > Connect the unconnected |
ENVIRONMENTAL PERFORMANCE INDICATORS

Materials
The amount of materials we use such as raw materials, supplies and semi-finished products is very small for Telekom as a service company and is therefore not relevant.

Energy
- Strategy and management > CR governance > Climate Change Group
- Climate & environment > Climate protection
- Climate & environment > Climate protection > Climate protection initiatives
- Climate & environment > Climate protection > Energy management

Water
- Climate & environment > Environmental management

Biodiversity
- Climate & environment > Biodiversity

Emissions, effluents and waste
- Strategy and management > CR governance > Climate Change Group
- Climate & environment > Waste management & disposal
- Climate & environment > Resource efficiency in the workplace
- Climate and environment > Climate protection

Products and services
- Customers > Climate and environmentally friendly products and services
- 2012 Annual report > Innovation and product development

Compliance
- Climate & environment > Environmental management
- 2012 Annual Report > Risk and opportunities management

Transport
- Climate & environment > Climate-friendly mobility

Overall
- Climate & environment
- Networks > Environmentally friendly network infrastructure
- Climate & environment > Climate protection

Indicator | Reference | Status
--- | --- | ---
EN1 Volume of materials used |  | ✩
The amount of materials we use such as raw materials, supplies and semi-finished products is very small for Telekom as a service company and is therefore not relevant.

EN2 Recycled materials |  | ✩
Because the amount of materials we use is very small for Telekom as a service company and is therefore insignificant, the share of recycled material is not relevant to this report.

EN3 Direct primary energy consumption |  | ●
EN4 Indirect primary energy consumption |  | ●
EN5 Energy conservation |  | ●
EN6 Initiatives for energy-efficiency and renewable energy |  | ●

A breakdown by renewable and non-renewable energy sources is not relevant for Telekom as the purchase of RECS (Renewable Energy Certificate System) certificates means electricity consumption in Germany is covered—directly or indirectly—entirely from renewable energy sources in 2012. In virtually all other countries, the proportion of renewable and non-renewable energy is in line with the electricity mix in the relevant country.
Water consumption is not linked to provision of services to customers. The main source of water, which is used for sanitary facilities and the watering of outdoor areas, is the public drinking water supply system. No other sources are used.

To our knowledge our water consumption has no major impact on the environment.

Water recycling facilities are not installed in significant numbers.

We financed compensation measures to restore natural habitats under nature conservation regulations in the reporting period.

Possible impacts on biodiversity, such as the impact of laying cable or of electromagnetic fields, are regulated by law in Germany. Aside from this, our business activities only have an indirect impact on biodiversity. We have a greater potential to help protect biodiversity through our climate protection activities.

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Since we participate in the public water supply, water withdrawal is nearly equal to water discharge.
Disposal methods are regulated by law. We have almost all of our technical waste recycled because of the valuable metals it contains. Disposal of domestic waste depends strongly on each individual country. While domestic waste is almost entirely incinerated and disposed of thermally in western countries like Germany, Austria and the Netherlands, most domestic waste is still sent to landfills in Eastern European countries.

Since Telekom is not a manufacturing company, this indicator is not relevant.

SinceTelekom does not transport any waste, this indicator is not relevant.

This indicator is not relevant for Telekom, as no direct discharges of water take place.

Customers can return all of their packaging to Telekom in Germany in accordance with the Packaging Ordinance. In its international units, the company deals with packaging materials according to the legislation in the country concerned. Accordingly, a complete description is not possible at this juncture.
SOCIAL PERFORMANCE INDICATORS

Disclosure on management approach

Employment
- Employees > Corporate culture
- Employees > Performance & development
- Employees > Employee involvement & satisfaction
- Employees > Workforce and organizational restructuring
- 2012 Annual Report > Employees > HR strategy

Labor/management relations
- Employees > Performance & development
- Employees > Workforce and organizational restructuring
- Employees > Compensation
- Employees > Employee involvement and satisfaction

Occupational health and safety
- Employees > Health & safety

Training and education
- 2012 Annual Report > Employees > HR strategy

Diversity and equal opportunity
- Employees > Diversity and equal opportunities
- Employees > Diversity and equal opportunities > Demography as an opportunity
- Employees > Corporate culture

LA1 Workforce by employment type and region
- Facts & figures > Social & HR indicators > Workforce

LA2 Employee turnover
Telekom compiles data on natural fluctuation for Group Headquarters, the operating segments in Germany and Europe:

Fluctuation rate
- Natural fluctuation at Telekom in Germany: -1.95% -2,375.82
- Group headquarters and Shared Services 4.06% -886.78
- T-Systems International in Germany -2.28% -675.65
- Germany operating segment -1.16% -807.38
- Europe operating segment in Germany: -1.21% -6.00
- Natural fluctuation in Europe segment (not including Germany): -8.68% -4,993.81
- Staff leaving the company (FTEs)
- Natural fluctuation at Telekom in Germany: -2,375.82
- Group Headquarters and Shared Services: 886.78

T-Systems International in Germany: 675.65
Germany operating segment : 807.38
Europe operating segment in Germany: 6.00

Natural fluctuation in Europe segment (not including Germany): 4,993.81

Natural fluctuation figures include termination of the employment by the employer or the employee as well as termination of the employment as a result of retirement or incapacity to work. To calculate the fluctuation rate, we divide the total number of employment contracts terminated (FTEs) by the total number of employees (FTEs) at the end of the previous year.

Our annual workforce structure report does not state the number of retired employees. We therefore cannot provide a breakdown of natural fluctuation according to gender and age.

LA3 Benefits to full-time employees
- Facts & figures > Social & HR indicators > Company pension schemes
- 2012 Annual Report > Employees

LA4 Employees with collective bargaining agreements
In Germany Telekom has agreed most of the conditions of employment for its employees with its employee representatives on the basis of collective bargaining. There are exceptions for executives and a few small subsidiaries not covered by collective agreements. At an international level, Telekom aligns its activities to the culture of co-determination existing in each country, which gives us a different landscape for collective agreements at each of our international subsidiaries. The responsibility for negotiating and signing collective agreements lies with the management of the relevant national company.

78,894 out of 118,840 employees with permanent employment contracts were covered by collective agreements in 2012. This is a share of 66.4 percent.

LA5 Minimum notice period(s) regarding operational changes
The relevant works councils are informed on significant operational changes and involved according to the legally applicable provisions such as the German Works Constitution Act [Betriebsverfassungsgesetz].

In addition, there is a regular exchange with the employee representatives, both on the national and international level. We established a Global Employee Relations Management (ERM) unit at Group level in 2010. It provides guidance and promotes an exchange of experiences for building the diverse employee relationships in various countries. It is also a central contact for all international employee and employer committees and the labor unions.
Telekom has various committees on occupational safety and health involving both employee and employer representatives.

By setting up universal standards and guidelines throughout the Group, we anchored this key topic firmly in our company and management structures as early as 2007. Employees can utilize advisory and training services, as well as preventive medical check-ups, as part of our health management.

Industrial safety issues are also addressed in negotiations with the employee representatives.

Our employees spent an average of around 36 hours attending training events in 2012. A breakdown by employee category is not relevant for Telekom as the training and development offers are open to all employees equally.

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<td>Workforce represented in joint health and safety committees</td>
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For executives = 99 percent
For employees not covered by collective agreements = 96 percent

Development plan
For all employees = 93 percent

No data on development planning is available for employee groups in the categories “executives” and “employees not covered by collective agreements.” However, we can assume that all employees who receive a performance assessment (99 percent of executives and 96 percent of employees not covered by collective agreements) also received a development plan.

Social performance indicators: Human rights

Disclosure on management approach

Investment and procurement practices

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Social performance indicators

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<td>Occupational diseases, lost days, and number of fatalities</td>
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| LA8       |           |        |
| Training on serious diseases |

| LA9       |           |        |
| Trade union agreements on health and safety |

| LA10      |           |        |
| Training per employee |

| LA11      |           |        |
| Programs for lifelong learning |

| LA12      |           |        |
| Regular performance and career development reviews |

| LA13      |           |        |
| Composition of governance bodies |

| LA14      |           |        |
| Gender pay disparity |

Non-discrimination

| LA15      |           |        |
| Trade union agreements on health and safety |

| LA16      |           |        |
| Programs for lifelong learning |

| LA17      |           |        |
| Regular performance and career development reviews |

| LA18      |           |        |
| Programs for lifelong learning |

All employee groups that take part in the target agreement process receive a variable salary component based among other things on their service performance. For all executives, service targets are part of the medium to long-term, pay-related targets (variable pay). All other employees in service functions receive variable pay based on their service performance.

Percentage of employees who receive regular performance assessments and development plans:

Performance assessment for all employees = 86 percent
HR1 Investment agreements

- Suppliers > Sustainable procurement strategy > Laying down principles and taking responsibility for the supply chain
- Suppliers > Social audits
- Indicators > Economic indicators > Sustainable procurement

Deutsche Telekom requires all of its suppliers to comply with the Group-wide Code of Conduct and the policies contained in the Social Charter. These are based on the values set forth in the UN Global Compact, the guidelines of the International Labour Organization (ILO) and the OECD guidelines for multinational companies.

The Social Charter contains policies on:
- human rights and working conditions,
- environmental protection,
- equal opportunity,
- occupational health and safety and the right to set up or join a trade union. These policies apply throughout the Group.

The principles described in the Charter apply to all Telekom business units worldwide. In the Charter, which is an integral part of our General Purchasing Terms and Conditions, we require all suppliers to comply with these basic principles as far as possible.

HR2 Supplier screening on human rights

- Suppliers > Social audits > 2012 audit results
- Facts & figures > Economic indicators > Suppliers

Telekom uses the Sustainable Procurement CR KPI to record the supplier share of our procurement volume that has been checked for compliance with human rights on the basis of voluntary information or social audits.

HR3 Training on human rights

- Strategy and management > Compliance > Employee training to strengthen compliance and Internet portals for prevention and advice
- Suppliers > Supplier selection > New online training tool for buyers
- Suppliers > Sustainable procurement strategy > Participation in the German Global Compact Network

Within the framework of our sustainable procurement strategy, we offer training courses for buyers and joint workshops with suppliers. The new CR e-learning tool will also introduce CR and the associated human rights issues to a wide range of employees.

Intranet-based e-learning programs are also available to all employees in Compliance Management. These are supplemented by risk-specific on-site training.

Quantitative information on this indicator is not available at present as the majority of training programs are completed on a self-study basis on the intranet.

HR4 Incidents of discrimination

There was no confirmed incident of discrimination in the reporting period.

The Code of Conduct and the Group-wide Diversity Policy ban discrimination on the basis of gender, age, disability, ethnic origin, religious beliefs and sexual orientation. The "Tell me!" portal was set up as an inbox to submit information regarding violations of the codex, in case discrimination occurs despite the standardized processes.

HR5 Freedom of association and collective bargaining

We are not aware of any incidents of this nature.

Deutsche Telekom recognizes the fundamental right to freedom of association and the right to collective bargaining within the scope of national regulations and existing agreements. These basic rights form an integral part of the Social Charter, are binding for the entire Group, and must be confirmed in writing annually by the Group companies.

HR6 Child labor

We work to counter risks relating to child labor by auditing selected strategic and particularly high-risk suppliers.
As part of its risk management, Telekom aims to allay concerns in the general public by means of an objective, scientifically sound and transparent information policy, both at the beginning and at the end of a business initiative.

Telekom is the only company in the world that has an international policy on electromagnetic fields (EMF) for its mobile communications segment, which sets out minimum standards for information campaigns, transparency, participation and the promotion of research.

SO2 Corruption risks

The systematic prevention of white-collar crime is a top priority at Telekom. Compliance with legislation in this area is a requirement that applies to the entire Group, in all countries and to every member of staff. Any emerging fraud risks are systematically analyzed and any cases are documented.

We conducted compliance risk assessments with a special view to corruption risks for 116 of 239 fully consolidated companies during the reporting period. We also monitor another 43 companies in a two-year cycle. This corresponds to a rate of 67 percent based on the number of all fully consolidated companies. Most of the companies that were not included in compliance risk assessments have no business operations or are not personalized.

Deutsche Telekom once again conducted an awareness program to communicate key anti-corruption topics in 2012.

More than 1,700 managers and experts in Germany, from the Board of Management, top management and employees from other selected areas, completed custom anti-corruption training programs in 2012. These face-to-face events, which will continue in 2013, cover the main anti-corruption regulations, using case studies to deepen understanding. The compliance team worked with the various areas in advance to develop specialist case studies so that training courses could be tailored to the specific needs of each area.

Telekom addresses other employee groups with its anti-corruption e-learning module. This e-learning program is designed to teach employees, who were selected on the basis of exposure to risk, about the contents of our Anti-Corruption and Benefits Policies and to help them recognize typical corruption risks in their daily work environment and respond accordingly. Almost 16,000 employees in Germany received this risk group-specific training between September and December 2012. This corresponds to a rate of 15 percent. We are rolling out the e-learning program internationally in 2013.

SO4 Actions taken in response to incidents of corruption

In order to be able to intervene quickly when corruption is suspected, we have set up contacts in all organizational units and publicize these in a suitable manner.

Potential breaches of internal guidelines, laws or codes of conduct can be reported via the entry portal “Tell me!” All stakeholder groups—employees, business partners, customers, shareholders and other stakeholders—can approach us via this portal, anonymously if preferred.
It is of paramount concern to Telekom that its relationships with political decision-makers should be characterized by transparency and trust. This also extends to our refusal to support the work of any political party with donations.

Standards for advertising are devised at the national level, in particular by means of self-regulation by the advertising industry, and therefore vary greatly from country to country. Telekom complies fully with all the legal and self-regulatory rules in the telecommunications industry in all company units. This concerns in particular the protection of children and young people and compliance with data protection. Telekom and its international subsidiaries have made major contributions to the development of two global, voluntary commitments by the industry: (a) the GSMA Code of Conduct against Mobile Spam of 2006 (http://www.gsmworld.com/our-work/public-policy/mobile_spam.htm) and (b) the GSMA Mobile Advertising Program (http://www.gsmworld.com/mme/map.shtml).

Currently, Group Headquarters is not aware of any significant violation of health standards.

Currently, Group Headquarters is not aware of any significant violations.
## Investments

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<td>IO 1 Capital investment in infrastructure broken down by region</td>
<td>Networks &gt; Network and infrastructure expansion</td>
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<tr>
<td>IO 2 Costs for extending non-profitable services to remote areas and low-income groups; description of statutory provisions</td>
<td>Networks &gt; Network and infrastructure expansion</td>
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This indicator is not relevant to Telekom.

## Health and Safety

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<td>IO 3 Practices to ensure health and safety of personnel involved in infrastructure installation</td>
<td>Climate and environment &gt; Environmental management &gt; Progress in implementing HSE management</td>
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A health, safety and environmental management system will be rolled out across the Group based on the OHSAS 18001 and DIN ISO EN 14001 standards.

The direct customers are those local business units that are integrating the end-to-end management system into their structures. Employees benefit from the system, as systematic occupational health and safety management alongside quality and environmental management makes workflows easier and minimizes health risks and factors that are harmful to the environment.

Communication on health, safety and the environment exists throughout all levels of the company.

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<td>IO 4 Compliance with ICNIRP standards on handset radiation</td>
<td>Networks &gt; Mobile communications and health &gt; Transparency Responsibility &gt; Mobile communications and health</td>
<td>●</td>
</tr>
<tr>
<td>IO 5 Compliance with ICNIRP standards on base station</td>
<td>Networks &gt; Mobile communications and health &gt; Transparency Responsibility &gt; Mobile communications and health</td>
<td>●</td>
</tr>
<tr>
<td>IO 6 Actions with respect to SAR values of handsets</td>
<td>Networks &gt; Mobile communications and health &gt; EMF policy</td>
<td>●</td>
</tr>
</tbody>
</table>

## Infrastructure

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Reference</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>IO 7 Actions with regard to siting of transmission masts</td>
<td>Networks &gt; Network and infrastructure expansion EMF policy</td>
<td>●</td>
</tr>
<tr>
<td>IO 8 Number of stand-alone and shared sites</td>
<td>Telekom records the number of radio sites used individually or shared. In future the number of shared locations is to be further increased.</td>
<td>●</td>
</tr>
</tbody>
</table>

## Providing Access

**Access to telecommunications products and services: Bridging the digital divide**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Reference</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>PA 1 Strategies and actions in low population density areas</td>
<td>Networks &gt; Network and infrastructure expansion</td>
<td>●</td>
</tr>
<tr>
<td>PA 2 Strategies and actions to overcoming barriers to access and use</td>
<td>Networks &gt; Network and infrastructure expansion Networks &gt; 4th generation mobile communications &gt; Setting up the LTE network in Germany</td>
<td>●</td>
</tr>
<tr>
<td>PA 3 Strategies and actions to ensure the availability and reliability of products and services</td>
<td>Strategy and management &gt; CR strategy Networks &gt; Network and infrastructure expansion Society &gt; engagement@telekom &gt; Media skills Customers &gt; Barrier-free products and services</td>
<td>●</td>
</tr>
<tr>
<td>PA 4 Level of availability and market shares for products and services</td>
<td>Networks &gt; Network and infrastructure expansion Customers &gt; Research and innovation Networks &gt; Environmentally friendly network infrastructure &gt; Network upgrading Employees &gt; Health and safety &gt; Health and safety standards and management system</td>
<td>●</td>
</tr>
<tr>
<td>PA 5 Number and types of products and services made available to low and no income sectors of the population</td>
<td>Networks &gt; Network and infrastructure expansion 2012 Annual Report</td>
<td>●</td>
</tr>
<tr>
<td>PA 6 Level of use of products and services available to low and no income sectors of the population</td>
<td>Customers &gt; Barrier-free products and services</td>
<td>●</td>
</tr>
</tbody>
</table>
Ensuring compliance with human rights is an integral part of Deutsche Telekom’s corporate policy.

Customer relations

PA 6 Programs and actions to provide and maintain services in emergency situations

PA 7 Strategies and actions to manage human rights issues related to access and use of telecommunications products and services

PA 8 Strategies and actions to publicly communicate on EMF-related issues

PA 9 Investments in activities in electromagnetic field research

PA 10 Initiatives to ensure clarity of charges and rates

PA 11 Initiatives to inform customers about responsible, efficient and environmentally preferable product use

Technical applications

Resource efficiency

TA 1 Examples of resource efficiency of telecommunications products and services

TA 2 Examples of replacing physical objects through telecommunications

Access to content

PA 4 Strategies and actions to ensure the right to access of telecommunications products and services

PA 5 Strategies and actions to ensure the right to access of telecommunications products and services

PA 6 Programs and actions to provide and maintain services in emergency situations

PA 7 Strategies and actions to manage human rights issues related to access and use of telecommunications products and services

PA 8 Strategies and actions to publicly communicate on EMF-related issues

PA 9 Investments in activities in electromagnetic field research

PA 10 Initiatives to ensure clarity of charges and rates

PA 11 Initiatives to inform customers about responsible, efficient and environmentally preferable product use

TA 1 Examples of resource efficiency of telecommunications products and services

TA 2 Examples of replacing physical objects through telecommunications

TA 3 Changes in customer behavior caused by use of the above products and services

TA 4 Impacts of use of the above products and services and lessons learned for future development

TA 5 Practices relating to intellectual property rights
GLOBAL COMPACT COMMUNICATION ON PROGRESS

Principle 1: Support and respect the protection of internationally proclaimed human rights.
- Employees > Employee involvement and satisfaction
- Suppliers > Sustainable procurement strategy
- Suppliers > Supply chain management

Principle 2: No complicity in human rights abuses.
- Employees > Employee involvement and satisfaction
- Suppliers > Sustainable procurement strategy
- Suppliers > Supply chain management

Principle 3: Uphold freedom of association and the right to collective bargaining.
- Employees > HR responsibility

Principle 4: Elimination of all forms of forced and compulsory labor.
- Employees > Employee involvement and satisfaction
- Suppliers > Sustainable procurement strategy
- Suppliers > Supply chain management

Principle 5: Abolition of child labor.
- Employees > Corporate culture
- Employees > HR responsibility
- Employees > Diversity and equal opportunities
- Suppliers > Sustainable procurement strategy
- Suppliers > Supplier selection
- Suppliers > Supply chain management

Principle 6: Eliminate discrimination in respect of employment and occupation.
- Employees > Employee involvement and satisfaction
- Suppliers > Sustainable procurement strategy
- Suppliers > Supply chain management

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| Suppliers > Supplier selection | |
| Suppliers > Supply chain management | |

Principle 6: Eliminate discrimination in respect of employment and occupation. | Employees > Employee involvement and satisfaction | |
| Suppliers > Sustainable procurement strategy | |
| Suppliers > Supply chain management | |
Principle 7: Support a precautionary approach to environmental challenges.
- Strategy and management > CR strategy
- Strategy and management > CR strategy > Key performance indicators
- Strategy and management > CR governance
- Strategy and management > Government relations and regulatory issues
- Networks > Network and infrastructure expansion > 2nd and 3rd generation mobile communications
- Networks > Environmentally friendly network infrastructure
- Customers > Basics for product development and product design
- Customers > Climate and environmentally friendly products and services
- Customers > Customer communication
- Customers > Phone and cell phone recycling
- Customers > Research and innovation
- Suppliers > Sustainable procurement strategy
- Suppliers > Sustainable procurement strategy > Laying down principles and taking responsibility for the supply chain
- Suppliers > Supplier selection
- Suppliers > Supply chain management
- Suppliers > International collaboration
- Climate and environment > Climate protection
- Climate and environment > Environmental management
- Climate and environment > Climate-friendly mobility
- Climate and environment > Biodiversity
- Facts & figures > Environmental indicators > Energy
- Facts & figures > Environmental indicators > CO₂ emissions
- Facts & figures > Environmental indicators > Used cell-phone collection and waste volume
- Facts & figures > Environmental indicators > Other environmental data
- Annual Report 2012 > Risk and opportunity management system

Principle 8: Undertake initiatives to promote greater environmental responsibility.
- Strategy and management > Values and Guiding Principles
- Strategy and management > CR strategy
- Strategy and management > CR strategy > Key performance indicators
- Strategy and management > CR governance
- Strategy and management > Government relations and regulatory issues
- Networks > Environmentally friendly network infrastructure
- Customers > Basics for product development and product design
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- Suppliers > Sustainable procurement strategy
- Suppliers > Sustainable procurement strategy > Laying down principles and taking responsibility for the supply chain
- Suppliers > Supplier selection
- Suppliers > Supply chain management
- Suppliers > International collaboration
- Climate and environment > Climate protection

Principle 9: Encourage the development and diffusion of environmentally friendly technologies.
- Strategy and management > CR strategy
- Strategy and management > CR strategy > Key performance indicators
- Strategy and management > CR governance
- Customers > Basics for product development and product design
- Customers > Climate and environmentally friendly products and services
- Customers > Customer communication
- Customers > Phone and cell phone recycling
- Customers > Research and innovation
- Networks > Environmentally friendly network infrastructure
- Climate and environment > Climate protection
- Climate and environment > Environmental management
- Climate and environment > Climate-friendly mobility
- Suppliers > Sustainable procurement strategy
- Suppliers > Supplier selection
- Suppliers > Supply chain management
- Suppliers > International collaboration
- Annual Report 2012 > Innovation and product development

Principle 10: Work against corruption in all its forms, including extortion and bribery.
- Strategy and management > CR strategy
- Strategy and management > Compliance
- Strategy and management > Risk and opportunities management
- Strategy and management > Data privacy
- Strategy and management > Government relations and regulatory issues
- Suppliers > Sustainable procurement strategy
- Suppliers > Social Audits > 2012 audit results
- About this report > GRI index > Social Performance Indicators: Society
- Annual Report 2012 > Corporate governance report
- Annual Report 2012 > Risk and opportunity management system