CORPORATE RESPONSIBILITY
BERICHT 2013.

GRI-INDEX.

GLOBAL COMPACT
COMMUNICATION ON PROGRESS.
## 1. Strategy and analysis

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<td>About this report &gt; Foreword by the Chairman of the Board of Management</td>
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<tr>
<td>1.2 Key impacts, risks and opportunities</td>
<td>Strategy &amp; management &gt; Opportunities and risks</td>
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## 2. Organizational profile

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<td>2.3 Organizational structure</td>
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<td>2.5 Countries in operation</td>
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<td>Telekom worldwide</td>
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<td>2.6 Nature of ownership</td>
<td>2013 Annual Report &gt; Group organization &gt; Business activities and organization</td>
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<td>2.7 Markets served</td>
<td>About this report &gt; Group portrait</td>
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<td>2013 Annual Report &gt; The economic environment &gt; Telecommunications market</td>
<td>●</td>
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<tr>
<td>2.8 Scale of the organization</td>
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## 3. Report parameters

<table>
<thead>
<tr>
<th>Indicator</th>
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<tbody>
<tr>
<td>3.1 Reporting period</td>
<td>About this report</td>
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<tr>
<td>3.2 Date of most recent previous report</td>
<td>About this report</td>
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<td>3.3 Reporting cycle</td>
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<td>3.4 Contact point for questions</td>
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<td></td>
<td>Birgit Klesper, Senior Vice President, Group Transformational Change &amp; Corporate Responsibility</td>
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<td>3.5 Process for defining report content</td>
<td>About this report</td>
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<tr>
<td></td>
<td>Strategy &amp; management &gt; Stakeholder involvement &gt; Stakeholder expectations</td>
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<tr>
<td></td>
<td>Strategy &amp; management &gt; Stakeholder involvement &gt; Involvement formats &gt; Involvement formats/participation: Materiality workshop on the 2013 CR Report</td>
<td>●</td>
</tr>
</tbody>
</table>
3.6 Boundary of the report

- About this report
- Strategy & management > Stakeholder involvement > Stakeholder expectations > Telekom stakeholders

3.7 Limitations on the scope or boundary of the report

- About this report
- Strategy & management > CR strategy > CR key performance indicators
- About this report > Assurance engagement
- Strategy and management > CR governance
- Facts and figures

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.

Since early 2010, we have been using a CR database to systematically collect and manage relevant data for our CR reporting activities.

3.10 Effects of re-statement of information provided in earlier reports

- About this report
- Strategy & management > CR strategy > CR key performance indicators
- About this report > User help

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.

3.11 Significant changes in the scope, boundary, or measurement methods

- About this report
- Facts and figures

3.12 GRI Content Index

Included

4. Governance, Commitments and Engagement

4.1 Governance structure

- Strategy & management > CR governance
- 2013 Annual Report > The Board of Management
- 2013 Annual Report > Corporate Governance Report
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.

The Telekom Board of Management is responsible for the operational management of the Group and strives to constantly improve the company’s sustainability performance.

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

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<tr>
<th>Indicator</th>
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<tbody>
<tr>
<td>4.9 Procedures for board governance on management of sustainability performance</td>
<td>Strategy &amp; management &gt; CR strategy</td>
<td>●</td>
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<tr>
<td>4.10 Process for evaluation of the board’s sustainability performance</td>
<td>2013 Annual Report &gt; Corporate Governance report</td>
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<tr>
<td>4.11 Precautionary approach</td>
<td>Strategy &amp; management &gt; Compliance</td>
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<td></td>
<td>Strategy &amp; management &gt; CR governance</td>
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<td></td>
<td>Strategy &amp; management &gt; Risk &amp; opportunities management</td>
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<td></td>
<td>2013 Annual Report &gt; Corporate Governance report</td>
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<tr>
<td>4.12 External charters, principles, or other initiatives</td>
<td>Strategy &amp; management &gt; Stakeholder involvement</td>
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<td>Networks &gt; Network &amp; infrastructure expansion</td>
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<td>Networks &gt; CR facts &gt; CR facts: EMF Policy</td>
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<td></td>
<td>Customers &gt; CR facts &gt; CR facts: Initiatives and partnerships to protect minors</td>
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<td>Customers &gt; CR facts &gt; CR facts: Voluntary commitments and codes of conduct on consumer protection</td>
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<td></td>
<td>Suppliers &gt; CR facts &gt; CR facts: Conflict-Free Sourcing Initiative</td>
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<td></td>
<td>Suppliers &gt; Sustainable procurement strategy &gt; Management approach (Sustainable procurement strategy)</td>
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<td></td>
<td>Climate &amp; environment &gt; CR facts &gt; CR facts: Code of Conduct on Energy Consumption of Broadband Equipment</td>
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<td>Climate &amp; environment &gt; CR facts &gt; CR facts: European Code of Conduct on Data Centres</td>
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<td></td>
<td>Climate &amp; environment &gt; Climate protection strategy &gt; Management approach (Climate protection strategy)</td>
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<tr>
<td></td>
<td>Climate &amp; environment &gt; Resource efficiency &amp; environmental protection</td>
<td>●</td>
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<tr>
<td>4.13 Memberships in associations</td>
<td>Strategy &amp; management &gt; Stakeholder involvement &gt; Involvement formats &gt; Overview of memberships and partnerships</td>
<td>●</td>
</tr>
<tr>
<td>4.14 Stakeholder groups</td>
<td>Strategy &amp; management &gt; Stakeholder involvement</td>
<td>●</td>
</tr>
<tr>
<td>4.15 Stakeholder identification and selection</td>
<td>Strategy &amp; management &gt; Stakeholder involvement</td>
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</table>
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 forecast 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.

EC1 Direct economic value generated and distributed

EC2 Financial implications due to climate change

EC3 Coverage of the organization's defined benefit plan

EC4 Financial government assistance

EC5 Entry level wage compared to local minimum wage

EC6 Locally-based suppliers

EC7 Local hiring

EC8 Infrastructure investment and services for public benefit

EC9 Indirect economic impacts

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.

The German Federal government holds shares in Deutsche Telekom.

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

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.
### 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

### Compliance

- 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

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### ENVIRONMENTAL PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Reference</th>
<th>Status</th>
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</thead>
<tbody>
<tr>
<td>Management approach</td>
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**Materials**

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**Water**

- Climate & environment > Resource efficiency & environmental protection

**Biodiversity**

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

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- Climate & environment > CR facts > CR facts: SMARTer 2020 study
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- 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

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**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 insignificant, the share of recycled material is not relevant to this report.

**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
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 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.

Telekom is not a manufacturing enterprise. Therefore, this indicator is not relevant to Telekom.

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CO₂ emissions are calculated according to the Greenhouse Gas (GHG) Protocol. No disclosures beyond CO₂ emissions (e.g., on NOx, SOx or other air emissions) are possible.

Since we participate in the public water supply, water withdrawal is nearly equal to water discharge.

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.

This performance indicator is not relevant to Telekom.

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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.
EN22 Waste by type and disposal method
- Performance indicators > Environmental performance indicators > Used cell-phone collection and waste volume > Waste volume
- Climate & environment > Resource efficiency & environmental protection > Group-wide framework for waste reduction and recycling
- Climate & environment > Resource efficiency & environmental protection > 11,025 metric tons of copper cable recycled

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.

EN23 Significant spills
- Since Telekom is not a manufacturing company, this indicator is not relevant.

EN24 Waste deemed hazardous under the terms of the Basel Convention
- Since Telekom does not transport any waste, this indicator is not relevant.

EN25 Impacts of discharges and runoff on biodiversity
- This indicator is not relevant for Telekom, as no direct discharges of water take place.

EN26 Initiatives to mitigate environmental impacts
- Customers > Sustainable products & services > Enabling sustainable innovation
- Customers > CR facts > CR facts: Sustainability Guideline for Product Design
- Customers > Sustainable products & services > Enabling sustainable innovation
- Customers > Sustainable ICT solutions > Contributing to the value cycle
- Customers > CR facts > CR facts: Used cell-phone collection
- Customers > CR facts > CR facts: Device packaging 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
- Climate & environment > CR facts > CR facts: Using recycled paper
- Climate & environment > CR facts > CR facts: Green office supplies
- Performance indicators > Environmental performance indicators > Energy
- Performance indicators > Environmental performance indicators > CO₂ emissions

EN27 Packaging materials
- Performance indicators > Environmental performance indicators > Used cell-phone collection & waste volume > Used cell-phone collection
- Customers > CR facts > CR facts: Used cell-phone collection

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.

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.

EN29 Environmental impacts of transport
- Customers > Green products & services
- Climate & environment > Climate protection measures > Other action areas > Climate-friendly mobility
- Performance indicators > Environmental performance indicators > Mobility
- Performance indicators > Environmental performance indicators > Energy
- Performance indicators > Environmental performance indicators > CO₂ emissions

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.

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).

EN30 Environmental protection expenditures
- Climate & environment > Climate protection measures > Other action areas > 11,333 metric tons of CO₂ offset

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

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

Security practices

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

Indigenous rights

This aspect is not relevant for Telekom.
### Social Performance Indicators: Society

#### HR2 Supplier screening on human rights

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

#### HR7 Forced labor

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

### Environmental Performance Indicators

#### SO1 Impacts on communities

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.

#### Compliance

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.

#### HR8 Violations of rights of indigenous people

This performance indicator is not relevant to Telekom.
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.

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.

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

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.

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.

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

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Reference</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>PR7 Non compliance with marketing communication standards</td>
<td>Strategy &amp; management &gt; Compliance &gt; Investigating suspected cases of corruption</td>
<td>2013 Annual Report &gt; Risk and opportunity management</td>
</tr>
<tr>
<td>PR9 Sanctions for non-compliance with product and service related regulations</td>
<td></td>
<td>2013 Annual Report &gt; Risk and opportunity management</td>
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</tbody>
</table>
## GRI TELECOMMUNICATIONS SECTOR SUPPLEMENT

### Internal Operations

#### Investments

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Reference</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>IO 1 Capital investment in infrastructure broken down by region</td>
<td>Networks &gt; Network &amp; infrastructure expansion</td>
<td></td>
</tr>
<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 &amp; infrastructure expansion</td>
<td></td>
</tr>
</tbody>
</table>

This performance indicator is not relevant to Telekom.

### Health and Safety

#### Practices to ensure health and safety of personnel involved in infrastructure installation

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 make workflows easier and minimize health risks and factors that are harmful to the environment.

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

#### Compliance with ICNIRP standards on handset radiation

<table>
<thead>
<tr>
<th>Indicator</th>
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</tr>
</thead>
<tbody>
<tr>
<td>IO 4 Compliance with ICNIRP standards on handset radiation</td>
<td>Networks &gt; Secure networks for people and their data &gt; Mobile communications and health (EMF) Networks &gt; CR facts &gt; CR facts: ICNIRP Responsibility &gt; Mobile communications &amp; health</td>
<td></td>
</tr>
</tbody>
</table>

#### Compliance with ICNIRP standards on base station

<table>
<thead>
<tr>
<th>Indicator</th>
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<tr>
<td>IO 5 Compliance with ICNIRP standards on base station</td>
<td>Networks &gt; Secure networks for people and their data &gt; Mobile communications and health (EMF) Networks &gt; CR facts &gt; CR facts: ICNIRP Responsibility &gt; Mobile communications &amp; health</td>
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</table>

#### Actions with respect to SAR values of handsets

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</thead>
<tbody>
<tr>
<td>IO 6 Actions with respect to SAR values of handsets</td>
<td>Networks &gt; CR facts &gt; CR facts: EMF-Policy</td>
<td></td>
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</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 &amp; 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 &amp; infrastructure expansion Networks &gt; CR facts &gt; CR facts: Broadband strategy Networks &gt; CR facts &gt; CR facts: More Broadband for Germany project</td>
<td></td>
</tr>
<tr>
<td>PA 3 Strategies and actions to ensure the availability and reliability of products and services</td>
<td>Networks &gt; Network &amp; infrastructure expansion Customers &gt; Sustainable products &amp; services &gt; Innovation in growth areas Networks &gt; Network &amp; infrastructure expansion &gt; Overview: Access technology and network expansion status in Germany</td>
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**Level of availability and market shares for products and services**

<table>
<thead>
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<tbody>
<tr>
<td>PA 4 Level of availability and market shares for products and services</td>
<td>Networks &gt; Network &amp; infrastructure expansion 2013 Annual Report &gt; Innovation and product development</td>
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</tbody>
</table>

**Number and types of products and services made available to low and no income sectors of the population**

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>PA 5 Number and types of products and services made available to low and no income sectors of the population</td>
<td>Customers &gt; Sustainable products &amp; services &gt; Sustainable ICT solutions &gt; Accessible products &amp; services</td>
<td></td>
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</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 relating 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

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

TA 6 Practices in the area of the 2013 SMARTer study

TA 7 Practices in the area of product development and innovation

TA 8 Practices in the area of responsible product use

TA 9 Practices in the area of sustainable ICT solutions

TA 10 Practices in the area of resource efficiency

TA 11 Practices in the area of environmental protection

TA 12 Practices in the area of energy efficiency

TA 13 Practices in the area of energy supply and energy demand optimization

TA 14 Practices in the area of energy policy

TA 15 Practices in the area of renewable energy

TA 16 Practices in the area of smart grid

TA 17 Practices in the area of smart metering

TA 18 Practices in the area of smart home

TA 19 Practices in the area of smart city

TA 20 Practices in the area of smart mobility

TA 21 Practices in the area of smart energy

TA 22 Practices in the area of smart building

TA 23 Practices in the area of smart transport

TA 24 Practices in the area of smart network

TA 25 Practices in the area of smart infrastructure

TA 26 Practices in the area of smart communication

TA 27 Practices in the area of smart technology

TA 28 Practices in the area of smart service

TA 29 Practices in the area of smart application

TA 30 Practices in the area of smart data

TA 31 Practices in the area of smart software

TA 32 Practices in the area of smart hardware

TA 33 Practices in the area of smart hardware

TA 34 Practices in the area of smart device

TA 35 Practices in the area of smart component

TA 36 Practices in the area of smart part

TA 37 Practices in the area of smart module

TA 38 Practices in the area of smart subassembly

TA 39 Practices in the area of smart assembly

TA 40 Practices in the area of smart system

TA 41 Practices in the area of smart product

TA 42 Practices in the area of smart service

TA 43 Practices in the area of smart solution

TA 44 Practices in the area of smart application

TA 45 Practices in the area of smart technology

TA 46 Practices in the area of smart software

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TA 72 Practices in the area of smart application

TA 73 Practices in the area of smart technology

TA 74 Practices in the area of smart software

TA 75 Practices in the area of smart hardware

TA 76 Practices in the area of smart device

TA 77 Practices in the area of smart component

TA 78 Practices in the area of smart part

TA 79 Practices in the area of smart module

TA 80 Practices in the area of smart subassembly

TA 81 Practices in the area of smart assembly
GLOBAL COMPACT COMMUNICATION ON PROGRESS.

Principle 1: Support and respect the protection of internationally proclaimed human rights.
- Strategy & management > Values & Guiding Principles
- Strategy & management > Compliance
- Strategy & management > Data privacy
- Strategy & management > Political representation of interests
- Networks > Secure networks for people and their data > Mobile communications and health (EMF)
- Employees > CR facts > CR facts: Compensation
- Suppliers > Sustainable procurement strategy
- Suppliers > Supplier management
- Suppliers > CR facts > CR facts: Supplier audits
- Performance indicators > Social and HR performance indicators > Employee health
- Performance indicators > Economic performance indicators > Sustainable procurement
- About this report > GRI index > Social and HR performance indicators: Human rights
- HR-report 2013/2014 > Total Workforce Management: Efficient deployment of personnel, increased productivity
- HR-report 2013/2014 > Highlight "Health and Safety"
- HR-report 2013/2014 > Leadership development: Promoting a new leadership and performance culture
- HR-report 2013/2014 > Highlight "Diversity as a Strength"
- Data privacy & data security
- 2013 Annual Report > Employees > HR strategy
- 2013 Annual Report > Group strategy
- 2013 Annual Report > Group strategy

Principle 2: No complicity in human rights abuses.
- Strategy & management > Values & Guiding Principles
- Strategy & management > Compliance
- Strategy & management > Government relations & regulatory issues
- Networks > Secure networks for people and their data > Mobile communications and health (EMF)
- Suppliers > Sustainable procurement strategy
- Suppliers > Supplier management
- Suppliers > CR facts > CR facts: Supplier audits
- Performance indicators > Economic performance indicators > Sustainable procurement
- About this report > GRI index > Social and HR performance indicators: Human rights

Principle 3: Uphold freedom of association and the right to collective bargaining.
- Strategy & management > Values & Guiding Principles
- Strategy & management > Compliance

Principle 4: Elimination of all forms of forced and compulsory labor.
- Strategy & management > Values & Guiding Principles
- Strategy & management > Compliance
- Strategy & management > Government relations & regulatory issues
- Suppliers > Sustainable procurement strategy
- Suppliers > Supplier management
- Suppliers > CR facts > CR facts: Supplier audits

Principle 5: Abolition of child labor.
- Strategy & management > Values & Guiding Principles
- Strategy & management > Compliance
- Strategy & management > Government relations & regulatory issues
- Suppliers > Sustainable procurement strategy
- Suppliers > Supplier management

Principle 6: Eliminate discrimination in respect of employment and occupation.
- Strategy & management > Values & Guiding Principles
- Strategy & management > Compliance
- About this report > GRI index > Social and HR performance indicators: Human rights
- About this report > GRI index > Social and HR performance indicators: Labor practices and decent working conditions
- 2013/2014 Human Resources Report > Highlight "Diversity as a Strength"
- 2013 Annual Report > Implementation of the HR strategy
- 2013 Annual Report > Corporate Governance report

Principle 7: Support a precautionary approach to environmental challenges.
- Strategy & management > CR strategy
- Strategy & management > CR strategy > Key performance indicators
- Strategy & management > Governance
- Strategy & management > Political representation of interests
- Strategy & management > Risk & opportunity management
- Climate & environment > Climate protection strategy
- Climate & environment > Climate protection measures
- Climate & environment > Resource efficiency and environmental protection
- Climate & environment > Climate protection measures > Energy efficiency in the network
Principle 8: Undertake initiatives to promote greater environmental responsibility.

- Strategy & management > Values & Guiding Principles
- Strategy & management > CR strategy
- Strategy & management > CR strategy > Key performance indicators
- Strategy & management > Governance
- Strategy & management > Political representation of interests
- Climate & environment > Climate protection strategy
- Climate & environment > Climate protection measures
- Climate & environment > Resource efficiency and environmental protection
- Climate & environment > Climate protection measures > Energy efficiency in the network
- Climate & environment > Resource efficiency and environmental protection > Protecting biodiversity
- Climate & environment > CR facts > CR facts: Green Car Policy
- 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 > 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: Supplier audits
- Suppliers > CR facts > CR facts: Conflict-Free Sourcing Initiative
- Performance indicators > Environmental performance indicators > CO₂ emissions
- Performance indicators > Environmental performance indicators > Energy
- Performance indicators > Environmental performance indicators > Used cell-phone collection and waste volume
- Performance indicators > Environmental performance indicators > Other environmental data
- 2013 Annual Report > Risk & opportunity management

Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

- Strategy & management > CR strategy
- Strategy & management > CR strategy > Key performance indicators
- Strategy & management > Governance
- Customers > CR facts > CR facts: Sustainability Guideline for Product Design
- Customers > Sustainable products & services > CR communication
- Customers > CR facts > CR facts: Used cell-phone collection
- Customers > Sustainable products & services > Innovation in growth areas
- Climate & environment > Climate protection measures > Energy efficiency in the network
- Climate & environment > Climate protection measures
- Climate & environment > Climate protection measures > Other action areas > Climate-friendly mobility
- Climate & environment > Resource efficiency and environmental protection
- Climate & environment > CR facts > CR facts: Green Car Policy
- Suppliers > Sustainable procurement strategy
- Suppliers > Supplier management
- Suppliers > CR facts > CR facts: Conflict-Free Sourcing Initiative
- 2013 Annual Report > Innovation and product development

Principle 10: Work against corruption in all its forms, including extortion and bribery.

- Strategy & management > CR strategy
- Strategy & management > Compliance
- Strategy & management > Risk & opportunity management
- Strategy & management > Data privacy
- Strategy & management > Government relations & regulatory issues
- Suppliers > Sustainable procurement strategy
- Suppliers > CR facts > CR facts: Supplier audits
- About this report > GR index > Social and HR performance indicators: Society
- 2013 Annual Report > Corporate Governance report
- 2013 Annual Report > Risk and opportunity management