

**CORPORATE RESPONSIBILITY  
BERICHT 2013.**

**GRI-INDEX.**

**GLOBAL COMPACT  
COMMUNICATION ON PROGRESS.**



**LIFE IS FOR SHARING.**

# PROFILE

Indicator	Reference	Status	Indicator	Reference	Status
<b>1. Strategy and analysis</b>					
1.1 Statement from the most senior decision-maker		●	2.9 Significant changes regarding size, structure, or ownership		●
> About this report > Foreword by the Chairman of the Board of Management			2.10 Awards received		●
1.2 Key impacts, risks and opportunities		●	> About this report > Awards		
> Strategy & management > Opportunities and risks			> Strategy & management > Finances > Current position in rankings and ratings		
<b>2. Organizational profile</b>			> Suppliers > Sustainable procurement strategy > Management approach (Sustainable procurement strategy)		
2.1 Name of the organization		●	<b>3. Report parameters</b>		
> About this report > Group profile			3.1 Reporting period		●
2.2 Brands, products and/or services		●	> About this report		
> About this report > Group profile			3.2 Date of most recent previous report		●
2.3 Organizational structure		●	> About this report		
2013 Annual Report > Group organization			3.3 Reporting cycle		●
2013 Annual Report > Telekom worldwide			> About this report		
2.4 Headquarters location		●	3.4 Contact point for questions		●
> Publishing information			> Contact form and publishing information		
2.5 Countries in operation		●	Birgit Klesper, Senior Vice President, Group Transformational Change & Corporate Responsibility		
> National companies			3.5 Process for defining report content		●
2013 Annual Report > Group organization > Business activities and organization			> About this report		
2013 Annual Report > Group organization > Management and supervision			> Strategy & management > Stakeholder involvement > Stakeholder expectations		
2.7 Markets served		●	> Strategy & management > Stakeholder involvement > Involvement formats > Involvement formats/participation: Materiality workshop on the 2013 CR Report		
> About this report > Group portrait					
2013 Annual Report > The economic environment > Telecommunications market					
2.8 Scale of the organization		●			
2013 Annual Report > Overview of the 2013 financial year					
2013 Annual Report > Results of operations of Deutsche Telekom AG					

Indicator	Reference	Status	Indicator	Reference	Status
3.6	Boundary of the report	●	4.2	Indication whether chairperson is also executive officer	●
>	About this report		↗	2013 Annual Report > The Board of Management	
>	About this report > Group portrait		4.3	Independent members at the board	●
>	Strategy & management > Stakeholder involvement > Stakeholder expectations > Telekom stakeholders		↗	2013 Annual Report > The Board of Management	
3.7	Limitations on the scope or boundary of the report	●	4.4	Mechanisms for shareholders and employees to provide recommendations to the board	●
>	About this report		↗	2013 Annual Report > Supervisory Board's report to the 2014 shareholders' meeting	
3.8	Joint ventures, subsidiaries, and outsourced operations	●	↗	2013 Annual Report > Corporate Governance Report	
↗	2013 Annual Report > Employees > Workforce statistics		↗	HR-report 2013/2014 > Intensive cooperation with employee representatives: Constructive dialog at German and international levels	
↗	Places of operations, subsidiaries & affiliates		4.5	Linkage between executive compensation and organization's performance	●
3.9	Data measurement techniques	●	Telekom uses an incentive system to motivate managers and experts to utilize the company's CR program. The salaries paid to members of our Board of Management include variable amounts based on achievement of specific sustainability targets, for example. In addition to financial targets, these also include improving customer and employee satisfaction as well as compliance with our company's values and Guiding Principles. For selected members of our Board of Management, targets also include diversity aspects such as increasing the number of women in management positions. Improvements in work-life balance and increasing the number of trainees and interns at the company are also factored into board member salaries. Variable payment for our employees responsible for CR measures is based on their success in achieving specified targets.		
>	About this report		4.6	Processes to avoid conflicts of interest at the board	●
>	Strategy & management > CR strategy > CR key performance indicators		↗	2013 Annual Report > Corporate Governance Report	
>	About this report > Assurance engagement		4.7	Expertise of board members on sustainability topics	●
>	Strategy and management > CR governance		>	Strategy & management > CR governance	
>	Facts and figures		4.8	Statements of mission, codes of conduct, and principles	●
Telekom has an internal reporting and performance indicator management system that allows us to incorporate the entire Group, i.e., all national companies and all strategic business areas, in almost every topic area.			>	Strategy & management > Values & Guiding Principles	
Since early 2010, we have been using a CR database to systematically collect and manage relevant data for our CR reporting activities.			>	Strategy & management > CR program	
3.10	Effects of re-statement of information provided in earlier reports	●	>	Strategy & management > Stakeholder involvement	
>	About this report		>	Networks > Secure networks for people and their data	
>	About this report > User help		>	Customers > Customer security/customer satisfaction > Consumer and youth protection	
If information from previous reports is re-stated in the 2013 CR Report in a modified form, this will be indicated in the relevant places.			>	Climate & environment > Climate protection measures	
3.11	Significant changes in the scope, boundary, or measurement methods	●	>	Climate & environment > Resource efficiency and climate protection	
>	About this report		>	Suppliers > Sustainable procurement strategy	
>	Facts and figures				
3.12	GRI Content Index	●			
Included					
3.13	External assurance	●			
>	About this report				
>	About this report > Assurance engagement				
<b>4. Governance, Commitments and Engagement</b>					
4.1	Governance structure	●			
>	Strategy & management > CR governance				
↗	2013 Annual Report > The Board of Management				
↗	2013 Annual Report > Corporate Governance Report				

Indicator	Reference	Status	Indicator	Reference	Status
4.9	Procedures for board governance on management of sustainability performance	●	4.16	Approaches to stakeholder engagement	●
	<ul style="list-style-type: none"> <li>Strategy &amp; management &gt; CR strategy</li> </ul> <p>As part of Corporate Communications and thanks to the Group Sustainability and Climate Protection Officer, the CR unit is firmly integrated in the Chairman's department. Sustainability performance is managed by means of targets.</p>			<ul style="list-style-type: none"> <li>Strategy &amp; management &gt; Stakeholder involvement &gt; Involvement formats</li> <li>Strategy &amp; management &gt; Government relations &amp; regulatory issues &gt; Representing political interests: Sustainability relevance (introduction)</li> <li>Networks &gt; Mobile communications &amp; health &gt; Management approach (Mobile communications and health)</li> <li>Networks &gt; CR facts &gt; CR facts: Dialog and information offered by national companies</li> <li>Society &gt; engagement@telekom &gt; Corporate volunteering and corporate giving in Germany</li> <li>Suppliers &gt; Supplier management &gt; Supplier workshops to reduce scope 3 emissions</li> <li>Suppliers &gt; Supplier management &gt; Workshop with Huawei and sub-suppliers in China</li> <li>Suppliers &gt; CR facts &gt; CR facts: Sustainable Procurement Stakeholder Dialog Day</li> <li>Customers &gt; Sustainable products &amp; services &gt; Sustainable ICT solutions &gt; Contributing to the value cycle</li> </ul>	
4.10	Process for evaluation of the board's sustainability performance	●	4.17	Topics and concerns raised by stakeholders	●
	<ul style="list-style-type: none"> <li>2013 Annual Report &gt; Corporate Governance report</li> </ul> <p>The Telekom Board of Management is responsible for the operational management of the Group and strives to constantly improve the company's sustainability performance.</p>			<ul style="list-style-type: none"> <li>Strategy &amp; management &gt; Stakeholder involvement</li> <li>Networks &gt; Secure networks for people and their data &gt; Cyber security &gt; Summit meeting for secure Internet</li> <li>Networks &gt; Secure networks for people and their data &gt; Mobile communications and health (EMF) &gt; The latest discussions and research</li> <li>Customers &gt; Customer security/customer satisfaction</li> <li>Suppliers &gt; Supplier management &gt; Workshop with Huawei and sub-suppliers in China</li> <li>Climate &amp; environment &gt; CR facts &gt; CR facts: Telekom vehicle fleet rating by Deutsche Umwelthilfe</li> <li>HR-report 2013/2014 &gt; Intensive cooperation with employee representatives: Constructive dialog at German and international levels</li> </ul>	
4.11	Precautionary approach	●			
	<ul style="list-style-type: none"> <li>Strategy &amp; management &gt; Compliance</li> <li>Strategy &amp; management &gt; CR governance</li> <li>Strategy &amp; management &gt; Risk &amp; opportunities management</li> </ul> <p>Risk management, compliance management and the CR KPIs provide approaches for proactive action at Telekom.</p>				
4.12	External charters, principles, or other initiatives	●			
	<ul style="list-style-type: none"> <li>Strategy &amp; management &gt; Stakeholder involvement</li> <li>Networks &gt; Network &amp; infrastructure expansion</li> <li>Networks &gt; CR facts &gt; CR facts: EMF Policy</li> <li>Customers &gt; CR facts &gt; CR facts: Initiatives and partnerships to protect minors</li> <li>Customers &gt; CR facts &gt; CR facts: Voluntary commitments and codes of conduct on consumer protection</li> <li>Suppliers &gt; CR facts &gt; CR facts: Conflict-Free Sourcing Initiative</li> <li>Suppliers &gt; Sustainable procurement strategy &gt; Management approach (Sustainable procurement strategy)</li> <li>Climate &amp; environment &gt; CR facts &gt; CR facts: Code of Conduct on Energy Consumption of Broadband Equipment</li> <li>Climate &amp; environment &gt; CR facts &gt; CR facts: European Code of Conduct on Data Centres</li> <li>Climate &amp; environment &gt; Climate protection strategy &gt; Management approach (Climate protection strategy)</li> <li>Climate &amp; environment &gt; Resource efficiency &amp; environmental protection</li> </ul>				
4.13	Memberships in associations	●			
	<ul style="list-style-type: none"> <li>Strategy &amp; management &gt; Stakeholder involvement &gt; Involvement formats &gt; Overview of memberships and partnerships</li> </ul>				
4.14	Stakeholder groups	●			
	<ul style="list-style-type: none"> <li>Strategy &amp; management &gt; Stakeholder involvement</li> </ul>				
4.15	Stakeholder identification and selection	●			
	<ul style="list-style-type: none"> <li>Strategy &amp; management &gt; Stakeholder involvement</li> </ul>				

# ECONOMIC PERFORMANCE INDICATORS.

Indicator	Reference	Status	Indicator	Reference	Status
Management approach		●	EC4 Financial government assistance		●
<b>Economic performance</b>			<a href="#">2013 Annual Report &gt; Notes to the consolidated financial statements &gt; Notes to the consolidated statement of financial position</a> The German Federal government holds shares in Deutsche Telekom.		
<a href="#">About this report &gt; Group profile</a> <a href="#">2013 Annual Report &gt; Development of business in the Group</a> <a href="#">2013 Annual Report &gt; Management of the Group &gt; Finance strategy</a> <a href="#">2013 Annual Report &gt; Management of the Group &gt; Finance strategy &gt; Value management and performance management system</a>			EC5 Entry level wage compared to local minimum wage		●
<b>Market presence</b>			<a href="#">Employees &gt; CR facts: Compensation</a> Despite some necessary adjustments to market level, entry-level salaries of our employees are still attractive compared to the sector average, especially in Germany.		
<a href="#">Strategy and management &gt; Regional added value</a>			EC6 Locally-based suppliers		●
<b>Indirect economic impacts</b>			<a href="#">Suppliers &gt; Sustainable procurement strategy &gt; Management approach (Sustainable procurement strategy)</a> As an ICT company, Telekom relies on suppliers around the globe. That is why we do not have Group-wide policies giving priority to local suppliers at our locations.		
<a href="#">Strategy &amp; management &gt; Regional added value</a> <a href="#">About this report &gt; Group profile</a> <a href="#">Networks &gt; Network &amp; infrastructure expansion</a>			EC7 Local hiring		●
EC1 Direct economic value generated and distributed		●	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 HR development demanded of a global player, Human Resources (HR) develops the necessary structures, processes and measures within the HR strategy.		
<a href="#">Performance indicators &gt; Economic performance indicators &gt; Financial performance indicators &gt; Net added value</a> <a href="#">Society &gt; engagement@telekom &gt; Corporate volunteering &amp; corporate giving in Germany</a> <a href="#">2013 Annual Report &gt; Financial data of the Group</a>			EC8 Infrastructure investment and services for public benefit		●
EC2 Financial implications due to climate change		●	<a href="#">Networks &gt; Network &amp; infrastructure expansion</a> <a href="#">Strategy &amp; management &gt; Regional added value</a> <a href="#">Society &gt; engagement@telekom</a> <a href="#">Society &gt; Educational commitment</a> <a href="#">Society &gt; Cultural and sports sponsorship</a>		
<a href="#">Strategy &amp; management &gt; CR strategy &gt; CR action areas</a> <a href="#">Climate &amp; environment &gt; Climate protection strategy</a> <a href="#">Climate &amp; environment &gt; Climate protection measures</a> <a href="#">Climate &amp; environment &gt; CR facts: SMARTer 2020 study</a> <a href="#">Climate &amp; environment &gt; CR facts: 2020 energy concept</a> <a href="#">Customers &gt; Sustainable products and services &gt; Sustainable ICT solutions</a> <a href="#">2013 Annual Report &gt; Corporate responsibility &gt; Responsibility - business model of the future</a>			EC9 Indirect economic impacts		●
Climate change is a complex process. Different political players, companies and consumers in Germany and abroad affect the immediate and long-term impact of climate change on our company. We are currently unable to make a quantitative prognosis regarding the financial impacts of climate change due to the number of possible future scenarios. Within the scope of our response to the Carbon Disclosure Project (CDP), which is available to be viewed by the public, we have intensified our stance regarding our predictions on the risks and opportunities involved in global warming.			<a href="#">Networks &gt; Network &amp; infrastructure expansion</a> <a href="#">Customers &gt; Sustainable products &amp; services &gt; Sustainable ICT solutions &gt; Accessible products &amp; services</a> <a href="#">Strategy &amp; management &gt; Regional added value</a>		
EC3 Coverage of the organization's defined benefit plan		●			
<a href="#">Performance indicators &gt; Social and HR performance indicators &gt; Diversity and pension schemes &gt; Company pension scheme</a>					

# ENVIRONMENTAL PERFORMANCE INDICATORS.

Indicator Reference Status

Management approach 


## 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 & management > CR strategy
-  Climate & environment > Climate protection strategy
-  Climate & environment > Climate protection measures
-  Climate & environment > CR facts > CR facts: Code of Conduct on Energy Consumption of Broadband Equipment
-  Climate & environment > CR facts > CR facts: 2020 energy concept








## Water

-  Climate & environment > Resource efficiency & environmental protection




## Biodiversity

-  Climate & environment > Resource efficiency & environmental protection > Protecting biodiversity



## Emissions, effluents and waste

-  Climate & environment > Climate protection strategy > Management approach (Climate protection strategy)
-  Climate & environment > Climate protection strategy > Progress in measuring emissions along the supply chain
-  Climate & environment > CR facts > CR facts: Event Policy
-  Climate & environment > CR facts > CR facts: SMARTer 2020 study
-  Climate & environment > CR facts > CR facts: Green Car Policy
-  Climate & environment > Resource efficiency & environmental protection > Group-wide framework for waste reduction and recycling
-  Climate & environment > Resource efficiency & environmental protection > Resource efficiency in the workplace




## Products and services

-  Customers > Sustainable products & services
-  Customers > CR facts > CR facts: Sustainability Guideline for Product Design
-  2013 Annual Report > Innovation and product development

## Compliance



-  Climate & environment > Climate protection measures
-  2013 Annual Report > Risk and opportunities management

## Transport

-  Climate & environment > Climate protection measures > Management approach (sustainable mobility)
-  Climate & environment > CR facts > CR facts: Green business trips
-  Climate & environment > CR facts > CR facts: Green Car Policy

Indicator Reference Status

## Overall

-  Climate & environment
-  Networks > Network & infrastructure expansion



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 

-  Performance indicators > Environmental performance indicators > Energy
-  Performance indicators > Environmental performance indicators > Energy > Total energy consumption

EN4 Indirect primary energy consumption 

-  Performance indicators > Environmental performance indicators > Energy
-  Performance indicators > Environmental performance indicators > Energy > Total energy consumption
-  Climate & environment > Climate protection strategy > Management approach (Climate protection strategy)
-  Climate & environment > Climate protection strategy > 10 percent more green energy at European national companies by 2016

EN5 Energy conservation 

-  Climate & environment > Climate protection measures > Energy efficiency in the network
-  Climate & environment > Climate protection measures > Other action areas
-  Customers > Sustainable products and services > Sustainable ICT solutions > Cloud Computing
-  Performance indicators > Environmental performance indicators > Energy
-  KPIs > Environmental performance indicators > Energy > Total energy consumption

Indicator	Reference	Status	Indicator	Reference	Status
EN6	Initiatives for energy-efficiency and renewable energy	●		restore natural habitats within the scope of legal nature conservation regulations.	
	<ul style="list-style-type: none"> <li>Customers &gt; Sustainable products and services &gt; Sustainable ICT solutions &gt; Cloud computing</li> <li>Customers &gt; CR facts: Cloud services</li> <li>Customers &gt; CR facts: Smart metering</li> </ul>		EN14	Strategies for biodiversity	●
EN7	Initiatives for reducing indirect energy consumption	●		Climate & environment > Resource efficiency & environmental protection > Protecting biodiversity	
	<ul style="list-style-type: none"> <li>Networks &gt; Network &amp; infrastructure expansion &gt; Integrated network strategy</li> <li>Climate &amp; environment &gt; Climate protection measures &gt; Energy efficiency in the network</li> <li>Sustainable ICT solutions &gt; Smart traffic solutions for the smart city</li> <li>Climate &amp; environment &gt; CR facts: Green business trips</li> <li>Climate &amp; environment &gt; CR facts: Green Car Policy</li> </ul>			Legal regulations in Germany regulate possible impacts on biodiversity such as electromagnetic fields or laying cable. 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.	
EN8	Total water withdrawal	●	EN15	Endangered species	◆
	<ul style="list-style-type: none"> <li>Performance indicators &gt; Environmental performance indicators &gt; Other environmental data &gt; Water consumption</li> </ul> <p>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.</p>			This performance indicator is not relevant to Telekom.	
EN9	Effect of water withdrawal	◆	EN16	Greenhouse gas emissions	●
	<p>To our knowledge our water consumption has no major impact on the environment.</p>			<ul style="list-style-type: none"> <li>Performance indicators &gt; Environmental performance indicators &gt; CO<sub>2</sub> emissions</li> <li>Performance indicators &gt; Environmental performance indicators &gt; CO<sub>2</sub> emissions &gt; Total CO<sub>2</sub> emissions (scope 1 &amp; 2)</li> </ul>	
EN10	Water recycled and reused	◆	EN17	Other greenhouse gas emissions	●
	<p>Water recycling facilities are not installed in significant numbers.</p>			<ul style="list-style-type: none"> <li>Performance indicators &gt; Environmental performance indicators &gt; CO<sub>2</sub> emissions &gt; CO<sub>2</sub> emissions from business trips (scope 3)</li> </ul>	
EN11	Land assets in or adjacent to protected areas	●	EN18	Initiatives to reduce greenhouse gas emissions	●
	<p>We comply with local building guidelines and regulations, which vary from country to country, when erecting buildings. The time and effort associated with recording this data would exceed any benefit from the results. It is currently not possible to provide information due to the size of the Group.</p>			<ul style="list-style-type: none"> <li>Customers &gt; Sustainable products and services</li> <li>Climate &amp; environment &gt; CR facts &gt; CR facts: 2020 energy concept</li> <li>Climate &amp; environment &gt; Climate protection measures</li> <li>Climate &amp; environment &gt; Climate protection measures &gt; Energy efficiency in the network</li> <li>Climate &amp; environment &gt; Climate protection measures &gt; Other action areas</li> <li>Climate &amp; environment &gt; CR facts: SMARTer 2020 study</li> <li>Climate &amp; environment &gt; CR facts: Green Car Policy</li> </ul>	
EN12	Impacts on biodiversity	●	EN19	Emissions of ozone-depleting substances	◆
	<ul style="list-style-type: none"> <li>Climate &amp; environment &gt; Resource efficiency &amp; environmental protection &gt; Protecting biodiversity</li> </ul> <p>Legal regulations in Germany regulate possible impacts on biodiversity such as electromagnetic fields or laying cable. 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.</p>			Telekom is not a manufacturing enterprise. Therefore, this indicator is not relevant to Telekom.	
EN13	Habitats protected or restored	●	EN20	NO <sub>x</sub> , SO <sub>x</sub> and other air emissions	◆
	<ul style="list-style-type: none"> <li>Climate &amp; environment &gt; Resource efficiency &amp; environmental protection &gt; Protecting biodiversity</li> <li>Society &gt; engagement@telekom &gt; Collaborating with partners</li> </ul> <p>During the reporting period we financed compensation measures to</p>			<p>Telekom is not a manufacturing enterprise. Therefore, this indicator is not relevant to Telekom.</p> <p>CO<sub>2</sub> emissions are calculated according to the Greenhouse Gas (GHG) Protocol. No disclosures beyond CO<sub>2</sub> emissions (e.g., on NO<sub>x</sub>, SO<sub>x</sub> or other air emissions) are possible.</p>	
EN21	Water discharge	●		<ul style="list-style-type: none"> <li>Performance indicators &gt; Environmental performance indicators &gt; Other environmental data &gt; Water consumption</li> </ul> <p>Since we participate in the public water supply, water withdrawal is nearly equal to water discharge.</p>	



Indicator	Reference	Status	Indicator	Reference	Status
EN22	Waste by type and disposal method	●			
	<ul style="list-style-type: none"> <li>&gt; Performance indicators &gt; Environmental performance indicators &gt; Used cell-phone collection and waste volume &gt; Waste volume</li> <li>&gt; Climate &amp; environment &gt; Resource efficiency &amp; environmental protection &gt; Group-wide framework for waste reduction and recycling</li> <li>&gt; Climate &amp; environment &gt; Resource efficiency &amp; environmental protection &gt; 11,025 metric tons of copper cable recycled</li> </ul>			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.	
	Telekom addresses the waste produced as a result of its business activities within the scope of a Group-wide framework for waste management (recycling copper) and via the Used Cell Phone Collection CR KPI (cell phones that are collected and then reused or recycled). Any additional data collection regarding disposal methods would be complex and the amount of time and work involved could not be reasonably justified based on the benefit this type of data collection would bring.		EN28	Sanctions for non-compliance with environmental regulations	●
				No violations of international, national or regional environmental protection regulations were identified within the scope of the ISO 14001 audits or our audits of our integrated health, safety and environmental management system.	
EN23	Significant spills	◆	EN29	Environmental impacts of transport	●
	Since Telekom is not a manufacturing company, this indicator is not relevant.			<ul style="list-style-type: none"> <li>&gt; Customers &gt; Green products &amp; services</li> <li>&gt; Climate &amp; environment &gt; Climate protection measures &gt; Other action areas &gt; Climate-friendly mobility</li> <li>&gt; Performance indicators &gt; Environmental performance indicators &gt; Mobility</li> <li>&gt; Performance indicators &gt; Environmental performance indicators &gt; Energy</li> <li>&gt; Performance indicators &gt; Environmental performance indicators &gt; CO<sub>2</sub> emissions</li> </ul>	
				It can be difficult to measure emissions resulting from transport conducted by service providers, particularly when it comes to procurement/deliveries, because each supplier is responsible for their own transport activities and these services are typically arranged via logistics service providers. In 2013, we attempted to measure the emissions generated by transport activities as part of our scope 3 calculation for Germany. The percentage of emissions generated in the upstream value chain (scope 3, category 4 pursuant to the GHG Protocol scope 3 standard) is therefore nearly three times as high as emissions produced by transport activities in the downstream value chain (scope 3, category 9 pursuant to the GHG Protocol scope 3 standard), which we calculated based on detailed information provided by our main logistics services provider.	
EN24	Waste deemed hazardous under the terms of the Basel Convention	◆		We also measured emissions resulting from employee commuting in Germany in 2013 (scope 3, category 7 pursuant to the GHG Protocol scope 3 standard). To do this, we applied the results of a voluntary online employee survey to the total number of employees in Germany and came up with more than 3 percent of total emissions generated (scope 1, 2 & 3).	
	Since Telekom does not transport any waste, this indicator is not relevant.		EN30	Environmental protection expenditures	◐
EN25	Impacts of discharges and runoff on biodiversity	◆		<ul style="list-style-type: none"> <li>&gt; Climate &amp; environment &gt; Climate protection measures &gt; Other action areas &gt; 11,333 metric tons of CO<sub>2</sub> offset</li> </ul>	
	This indicator is not relevant for Telekom, as no direct discharges of water take place.			Expenses for environmental protection measures and investments such as waste treatment and disposal, certification, personnel expenses and similar would exceed any benefit from the results. It is currently not possible to provide information due to the size of the Group.	
EN26	Initiatives to mitigate environmental impacts	●			
	<ul style="list-style-type: none"> <li>&gt; Customers &gt; Sustainable products &amp; services &gt; Enabling sustainable innovation</li> <li>&gt; Customers &gt; CR facts &gt; CR facts: Sustainability Guideline for Product Design</li> <li>&gt; Customers &gt; Sustainable products &amp; services &gt; Enabling sustainable innovation</li> <li>&gt; Customers &gt; Sustainable ICT solutions &gt; Contributing to the value cycle</li> <li>&gt; Customers &gt; CR facts &gt; CR facts: Used cell-phone collection</li> <li>&gt; Customers &gt; CR facts &gt; CR facts: Device packaging policy</li> <li>&gt; Climate &amp; environment &gt; Resource efficiency &amp; environmental protection &gt; Group-wide framework for waste reduction and recycling</li> <li>&gt; Climate &amp; environment &gt; Resource efficiency &amp; environmental protection &gt; Resource efficiency in the workplace</li> <li>&gt; Climate &amp; environment &gt; CR facts &gt; CR facts: Using recycled paper</li> <li>&gt; Climate &amp; environment &gt; CR facts &gt; CR facts: Green office supplies</li> <li>&gt; Performance indicators &gt; Environmental performance indicators &gt; Energy</li> <li>&gt; Performance indicators &gt; Environmental performance indicators &gt; CO<sub>2</sub> emissions</li> </ul>				
EN27	Packaging materials	●			
	<ul style="list-style-type: none"> <li>&gt; Performance indicators &gt; Environmental performance indicators &gt; Used cell-phone collection &amp; waste volume &gt; Used cell-phone collection</li> <li>&gt; Customers &gt; CR facts &gt; CR facts: Used cell-phone collection</li> </ul>				



# SOCIAL PERFORMANCE INDICATORS.

Indicator Reference Status

## Social performance indicators: Labor practices and decent work

### Management approach ●

#### Employment

- HR-report 2013/2014 > Highlight “Workforce and Structure”
- HR-report 2013/2014 > Highlight “Attractive Employer”
- HR-report 2013/2014 > Highlight “Diversity as a Strength”
- HR-report 2013/2014 > Highlight “Performance and Talent”

#### Labor/management relations

- HR-report 2013/2014 > Highlight “Workforce and Structure”

#### Occupational health and safety

- HR-report 2013/2014 > Highlight “Health and Safety”

#### Training and education

- HR-report 2013/2014 > Highlight “Training and Development”
- 2013 Annual Report > Employees > HR strategy

#### Diversity and equal opportunity

- HR-report 2013/2014 > Highlight “Diversity as a Strength”

### LA1 Diversity and equal opportunity ●

- Performance indicators > Social and HR performance indicators > Headcount
- HR-report 2013/2014 > Facts & figures

### LA2 Employee turnover ●

- HR-report 2013/2014 > Facts & figures

The number of employees to enter retirement, which is also an important component in natural turnover, was not recorded within the scope of our annual structure report. We therefore cannot provide a breakdown of natural turnover according to gender and age. The time and effort involved in more detailed data collection would exceed any benefit from the results.

### LA3 Benefits to full-time employees ●

- Performance indicators > Social and HR performance indicators > Diversity and pension schemes > Company pension scheme
- 2013 Annual Report > Employees

### LA4 Employees with collective bargaining agreements ●

In Germany Telekom has agreed most of the conditions of employment for its employees with 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 agree-

Indicator Reference Status

ments at each of our national companies. The responsibility for negotiating and signing collective agreements lies with the management of the relevant national company.

Out of 116,643 employees with permanent employment contracts (118,840 in 2012) around 78,245 were categorized as being subject to collective agreements in 2013 (78,894 in 2012). That is the equivalent of a relative share of 67.1 percent (66.4 percent in 2012).

### LA5 Minimum notice period(s) regarding operational changes ●

The relevant works council committees 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.

### LA6 Workforce represented in joint health and safety committees ●

Deutsche Telekom has various committees on occupational health and safety involving both employee and employer representatives.

### LA7 Occupational diseases, lost days, and number of fatalities ●

- Performance indicators > Social and HR performance indicators > Employee health

### LA8 Training on serious diseases ●

- HR-report 2013/2014 > Highlight “Health and Safety”

We integrated the important topic of health management at our company and in our management structures as early as 2007 by introducing corporate standards and guidelines. Employees can utilize advisory and training services, as well as preventive medical check-ups, as part of our health management.

### LA9 Trade union agreements on health and safety ●

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

### LA10 Training per employee ●

Our employees participated an average of 24.2 hours in training (Group national – Germany) in 2013.

Indicator Reference Status  
A breakdown by employee category is not relevant for Telekom as the training and development offers are open to all employees equally.

#### LA11 Programs for lifelong learning ●

- HR-report 2013/2014 > Highlight "Diversity as a Strength"
- HR-report 2013/2014 > Highlight "Training and Development"
- HR-report 2013/2014 > Identifying special talent and providing consistent support
- Society > Educational commitment > Involvement in training & skills development > Telekom supports entry-level professionals

#### LA12 Regular performance and career development reviews ●

All Deutsche Telekom AG executives and employees not covered by collective agreements, as well as employees in sales positions who are covered by collective agreements, work according to a target achievement system. This system is structured differently according to employee group. The variable component of remuneration is measured based on either individual or Group target achievement. By closely connecting variable pay for executives with Group target achievement, we make sure that managerial activities are closely in tune with our corporate targets and strategy.

We currently use the Performance & Potential (PPR) review method as a basis for assessing employee performance and conduct during a specified review period. This review applies to our executives and employees not covered by cooperative agreements. This process is used to assess the performance and potential of our employees at our companies in Germany and at most of our international companies as well.

We use the Compass review and development system to assess the performance and conduct of our employees that are covered by collective agreements and for both active civil servants and those whose civil-servant status has been suspended for an employment relationship subject to collective agreements in Deutsche Telekom units in Germany. We also use the German Ordinance on the Careers of Civil Servants (Bundeslaufbahnverordnung) to assess the service performance of civil servants in our employment.

Both the PPR and the Compass processes include mapping out an individual development plan for each employee as an integral component of dialog between managers and their employees.

One way in which we control the review process is to record several process performance indicators designed specifically to guarantee the implementation and quality of the reviews as well as completion of the individual development plan.

Regular performance reviews and development planning are conducted using local tools at companies in which the global processes are not applied.

#### LA13 Composition of governance bodies ●

- Performance indicators > Social performance indicators > Diversity and company pension scheme
- 2013 Annual Report > Members of the Supervisory Board of Deutsche Telekom AG in 2013

#### LA14 Gender pay disparity ◆

We have been comparing the pay of male and female employees since 2009. We were unable to identify any significant, gender-based differ-

ences in pay for executives and employees not covered by collective agreements in Germany. Among employees covered by collective agreements, we can exclude the possibility of gender-specific disadvantages, since pay is determined solely by an employee's assignment to a function group. It was not possible to record the basic pay of our male and female employees at all of our international offices due to data unavailability, relevance to competition and the time and effort involved.

### Social performance indicators: Human rights

#### Management approach ●

#### Investment and procurement practices

- Suppliers > Sustainable procurement strategy > Management approach (sustainable procurement strategy)
- Suppliers > Sustainable procurement strategy > CR clause added
- Suppliers > CR facts > CR facts: Auditing of suppliers

#### Non-discrimination

- Suppliers > Supplier management > Management approach
- Suppliers > CR facts > CR facts: Supplier audits
- Strategy & management > CR facts > CR facts: Social Charter
- Strategy & management > Values & Guiding Principles
- Strategy & management > Compliance
- HR-report 2013/2014 > Highlight "Diversity as a Strength"

#### Freedom of association and collective bargaining

- Suppliers > Supplier management > Management approach
- Strategy & management > Values & Guiding Principles

#### Child labour

- Suppliers > Supplier management > Management approach
- Suppliers > CR facts > CR facts: Supplier audits
- Strategy & management > Values & Guiding Principles > Revised Social Charter published
- Strategy & management > CR facts > CR facts: Social Charter

#### Forced and compulsory labor

- Suppliers > Supplier management > Management approach
- Suppliers > CR facts > CR facts: Supplier audits
- Strategy & management > Values & Guiding Principles > Revised Social Charter published
- Strategy & management > CR facts > CR facts: Social Charter

#### Security practices

- Strategy & management > Values & Guiding Principles > Revised Social Charter published
- Strategy & management > CR facts > CR facts: Social Charter

#### Indigenous rights

This aspect is not relevant for Telekom.

#### HR1 Investment agreements ●

- Performance indicators > Environmental performance indicators > Sustainable procurement
- Suppliers > Sustainable procurement strategy > Management approach (Sustainable procurement strategy)
- Suppliers > Sustainable procurement strategy > CR clause added
- Suppliers > CR facts > CR facts: Sustainability management at the BuyIn joint venture

Indicator Reference Status

### HR2 Supplier screening on human rights ●

- Performance indicators > Environmental performance indicators > Suppliers > Sustainable Procurement CR KPI

Telekom uses the Sustainable Procurement CR KPI to measure the percentage of our procurement volume purchased from suppliers that have undergone a self-assessment or social audit process for human rights issues.

### HR3 Training on human rights ◐

We offer training for buyers and conduct joint workshops with suppliers within the scope of our sustainable procurement strategy. The new CR e-learning tool will also raise awareness of 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.

- Suppliers > Supplier management > 2013 audit results
- Suppliers > CR facts > CR facts: Supplier audits
- Strategy & management > CR facts > CR facts: Social Charter

### HR6 Child labor ●

- Strategy & management > CR facts > CR facts: Social Charter
- Suppliers > Supplier management > 2013 audit results
- Suppliers > Supplier management > Supplier development through monitoring and advice
- Suppliers > CR facts > CR facts: Supplier audits

We address child labor risks by auditing selected strategic and particularly high-risk suppliers.

### HR7 Forced labor. ●

- Strategy & management > CR facts > CR facts: Social Charter
- Suppliers > Supplier management > 2013 audit results
- Suppliers > Supplier management > Supplier development through

Indicator Reference Status

- monitoring and advice
- Suppliers > CR facts > CR facts: Supplier audits

We address forced labor risks by auditing selected strategic and particularly high-risk suppliers.

### HR8 Training for security personnel ●

As a global player, we insist that all our companies and all our suppliers around the world comply with internationally accepted social standards.

We have committed ourselves to this policy in our Social Charter, which is a constituent of the Telekom Code of Conduct. We check for compliance on an annual basis, holding audits in the form of declarations of compliance issued by the management of individual Group units.

### HR9 Violations of rights of indigenous people ◆

This performance indicator is not relevant to Telekom.

## Social Performance Indicators: Society

### Management approach ●

#### Community

- Strategy & management > Stakeholder involvement
- 2013 Annual Report > Risk and opportunity management

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.

#### Corruption

- Strategy & management > Compliance

#### Public policy

- Strategy & management > Government relations & regulatory issues

#### Anti-competitive behavior

- Strategy & management > Compliance

#### Compliance

- Strategy & management > Compliance
- Strategy & management > Data privacy

### SO1 Impacts on communities ●

- Networks > Secure networks for people and their data > Mobile communications and health (EMF)
- 2013 Annual Report > Risk & opportunity management

Telekom uses a comprehensive risk and opportunity management system to enable the company to effectively take advantage of opportunities without losing sight of associated risks. This system not only considers legal and financial aspects, but also social and environmental risks.

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.

Indicator	Reference	Status
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### SO2 Corruption risks ●

- Strategy & management > Compliance > Investigating suspected cases of corruption

### SO3 Anti-corruption training ●

- Strategy & management > Compliance > Investigating suspected cases of corruption

### SO4 Actions taken in response to incidents of corruption ●

- Strategy & management > Compliance > Investigating suspected cases of corruption
- Suppliers > Supply chain management2013 > audit results

Telekom has been practicing a comprehensive compliance management to prevent and fight corruption. Any violations we uncover during our investigation are punished appropriately, to the point of termination of the employment relationships for good cause. The total number of confirmed incidents of corruption is considered to be confidential.

### SO5 Lobbying ●

- Strategy & management > Political representation of interests
- Networks > Secure networks for people and their data > Mobile communications and health (EMF)

### SO6 Donations to political parties and politicians ●

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.

### SO7 Legal actions for anticompetitive behavior ●

- 2013 Annual Report > Risk and opportunity management > Risks

### SO8 Sanctions for non-compliance with laws and regulations ●

- 2013 Annual Report > Risk and opportunity management > Risks

## Social performance indicators: Product responsibility

### Management approach ●

#### Customer health and safety

- Customers > Customer security/customer satisfaction > Management approach (Customer security/customer satisfaction)
- Customers > CR facts > CR facts: Sustainability Guideline for Product Design

#### Product and service labelling

- Networks > Secure networks for people and their data > Mobile communications & health > Mobile communications and health (EMF)
- Customers > Customer security/customer satisfaction > Consumer and youth protection
- Customers > CR facts > CR facts: Protection of children and young people integrated into product development

Indicator	Reference	Status
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## Marketing communications

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.

#### Customer privacy

- Strategy & management > Compliance
- Strategy & management > Data privacy
- 2013 Data Privacy and Data Security Report

#### Compliance

- Strategy & management > Compliance
- Strategy & management > Data privacy

### PR1 Health and safety impacts along product life cycle ●

- Networks > Secure networks for people and their data > Mobile communications and health (EMF)
- Networks > CR facts > CR facts: EMF Policy
- Customers > Sustainable products & services > Innovation in growth areas > E-health

### PR2 Non-compliance with health and safety standards ●

- 2013 Annual Report > Risk and opportunity management

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

### PR3 Product information ●

- Networks > Secure networks for people and their data
- Customers > Customer security/customer satisfaction> Consumer and youth protection >
- Customers > CR facts > CR facts: Protection of children and young people integrated into product development
- SAR levels

### PR4 Non-compliance with product information standards ●

- 2013 Annual Report > Risk and opportunity management

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

### PR5 Customer satisfaction ●

- 2013 Annual Report > Risk and opportunity management

### PR6 Marketing communication standards ●

- Networks > Secure networks for people and their data > Mobile communications and health (EMF)
- Customers > Customer security/customer satisfaction > Consumer and youth protection
- Customers > Innovation in growth areas > E-health
- Customers > CR facts > CR facts: Voluntary commitments and codes of conduct on consumer protection

Our Code of Conduct, which was passed in 2007, forms the basis for our consumer protection activities. It also applies to all of Telekom's sales partners.

Indicator	Reference	Status	Indicator	Reference	Status
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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.

PR7 Non-compliance with marketing communication standards ●

> Strategy & management > Compliance > Investigating suspected cases of corruption

↗ 2013 Annual Report > Risk and opportunity management

PR8 Complaints regarding customer privacy ●

> Strategy & management > Compliance

> Strategy & management > Data privacy

↗ 2013 Data Privacy and Data Security Report

PR9 Sanctions for non-compliance with product and service related regulations ●

↗ 2013 Annual Report > Risk and opportunity management

# GRI TELECOMMUNICATIONS SECTOR SUPPLEMENT.

Indicator	Reference	Status	Indicator	Reference	Status
<b>Internal Operations</b>			<b>Infrastructure</b>		
<b>Investments</b>			<b>IO 7 Actions with regard to siting of transmission masts</b> ●		
IO 1 Capital investment in infrastructure broken down by region		●	➤ Networks > Network & infrastructure expansion		
			➤ EMF Policy		
➤ Networks > Network & infrastructure expansion			<b>IO 8 Number of stand-alone and shared sites</b> ●		
IO 2 Costs for extending non-profitable services to remote areas and low-income groups; description of statutory provisions		◆	Telekom records the number of radio sites used individually or shared. In future the number of shared locations is to be further increased.		
This performance indicator is not relevant to Telekom.			<b>Providing Access</b>		
<b>Health and Safety</b>			<b>Access to telecommunications products and services: Bridging the digital divide</b>		
IO 3 Practices to ensure health and safety of personnel involved in infrastructure installation		●	<b>PA 1 Strategies and actions in low population density areas</b> ●		
➤ Strategy & management > CR governance > Integrated HSE management system			➤ Networks > Network & infrastructure expansion		
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.			➤ Networks > CR facts > CR facts: Broadband strategy		
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 make workflows easier and minimize health risks and factors that are harmful to the environment.			➤ Networks > CR facts > CR facts: More Broadband for Germany project		
Communication on health, safety and the environment exists throughout all levels of the company.			<b>PA 2 Strategies and actions to overcoming barriers to access and use</b> ●		
IO 4 Compliance with ICNIRP standards on handset radiation		●	➤ Strategy & management > CR strategy > Action areas		
➤ Networks > Secure networks for people and their data > Mobile communications and health (EMF)			➤ Networks > Network & infrastructure expansion		
➤ Networks > CR facts > CR facts: ICNIRP			➤ Society > Commitment to training and development > Media skills		
➤ Responsibility > Mobile communications & health			➤ Customers > Sustainable products & services > Sustainable ICT solutions > Accessible products & services		
IO 5 Compliance with ICNIRP standards on base station		●	<b>PA 3 Strategies and actions to ensure the availability and reliability of products and services</b> ●		
➤ Networks > Secure networks for people and their data > Mobile communications and health (EMF)			➤ Networks > Network & infrastructure expansion		
➤ Networks > CR facts > CR facts: ICNIRP			➤ Customers > Sustainable products & services > Innovation in growth areas		
➤ Responsibility > Mobile communications & health			➤ Networks > Network & infrastructure expansion > Overview: Access technology and network expansion status in Germany		
IO 6 Actions with respect to SAR values of handsets		●	<b>PA 4 Level of availability and market shares for products and services</b> ●		
➤ Networks > CR facts > CR facts: EMF-Policy			➤ Networks > Network & infrastructure expansion		
			➤ 2013 Annual Report > Innovation and product development		
			<b>PA 5 Number and types of products and services made available to low and no income sectors of the population</b> ●		
			➤ Customers > Sustainable products & services > Sustainable ICT solutions > Accessible products & services		



Indicator	Reference	Status	Indicator	Reference	Status
PA 6	Programs and actions to provide and maintain services in emergency situations	●	TA 2	Examples of replacing physical objects through telecommunications	●
	<ul style="list-style-type: none"> <li>Society &gt; engagement@telekom &gt; Disaster aid</li> </ul>			<ul style="list-style-type: none"> <li>Climate &amp; environment &gt; Resource efficiency and environmental protection &gt; Resource efficiency in the workplace</li> <li>Customers &gt; Sustainable products &amp; services</li> <li>Customers &gt; Sustainable products &amp; services &gt; Sustainable ICT solutions &gt; Accessible products &amp; services</li> <li>Customers &gt; Sustainable products &amp; services &gt; Innovation in growth areas</li> <li>Customers &gt; Sustainable products &amp; services &gt; Innovation in growth areas &gt; E-health</li> </ul>	
<b>Access to content</b>					
PA 7	Strategies and actions to manage human rights issues relating to access and use of telecommunications products and services	●	TA 3	Changes in customer behavior caused by use of the above products and services	●
	<ul style="list-style-type: none"> <li>Customers &gt; Customers security/customer satisfaction &gt; Consumer and youth protection</li> </ul>			<ul style="list-style-type: none"> <li>Customers &gt; Sustainable products &amp; services</li> <li>Customers &gt; Sustainable products &amp; services &gt; Innovation in growth areas &gt; E-health</li> </ul>	
Ensuring compliance with human rights is an integral part of Deutsche Telekom's corporate policy.					
<b>Customer relations</b>					
PA 8	Strategies and actions to publicly communicate on EMF-related issues	●	TA 4	Impacts of use of the above products and services and lessons learned for future development	●
	<ul style="list-style-type: none"> <li>Networks &gt; Secure networks for people and their data &gt; Mobile communications and health (EMF) &gt; Management approach (Mobile communications and health)</li> <li>Responsibility &gt; Mobile communications &amp; health</li> </ul>			<ul style="list-style-type: none"> <li>Climate &amp; environment &gt; CR facts: SMARTer 2020 study</li> </ul>	
PA 9	Investments in activities in electromagnetic field research	●	TA 5	Practices relating to intellectual property rights	●
	<ul style="list-style-type: none"> <li>Networks &gt; Secure networks for people and their data &gt; Mobile communications and health (EMF)</li> <li>Networks &gt; Secure networks for people and their data &gt; The latest discussions and research</li> <li>Networks &gt; CR facts &gt; CR facts: Voluntary commitments by mobile communications providers</li> <li>Responsibility &gt; Mobile communications &amp; health</li> </ul>			<ul style="list-style-type: none"> <li>2013 Annual Report &gt; Innovation and product development</li> <li>2013 Annual Report &gt; Other disclosures</li> </ul>	
PA 10	Initiatives to ensure clarity of charges and rates	●			
	<ul style="list-style-type: none"> <li>Networks &gt; CR facts &gt; CR facts: IZMF Information Center for Mobile Communications</li> <li>Networks &gt; Secure networks for people and their data &gt; The latest discussions and research</li> </ul>				
PA 11	Initiatives to inform customers about responsible, efficient and environmentally preferable product use	●			
	<ul style="list-style-type: none"> <li>Customers &gt; Customer security/Customer satisfaction &gt; Customer relationship management</li> <li>Customers &gt; Sustainable products &amp; services</li> </ul>				
<b>Technical applications</b>					
<b>Resource efficiency</b>					
TA 1	Examples of resource efficiency of telecommunications products and services	●			
	<ul style="list-style-type: none"> <li>Customers &gt; Sustainable products &amp; services</li> <li>Customers &gt; Sustainable products &amp; services &gt; Innovation in growth areas</li> <li>Climate &amp; environment &gt; Climate protection measures &gt; Energy-efficient networks</li> </ul>				



# GLOBAL COMPACT COMMUNICATION ON PROGRESS.

Indicator	Reference	Status	Indicator	Reference	Status
<b>Principle 1: Support and respect the protection of internationally proclaimed human rights.</b>			<b>Principle 4: Elimination of all forms of forced and compulsory labor.</b>		
>	Strategy & management > Values & Guiding Principles		>	Suppliers > Sustainable procurement strategy	
>	Strategy & management > Compliance		>	Suppliers > Supplier management	
>	Strategy & management > Data privacy		>	HR-report 2013/2014 > Intensive cooperation with employee representatives: Constructive dialog at German and international levels	
>	Strategy & management > Political representation of interests		<b>Principle 5: Abolition of child labor.</b>		
>	Strategy & management > CR facts > CR facts: Social Charter		>	Strategy & management > Values & Guiding Principles	
>	Networks > Secure networks for people and their data > Mobile communications and health (EMF)		>	Strategy & management > Compliance	
>	Employees > CR facts > CR facts: Compensation		>	Strategy & management > Government relations & regulatory issues	
>	Suppliers > Sustainable procurement strategy		>	Suppliers > Sustainable procurement strategy	
>	Suppliers > Supplier management		>	Suppliers > Supplier management	
>	Suppliers > CR facts > CR facts: Supplier audits		>	Suppliers > CR facts > CR facts: Supplier audits	
>	Performance indicators > Social and HR performance indicators > Employee health		<b>Principle 6: Eliminate discrimination in respect of employment and occupation.</b>		
>	Performance indicators > Economic performance indicators > Sustainable procurement		>	Strategy & management > Values & Guiding Principles	
>	About this report > GRI index > Social and HR performance indicators: Human rights		>	Strategy & management > Compliance	
>	HR-report 2013/2014 > Total Workforce Management: Efficient deployment of personnel, increased productivity		>	Strategy & management > Government relations & regulatory issues	
>	HR-report 2013/2014 > Highlight "Health and Safety"		>	Suppliers > Sustainable procurement strategy	
>	HR-report 2013/2014 > Leadership development: Promoting a new leadership and performance culture		>	Suppliers > Supplier management	
>	HR-report 2013/2014 > Highlight "Diversity as a Strength"		<b>Principle 7: Support a precautionary approach to environmental challenges.</b>		
>	Data privacy & data security		>	Strategy & management > Values & Guiding Principles	
>	2013 Annual Report > Employees > HR strategy		>	Strategy & management > Compliance	
>	2013 Annual Report > Group strategy		>	About this report > GRI index > Social and HR performance indicators: Human rights	
>	2013 Annual Report > Group strategy		>	About this report > GGRI index > Social and HR performance indicators: Labor practices and decent working conditions	
<b>Principle 2: No complicity in human rights abuses.</b>			>	2013/2014 Human Resources Report > Highlight "Diversity as a Strength"	
>	Strategy & management > Values & Guiding Principles		>	2013 Annual Report > Implementation of the HR strategy	
>	Strategy & management > Compliance		>	2013 Annual Report > Corporate Governance report	
>	Strategy & management > Government relations & regulatory issues		<b>Principle 3: Uphold freedom of association and the right to collective bargaining.</b>		
>	Networks > Secure networks for people and their data > Mobile communications and health (EMF)		>	Strategy & management > CR strategy	
>	Suppliers > Sustainable procurement strategy		>	Strategy & management > CR strategy > Key performance indicators	
>	Suppliers > Supplier management		>	Strategy & management > Governance	
>	Suppliers > CR facts > CR facts: Supplier audits		>	Strategy & management > Political representation of interests	
>	Performance indicators > Economic performance indicators > Sustainable procurement		>	Strategy & management > Risk & opportunity management	
>	About this report > GRI index > Social and HR performance indicators: Human rights		>	Climate & environment > Climate protection strategy	
<b>Principle 3: Uphold freedom of association and the right to collective bargaining.</b>			>	Climate & environment > Climate protection measures	
>	Strategy & management > Values & Guiding Principles		>	Climate & environment > Resource efficiency and environmental protection	
>	Strategy & management > Compliance		>	Climate & environment > Climate protection measures > Energy efficiency in the network	

Indicator	Reference	Status	Indicator	Reference	Status
➤	Climate & environment > Resource efficiency and environmental protection > Protecting biodiversity		➤	2013 Annual Report > Risk and opportunity management	
➤	Climate & environment > Resource efficiency and environmental protection > Water consumption		<b>Principle 9: Encourage the development and diffusion of environmentally friendly technologies.</b>		
➤	Climate & environment > Climate protection measures > Other action areas > Climate-friendly mobility		➤	Strategy & management > CR strategy	
➤	Customers > Sustainable products & services		➤	Strategy & management > CR strategy > Key performance indicators	
➤	Customers > Sustainable products & services > Sustainable ICT solutions		➤	Strategy & management > Governance	
➤	Customers > CR facts > CR facts: Sustainability Guideline for Product Design		➤	Customers > CR facts > CR facts: Sustainability Guideline for Product Design	
➤	Customers > CR facts > CR facts: Device packaging policy		➤	Customers > Sustainable products & services	
➤	Customers > Sustainable products & services > CR communication		➤	Customers > Sustainable products & services > CR communication	
➤	Customers > Sustainable products & services > Innovation in growth areas		➤	Customers > CR facts > CR facts: Used cell-phone collection	
➤	Suppliers > Sustainable procurement strategy		➤	Customers > Sustainable products & services > Innovation in growth areas	
➤	Suppliers > Supplier management		➤	Climate & environment > Climate protection measures > Energy efficiency in the network	
➤	Suppliers > CR facts > CR facts: Supplier audits		➤	Climate & environment > Climate protection measures	
➤	Suppliers > CR facts > CR facts: Conflict-Free Sourcing Initiative		➤	Climate & environment > Climate protection measures > Other action areas > Climate-friendly mobility	
➤	Performance indicators > Environmental performance indicators > CO <sub>2</sub> emissions		➤	Climate & environment > Resource efficiency and environmental protection	
➤	Performance indicators > Environmental performance indicators > Energy		➤	Climate & environment > CR facts > CR facts: Green Car Policy	
➤	Performance indicators > Environmental performance indicators > Used cell-phone collection and waste volume		➤	Suppliers > Sustainable procurement strategy	
➤	Performance indicators > Environmental performance indicators > Other environmental data		➤	Suppliers > Supplier management	
➤	2013 Annual Report > Risk & opportunity management		➤	Suppliers > CR facts > CR facts: Conflict-Free Sourcing Initiative	
<b>Principle 8: Undertake initiatives to promote greater environmental responsibility.</b>			➤	2013 Annual Report > Innovation and product development	
➤	Strategy & management > Values & Guiding Principles		<b>Principle 10: Work against corruption in all its forms, including extortion and bribery.</b>		
➤	Strategy & management > CR strategy		➤	Strategy & management > CR strategy	
➤	Strategy & management > CR strategy > Key performance indicators		➤	Strategy & management > Compliance	
➤	Strategy & management > Governance		➤	Strategy & management > Risk & opportunity management	
➤	Strategy & management > Political representation of interests		➤	Strategy & management > Data privacy	
➤	Climate & environment > Climate protection strategy		➤	Strategy & management > Government relations & regulatory issues	
➤	Climate & environment > Climate protection measures		➤	Suppliers > Sustainable procurement strategy	
➤	Climate & environment > Resource efficiency and environmental protection		➤	Suppliers > CR facts > CR facts: Supplier audits	
➤	Climate & environment > Climate protection measures > Energy efficiency in the network		➤	About this report > GR index > Social and HR performance indicators: Society	
➤	Climate & environment > Resource efficiency and environmental protection > Protecting biodiversity		➤	2013 Annual Report > Corporate Governance report	
➤	Climate & environment > CR facts > CR facts: Green Car Policy		➤	2013 Annual Report > Risk and opportunity management	
➤	Climate & environment > CR facts > CR facts: Code of Conduct on Energy Consumption of Broadband Equipment				
➤	Customers > CR facts > CR facts: Sustainability Guideline for Product Design				
➤	Customers > CR facts > CR facts: Used cell-phone collection				
➤	Customers > Green products & services > CR communication				
➤	Customers > Sustainable products & services > Sustainable ICT solutions				
➤	Customers > Sustainable products & services > Innovation in growth areas				
➤	Suppliers > Sustainable procurement strategy				
➤	Suppliers > Supplier management				
➤	Suppliers > CR facts > CR facts: Conflict-Free Sourcing Initiative				
➤	SAR levels				