

CR Strategy

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Foreword

Dear Readers,

2024 was a record year for Deutsche Telekom. We recorded growth in all business areas and achieved the highest operating result in the company's history.

This success provides tailwind for 2025, our anniversary year: 30 years ago, Deutsche Bundespost Telekom became Deutsche Telekom AG. The fact that we are where we are today, has a lot to do with the people who work for this company. Together we have gone through ups and downs. Have overcome crises. Storms endured. Successes celebrated. Have grown. Over the past three decades this perseverance has made us the most valuable brand in Europe and the most valuable TelCo brand in the world.

We show the same perseverance when it comes to sustainability. From the very beginning, we have been committed to operating sustainably – out of conviction, because it also makes economic sense.

That is why we continue to pursue our ambitious climate targets. By 2040, we aim to achieve net-zero emissions along our entire value chain. Our climate transition plan outlines the planned measures to achieve this. We continue to follow this path and to adhere to our maxim of doing the things we say.

The foundation of our success is that, as a global company, we evaluate and discuss things before we implement them. In the digital world, it is increasingly difficult to assess facts. The spread of disinformation on the internet plays a part in this. At Deutsche Telekom, we are working with many partners and non-profit organizations to strengthen the competent use of digital media. For the fifth year in a row, we are committed with our initiative “No Hate Speech” to conscious use of media and against exclusion or “hate speech”.

Also, economic success makes an important contribution to the further development of sustainability. Always in the interplay of economy, ecology and society. Our mission is to run Deutsche Telekom as a successful, sustainable company. Economically and socially, we are established as a brand and as a company. However, for us success is not an end in itself. It is based on a culture that takes ambition, curiosity, variety, respect and integrity seriously. This culture and our value system are our guardrails.

I'm proud that Deutsche Telekom has again and again managed to work out a position of strength, also in difficult times. We want to continue to use and expand this position. As a company that has its roots in Europe, we pay particular attention to developments on our continent. “Made in Europe” is under pressure. In Europe, we must focus on our own strengths.

To achieve this, Europe's digital future urgently needs reforms and a regulation that is implemented with a sense of proportion. Sovereignty, independence and trust in our own European strengths make us an interesting partner. Investing in own Cloud and AI capabilities is essential to combat strategic weaknesses. Because Artificial Intelligence is here to stay. For Europe it is important to seize the opportunities of this intelligence successfully and at the same time responsibly. That's why we developed our “principles for Green AI” in 2024: a strong signal that AI and sustainability are no opposites for us.

Who wants to shape the future is not afraid of change. Therein lies the power of a company that, after 30 years, says: The best is yet to come. At 30 it really starts!

True to our brand promise “Connecting Your World”, we won't stop until everyone is connected.

Yours

Tim Höttinges,

CEO Deutsche Telekom AG

About this report: why a CR report despite a sustainability statement?

CR reporting has been common practice at Deutsche Telekom for over 25 years. In addition to our CR report, we have been publishing a non-financial statement in our annual report annually since the 2017 reporting year, thus meeting the requirements of Sections 289c to 289e of the German Commercial Code (HGB), Sections 315c in conjunction with 289c to 289e of the German Commercial Code (HGB) and the EU Taxonomy Regulation. In the reporting year, we prepared the non-financial statement for the first time as a [Sustainability Statement](#) in full application of the European Sustainability Reporting Standards (ESRS).

In this context, we conducted a double materiality analysis for the first time in the reporting year in accordance with the requirements of the Corporate Sustainability Reporting Directive (CSRD) in order to identify impacts on society and the environment as well as risks and opportunities for our business activities in connection with sustainability issues. Further information on the materiality process and its results can be found in our [Sustainability Statement](#).

In addition to the key impacts, risks and opportunities addressed in the Sustainability Statement, there are other sustainability aspects that concern our stakeholders. The aim of this CR report is to provide them with additional relevant sustainability information from Deutsche Telekom in the areas of environmental, social and governance (ESG). In addition, we summarize essential results once again in a clear and easy-to-understand way for every reader. We link to our other publications in numerous places in the CR Report, such as our Sustainability Statement in the Annual Report and the [HR Factbook](#). Our reporting is also supplemented by the CR-related reporting of the national companies as well as up-to-date information in the area of responsibility on our [website](#) and in other publications (see below).

The CR report 2024 is a publication of Deutsche Telekom AG and is also available in English. In case of doubt, the German version is authoritative.

Structure of the online report

For the CR report 2024, we have extensively revised the layout and structure of the previous report. In doing so, we focused on providing an even more understandable and clear holistic presentation of ESG activities in the Deutsche Telekom Group.

- The [home page](#) provides an overview of the highlights from the reporting period and the most important key figures. From there, you can access the four central areas of our CR report: [CR Strategy](#), [Environmental](#), [Social](#) and [Governance](#). There we provide information on our sustainability strategy as well as topic-related goals and progress made in the reporting year – from the perspective of our Group and our four operating segments Germany, the United States, Europe and Systems Solutions.
- Our four central areas are supplemented by an interactive key figure tool. There, users can view the most important sustainability-related key figures individually. The key figures are presented at both segment and unit level with a 4-year trend.
- In addition to the report, there is the [CR Facts](#). There, individual Deutsche Telekom departments provide direct information about their sustainability-related projects and measures. The CR Facts can be opened at any time via the footer of the report and is also updated during the year.
- In the footer of the report, there are also links to the download center and the glossary, as well as to dialog functions and other relevant websites.

Scope, reporting period and target groups

The CR report 2024 and the interactive key performance indicator tool refer to the Deutsche Telekom Group with its 292 fully consolidated companies and thus to the segments and national companies; Deviations are marked accordingly.

Like the Annual Report, this CR report covers the period from January 1 to December 31, 2024. CR reporting is carried out annually. The CR report 2024 thus follows on from the 2023 report. The release date is May 27, 2025.

With this CR report, we are specifically addressing the following stakeholders of Deutsche Telekom:

- Analysts and investors
- CR ranking and rating agencies
- Business partner
- Employees
- Representatives of the media

We gender personal designations in the report with neutral designations or with the gender star. We do not use gendering in terms of companies – for example, in the words “suppliers” or business partners – because they do not address natural persons.

Implementation of international reporting standards

This CR report and the key performance indicator tool have been prepared in accordance with various standards. For example, the CR report 2024 complies with the internationally recognized guidelines of the Global Reporting Initiative (GRI Standards). For this purpose, we chose the option “with reference to”.

It also includes an index that we use to identify content that contributes to the criteria of the Sustainability Accounting Standards Board (SASB). In addition, in the 2024 CR report, we disclose principal adverse impacts (PAIs) as required by the Sustainable Finance Disclosure Regulation (SFDR). The GSM Association (GSMA) sustainability standard indicators for the telecommunications industry were also covered. On a separate page of the report, we also illustrate our contribution to achieving the Sustainable Development Goals (SDG) of the United Nations (UN).

The CR report 2024 also serves as a Communication on Progress (CoP) report for the UN Global Compact.

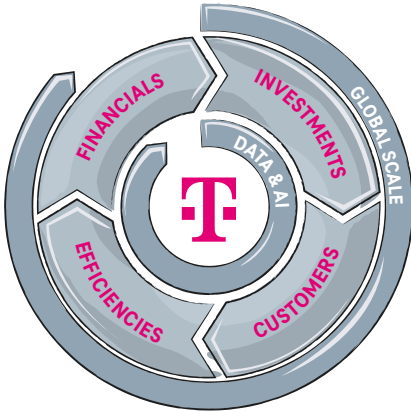
CR Strategy: determined to achieve even more sustainability

Sustainability and social responsibility have been part of our business activities for almost three decades. We have anchored our self-image as a responsible company in our Group strategy and in our Corporate Responsibility (CR) strategy. In this way, we are committed to acting sustainably along our value chain throughout the Group – and to contributing to solving ecological, economic and social challenges. We record our ambitions and progress in the area of ESG (Environment, Social, Governance) in our sustainability reporting. In doing so, we want to meet the regulatory requirements and, beyond that, provide updates on our ambitions to meet the expectations of stakeholders such as B2B customers and the capital market. That is why we are publishing this CR report in addition to our sustainability statement in our annual report – for a holistic and more understandable overview of our ESG activities. For more information on the background to this CR report, see [About this report](#).

Our Group and CR strategy

Our Group strategy is based on continuous improvement and value creation, as shown in the flywheel model shown (see graphic). The model starts with responsible investments in infrastructure and technology to best meet the needs of our customers. Efficiency improvements reduce our costs and increase the quality of our services. This leads to a solid financial basis that enables renewed investment and growth. At the heart of the model is data and artificial intelligence (AI), which serve as drivers of innovation and efficiency. Through our global growth, we are exploiting synergies and strengthening our competitiveness on an international level.

Our strategy: momentum for the future



Continuous improvement and sustainability provide important momentum for the success of our Group-wide strategy. Our values, ambitions and corporate responsibility are derived from it, as we have laid them down in our CR strategy. This is based on the three pillars of environment, social and governance (ESG) and bundles the key topics in which we want to provide significant impetus.

CR Strategy

ESG Perspective				
Environment		Social		
Climate	Circular Economy	Best Team	Digital Society	
Governance				
Data Privacy, Cyber Security and Information Security	Compliance & Risk Management	Digital Responsibility	Sustainable Supply Chain & Human Rights	Sustainable Finance

In the environmental and social pillars, we focus on the following topics:

Climate:

- Our strict commitment to **climate-neutral business**: We want to play a pioneering role on the path to a climate-neutral future and empower our customers and society to join us on this path by 2040. To this end, we want to save at least 90 % of emissions; a maximum of 10 % may be offset.

Circular economy

- Our commitment to the **recyclability** of our products and services: By 2030, we want to make the entire value chain of our technologies and devices almost completely recyclable.

Best team

- Our promotion of **corporate culture and inclusion**, as well as our investments in the **upskilling** of our employees: We want to ensure a safe and supportive environment in which we promote equal opportunities for all people – in every dimension of diversity.

Digital society

- Our commitment to **help shape a digital society** based on basic democratic values and in which all people can participate safely, competently and confidently: We want to make the digital world a tolerant and safe space for all and enable society to overcome the digital divide.

With the aim of good corporate governance, we work on a number of very different but equally important topics:

- Data protection, cybersecurity and information security
- Convincing corporate compliance as well as risk and opportunity management system
- Implementing the basic principles of digital responsibility
- Respect for human rights and design of sustainable supply chains
- Investments according to ESG criteria
- Transparent communication about our activities in the field of environmental and social sustainability

We are constantly driving these topics forward and want to secure the company's long-term value creation and competitiveness on its way to becoming the world's leading sustainable telecommunications company.

Measuring and managing sustainability: our CR controlling

We measure and manage our performance in the areas of our CR strategy using non-financial performance indicators, our ESG KPIs (key performance indicators). The basis for their calculation is formed by ESG data and key figures, which are recorded and reported transparently and in a timely manner throughout the Group. We use key non-financial performance indicators such as "energy consumption" and "CO₂ emissions (Scope 1 and 2)" to measure Executive Board compensation. The ESG KPIs "Energy intensity", "Scope 3 emissions" and "Take-Back of Fixed and Mobile Devices" are part of the Group-wide controlling process. In addition to ESG KPIs, we report other key figures and data to meet internal and external transparency requirements.

In 2021, we integrated our ESG data process into the Internal Control System (ICS) to ensure high data quality, adherence to deadlines and transparency. As part of the ICS, the process must meet specific principles and undergo even more sophisticated controls ("transaction level controls") for the KPIs that are most important from a management perspective. The transaction level controls are audited internally and in some cases externally. You can find more information about our ICS in our [Sustainability Statement](#).

We are continuously developing our metric system to review progress and better manage and communicate our ESG performance. The ESG KPIs are broken down in the KPI tool according to the segments "Germany", "USA", "Europe", "Systems Business", "Group Headquarters & Group Services", "Group Development" and "Technology and Innovation".

How we determine our ESG KPIs

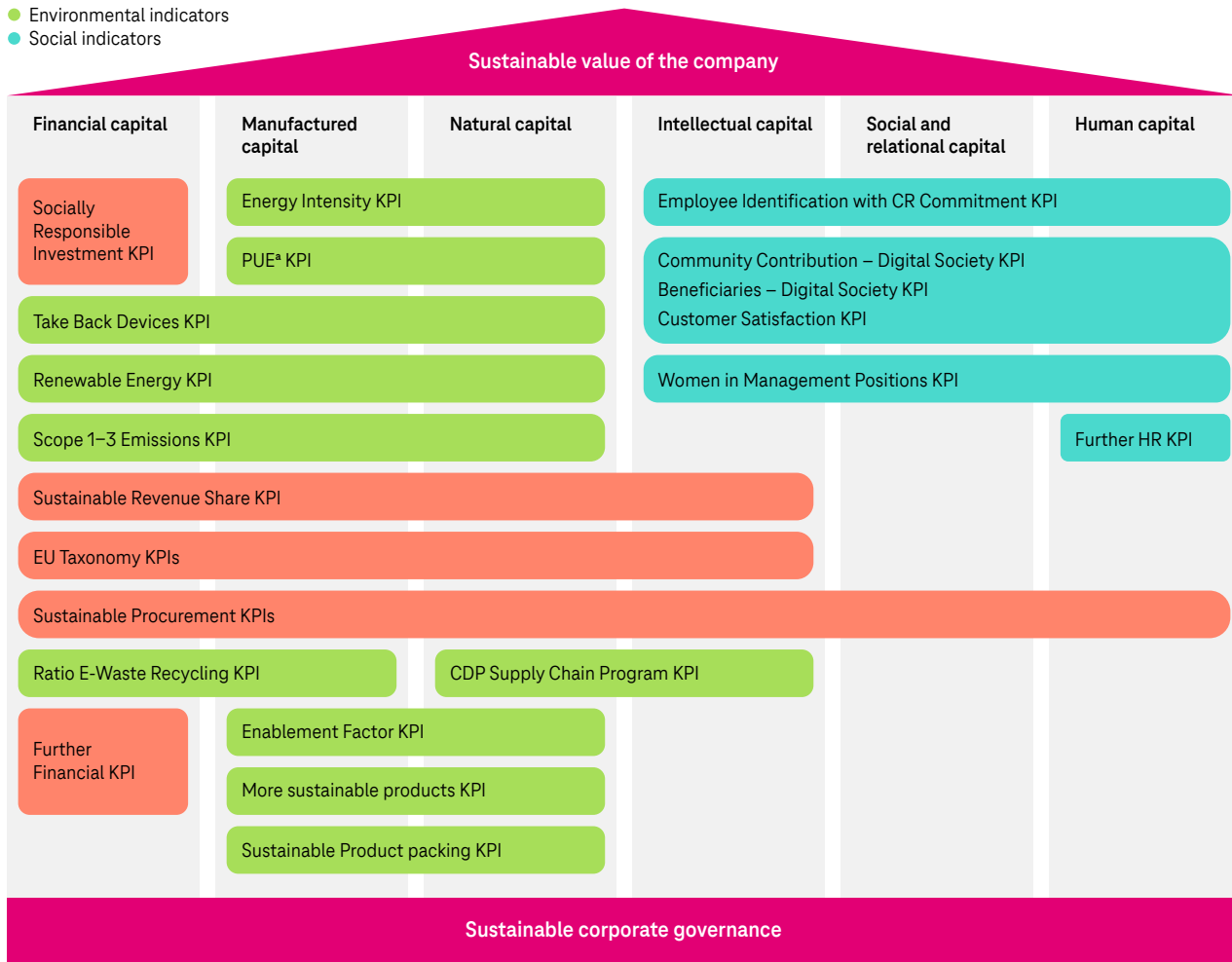
ESG KPIs are highly relevant for us. Depending on the main topic, we publish them in the Sustainability Statement of our Annual Report or here in the CR report.

Our segments represent 99 % of Group sales. Accordingly, they play an important role in the collection of group-wide ESG KPIs by collecting ESG data themselves.

In terms of integrated financial and sustainability reporting, ESG KPIs represent all six types of capital (see chart).

Types of capital

- Economic indicators
- Environmental indicators
- Social indicators



^a (PUE) Power Usage Effectiveness

In addition to our ESG KPI system, we have developed an impact measurement methodology to assess the environmental and social effectiveness of our products and measures along the value chain. It also supports us in managing our sustainability activities and communicating transparently.

Corporate Digital Responsibility as a Business Principle












Current challenges such as climate change, social inequality and rapid technological progress drive our actions and commitments. The rapid spread of digital solutions such as artificial intelligence (AI) is reinforcing a development that we cannot stop – and do not want to. Nevertheless, we should set a clear direction and binding framework conditions. We therefore focus on Corporate Digital Responsibility (CDR) and are committed to people- and value-oriented digitalization. We rely on a responsible approach to the opportunities and risks of digital transformation, want to avert negative effects and shape digitization positively. In the spirit of “human-centered technology”, it is important to always put people at the center of the design and use of technology. We are convinced that with this basic attitude, we are fulfilling an important prerequisite for our future business success.




You can find out more about CDR on our website.


[Corporate Digital Responsibility | Deutsche Telekom](#)

Where we come from





- 1995  Deutsche Telekom AG is founded.
- 1996  Deutsche Telekom reports on its sustainability activities for the first time.
- 2000  Deutsche Telekom is a founding member of the United Nations (UN) Global Compact.
- 2008  For the first time, we publish a CR report and adopt a CR strategy and a CR program.
Deutsche Telekom is included in the Dow Jones Sustainability Index World for the first time.
- 2011  Full implementation of the first CR governance structure.
- 2012  The collection of ESG KPIs becomes mandatory for all national companies.
- 2014  We adopt our first Group-wide CR (Group Policy Corporate Responsibility) policy.
- 2017  We support the UN Sustainable Development Goals for the first time.
- 2018  First publication of the non-financial statement in accordance with the CSR Directive Implementation Act for the 2017 financial year.
- 2019  We anchor “living responsibly” in our corporate strategy.
- 2021  We integrate our climate targets into Executive Board compensation and source 100 % of our electricity from renewable energies.

We are the top-ranked European ICT company in the S&P Global Corporate Sustainability Assessment for the first time.
- 2022  The Group's Corporate Responsibility Strategy is being updated. The entire Board of Management present it at the sustainability day “We Walk the Talk”.







Where we stand in the reporting year

- 2024  We prepare our first sustainability statement in full application of the European Sustainability Reporting Standards (ESRS) for the 2024 financial year.

Where we want to go

- 2025**  We are climate-neutral in terms of our own emissions (Scopes 1 and 2). To this end, we are reducing emissions from our own operations by up to 95 % worldwide (compared to 2017). We offset our remaining emissions through high-quality neutralization measures.
- 2027**  More than 80 million people will benefit cumulatively from our commitment to digital participation in the period from 2024 to 2027.
- 2030**  By the end of the decade, we will reduce CO₂ equivalent (CO₂e) emissions across Scopes 1–3 by 55 % compared to 2020.
- The entire IT/network technology used by Deutsche Telekom and a large proportion of the end devices put into circulation are recyclable.
- 2040**  In 15 years, we will achieve net-zero emissions along the entire value chain – across all three scopes. To this end, we want to save at least 90 % of emissions; only up to 10 % may be offset by high-quality CO₂ sequestration projects.

Indexes

-  GRI Index
-  Sustainability Accounting Standards Board (SASB)
-  Principal Adverse Impacts (PAIs)
-  GSM Association (GSMA) indicators
-  Sustainable Development Goals (SDGs)
-  UN Global Compact Progress Report

Further reports and publications

-  HR Factbook
-  Remuneration Report
-  Transparency Report
-  Sustainability Statement Deutsche Telekom
-  Sustainability Statement Hrvatski Telekom
-  Sustainability Statement OTE Group
-  Sustainability Statement Magyar Telekom
-  Corporate Responsibility Reporting Hub of T-Mobile US

Deep Dive for experts

Management & Frameworks

- Responsibility for CR lies with the entire Executive Board: it discusses and decides on the key strategic guidelines and goals. The Supervisory Board advises and supervises him in this task. The Group Corporate Responsibility (GCR) division develops Group-wide guidelines and guidelines with the aim of continuously developing the corporate culture with regard to sustainable innovation, ecological management and social responsibility. Since 2022, responsibility for GCR has been in the area of the CEO. With this and the inclusion of ESG targets in Executive Board compensation in 2021, the Supervisory Board and the Executive Board once again underlined the high relevance of CR for our Group for successful sustainable business. The CR Controlling team and Deutsche Telekom Services Europe (DTSE) provide support in consolidating ESG data and key figures across the board and integrating them centrally into the financial and management systems. The Group Performance Report informs the Management Board on a quarterly basis about the status of the most important sustainability indicators. GCR also provides the Supervisory Board with regular information on the sustainability strategy and the progress of its implementation. The Group's business units and segments are responsible for implementing the CR strategy. They design the key levers and measures in accordance with segment-specific requirements, products and services. The internal governance on sustainability issues described above is governed by the Group Corporate Responsibility Policy (CR Policy).
- Technological development must be based on values. We see it as our responsibility to implement ethics in technologies and make them available to everyone. In 2022, we published our framework "[Corporate Digital Responsibility@Deutsche Telekom](#)". In it, we have summarized what we mean by digital responsibility. At the core of the framework is our "House of Digital Responsibility", which is all about human-centered technology.

Relevant standards

- **Global Reporting Initiative (GRI)**
- GRI 2–17 (Governance)
- GRI 2–22 (Strategy, policies and practices)

Awards

- Awards from 2024 for our sustainability management and reporting
- **Building Public Trust Award:** Deutsche Telekom has received the "Building Public Trust Award" for excellent and consistent sustainability reporting for the fourth time, this time for the best CSRD reporting on "Company Workforce" in the DAX 40.
- **Awarded as a "Circular Transformer":** Indeed Innovation, a consulting firm specializing in the circular economy, has named Deutsche Telekom a "Circular Transformer" among DAX 40 companies – among other things for its ambitious goal in the circular economy and transparent reporting.
- **Global Transition Award:** Handelsblatt honored Deutsche Telekom with the Global Transition Award in the reporting year. This is awarded to companies that contribute to limiting global warming to 1.5°C and thus set a good example in the German economy.
- **Human rights training honored:** The human rights training for Deutsche Telekom employees received the GreenUp Award, which honors outstanding adult education media with a focus on sustainability.
- **Golden Planet Award:** Deutsche Telekom was honored with the Golden Planet Award for the diverse implementation of the topic of sustainability in practice and commitment to climate protection, as well as campaigns such as "Against hate speech" or "ShareWithCare".
- **Corporate citizenship honored:** As part of a study, the consulting firm Wider Sense has awarded Deutsche Telekom the top award for integrated approaches for the first time as part of a study – for the successful integration of corporate citizenship into its core business.
- **JUST Companies Rankings:** Due to its continued progress and commitment to promoting responsible business practices and its positive impact on the environment and society, JUST Capital ranked T-Mobile US 48th in the 2025 America's Most JUST Companies ranking.
- **America's Climate Leaders 2024:** Among the 700 companies on USA Today's ranking of leading American companies in climate action, T-Mobile US ranked second in recognition of its efforts to reduce its environmental footprint.
- Awards from 2024 for sustainable products and services
- **German Award for Sustainability Projects:** T-Systems was honored with the German Award for Sustainability Projects in the category "Service – Funding/Networking" for the innovation program for sustainable solutions "X-Creation: Sustainability meets Digitalization".
- Awards from 2024 for sustainable finance
- **CDP award:** The non-governmental organization CDP regularly evaluates the climate protection activities of listed companies worldwide on behalf of investors and forms an index of the leading companies, the Climate "A-List". Deutsche Telekom was included in this list for the eighth time in a row for 2024 and was also once again recognized as a Supplier Engagement Leader.

- **Outstanding ESG performance:** Deutsche Telekom was the only company in the DAX 40 to receive the top rating of “very good” from the Scope Group for its sustainability performance. We achieved 81 out of 100 possible points in the overall ranking. Deutsche Telekom also achieved excellent results in the management of risk factors, securing first place here as well with 80 out of 100 points.
- Awards for our commitment to digital inclusion and digital values
- **Recognition for campaigns and commitment:** The campaigns “Against hate speech” and “ShareWithCare” have once again received several awards for their creativity and success in the field of social commitment. For the second time, the initiative “Against hate speech” received the German Media Award in the category “Best Media Strategy of the Year” in the category “National”; “ShareWithCare” received the award in the category “Best Media Idea of the Year” in the category “Digital & Social Media”. In addition, both campaigns were awarded by the Spotlight Festival in the “Social Impact” category. The Festival of Media awarded the Bravery Award to the video “The power of a comment” from our campaign “Against hate speech” and the video “Licht an!” from the campaign with the award “Best Campaign for an Awareness or Observance Day, Week or Month”. The MMA Smarties Germany DACH Awards honored the “ShareWithCare” and “Against hate speech” campaigns in the categories “Purpose Driven Marketing – Brand Purpose/Activism” and “Purpose Driven Marketing – Social Impact Marketing” respectively. The Effie Award went to our “ShareWithCare” campaign in the “Doing Good” category.
- **Comenius EduMedia Award:** The media literacy initiatives “Teachtoday” and “SCROLLER” have been awarded the Comenius EduMedia Award for their didactic and media quality in the category “Didactic designed Digital Media” and “Digital Media with Educational Potential” for the third time.
- Awards from 2024 for our networks
- **“connect” fixed-network test:** Deutsche Telekom once again won the fixed-network test conducted by the trade magazine “connect”: With a total of 920 out of 1,000 possible points, we again reached the top and once again performed significantly better than in the previous year. This is the ninth time that Deutsche Telekom has won the gold medal in the annual nationwide comparison and achieved the overall grade of “very good”.
- **“connect” mobile network test:** We emerged as the overall winner from the “Mobile Network Test 2024” of the magazine “connect” with the rating “outstanding”. This is the 14th time in a row that Deutsche Telekom has won the connect test.
- **“CHIP” mobile network test:** For the 15th time in a row, we won the “Mobile Network Test” of the trade magazine “CHIP” and were awarded the grade 1.2. The 5G network received a grade of 1.1.
- You can find more awards in our [annual report](#).

GRI Index

Deutsche Telekom's 2024 CR report was created in line with the Global Reporting Initiative (GRI) guidelines and in agreement with the option "with reference to GRI". So our high demands on transparency are maintained. The reported information relates to the period from January 1 to December 31, 2024.

In the GRI Index, we refer to content on general and specific standard disclosures within the CR report and other Deutsche Telekom publications. Where necessary, we explain these directly in the index.

General Disclosures

GRI 2: General Disclosures

The organization and its reporting practices

GRI Standard	Disclosure	Reference	Omission/Additional Information
2-1	Organization profile	ESRS 2 SBM-1 – Strategy, business model, and value chain Group profile Imprint Worldwide	
2-2	Entities considered in the organization's sustainability reporting	About this report Worldwide	
2-3	Reporting period, reporting frequency and contact point	About this report	
2-4	Correction or restatement of information	About this report	In the reporting year, there was no reason to present new information from previous reporting periods.

Activities and workers

GRI Standard	Disclosure	Reference	Omission/Additional Information
2-6	Activities, value chain and other business relationships	ESRS 2 SBM-1 – Strategy, business model, and value chain	
2-7	Employees	ESRS S1-6 – Characteristics of the undertaking's employees Corporate culture and inclusion: Valuing diversity and respecting needs	

Governance

GRI Standard	Disclosure	Reference	Omission/Additional Information
2-9	Governance structure and composition	ESRS 2 SBM-1 – Strategy, business model, and value chain Annual Report 2024 ESRS 2 GOV-1 – The role of administrative, management and supervisory bodies Corporate Governance Declaration pursuant to Sections 289f, 315d of the German Commercial Code (HGB)	
2-10	Nomination and selection of the highest governance body	Corporate Governance Declaration pursuant to Sections 289f, 315d of the German Commercial Code (HGB) ESRS 2 GOV-1 – The role of administrative, management and supervisory bodies	In the selection process, all competencies that are necessary and useful for the exercise of the position are taken into account. The requirements for a position are defined on the basis of a skill list. The selection process takes place in the Supervisory Board, in which the interests of the stakeholders (including shareholders) are represented.
2-11	Chair of the highest supervisory body	Annual Report 2024 Corporate Governance Declaration pursuant to Sections 289f, 315d of the German Commercial Code (HGB)	

GRI Standard	Disclosure	Reference	Omission/Additional Information
2-12	Role of the highest governance body in overseeing the management of impacts	ESRS 2 GOV-1 – The role of administrative, management and supervisory bodies ESRS 2 IRO-1 – Description of the process to identify and assess material impacts, risks, and opportunities	The Supervisory Board of Deutsche Telekom AG oversees the Group's due diligence obligations and processes that serve to identify and manage impacts on the economy, the environment and people. To this end, the Supervisory Board works with stakeholders and regularly conducts investor meetings specific to the Supervisory Board. The ESG officer of the Supervisory Board is also available for regular discussions with stakeholders. The findings from these discussions will be incorporated into the work of the Supervisory Board.
2-13	Delegation of responsibility for managing impacts	ESRS 2 SBM-1 – Strategy, business model, and value chain ESRS 2 GOV-1 – The role of administrative, management and supervisory bodies	
2-14	Role of the highest governance body in sustainability reporting	About this report ESRS 2 IRO-1 – Description of the process to identify and assess material impacts, risks, and opportunities	
2-15	Conflicts of interest	ESRS 2 GOV-1 – The role of administrative, management and supervisory bodies Corporate Governance Declaration pursuant to Sections 289f, 315d of the German Commercial Code (HGB) Annual Report 2024	
2-16	Communication of critical concerns	ESRS G1-3 – Prevention and detection of corruption and bribery Corporate Governance Declaration pursuant to Sections 289f, 315d of the German Commercial Code (HGB)	
2-17	Accumulated knowledge of the highest control body	CR strategy: determind to achieve even more sustainability ESRS 2 GOV-1 – The role of administrative, management and supervisory bodies	
2-18	Evaluation of the performance of the highest governance body	Corporate Governance Declaration pursuant to Sections 289f, 315d of the German Commercial Code (HGB)	The Supervisory Board of Deutsche Telekom AG complies with Recommendation D.12. of the German Corporate Governance Code (DCGK). In order to regularly assess the effectiveness of the performance of its tasks, the Supervisory Board and the Audit Committee conduct an efficiency review every two years. The results provide new impetus for the work of the Supervisory Board.
2-19	Remuneration policies	Remuneration Report 2024 ESRS 2 GOV-3 – Integration of sustainability-related performance in incentive schemes	
2-20	Process to determine remuneration	Remuneration Report 2024	
2-21	Annual total compensation ratio	Remuneration Report 2024	Not applicable The Shareholders' Rights Directive, which was transposed into German law by ARUG II, aims to increase the transparency of companies' remuneration policies and to expand the mandatory disclosures relating to management board remuneration. In Telekom's compensation report, we compare the percentage change in the compensation of average employees with the change in the compensation of the members of the Board of Management, as requested. In doing so, we comply with our disclosure obligations, which enable shareholders and other stakeholders to assess our compensation policy and to check whether it is in line with the interests of our shareholders and employees. The EU does not require any further publication of multiples.

Strategy, policies and practices

GRI Standard	Disclosure	Reference	Omission/Additional Information
2-22	Statement on sustainable development strategy	Foreword CR Strategy: determined to achieve even more sustainability	
2-23	Policy commitments	ESRS G1-1 – Business conduct policies and corporate culture ESRS 2 GOV-5 – Risk Management and internal controls over sustainability reporting ESRS S1-1 – Policies related to own workforce Deutsche Telekom Code of Human Rights	
2-24	Embedding policy commitments	Deutsche Telekom Code of Human Rights	
2-25	Processes to remediate negative impacts	ESRS G1-3 – Prevention and detection of corruption and bribery ESRS S1-3 – Processes to remediate negative impacts and channels for own workforce to raise concerns ESRS S2-3 – Processes to remediate negative impacts and channels for value chain workers to raise concerns	
2-26	Mechanisms for seeking advice and raising concerns	ESRS G1-3 – Prevention and detection of corruption and bribery	
2-27	Compliance with laws and regulations	Telekom website ESRS G1-3 – Prevention and detection of corruption and bribery Annual Report 2024	Information on relevant legal proceedings and outcomes can be found in the chapter "Risk and Opportunity Management" in the combined management report.
2-28	Membership associations	Political advocacy ESRS G1-1 – Business conduct policies and corporate culture Code of Conduct	In the political representation of interests as well as for participation in committees and associations, the provisions of our Code of Conduct apply.

Stakeholder engagement

GRI Standard	Disclosure	Reference	Omission/Additional Information
2-29	Approach to stakeholder engagement	ESRS 2 SBM-2 – Interests and views of stakeholders Overview memberships and cooperations	
2-30	Collective bargaining agreements	ESRS S1-8 – Collective bargaining coverage and social dialogue	As of December 31, 2024, 45.8 % of our employees were covered by collective bargaining agreements. The coverage rate in Germany was 75.6 %. The collective agreements concluded with the trade unions do not apply to our employees who are not covered by collective bargaining agreements. The terms and conditions of employment for our employees who are not covered by collective bargaining agreements are set out in the Group Works Agreement AT for employees not covered by collective bargaining agreements. In addition, a small number of our employees are subject to the collective agreements of other industries.

GRI 3: Material topics

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-1	Process to determine material topics	ESRS 2 IRO-1 – Description of the process to identify and assess material impacts, risks, and opportunities	
3-2	List of material topics	ESRS 2 IRO-2 – Disclosure requirements in ESRS covered by the undertaking's sustainability statement	

Economic standards

GRI 205: Anti-corruption

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	ESRS G1 – Governance	
205-1	Operations assessed for risks related to corruption		<p>One of the foundations of our compliance management system is the Compliance Risk Assessments (CRA), which we use to identify and evaluate compliance risks and initiate appropriate preventive measures. To this end, Deutsche Telekom has set up a process that must be run regularly. The selection of companies participating in the CRA is risk-based according to a maturity-based model.</p> <p>The Group Compliance department provides central support for local implementation and provides a uniform methodology. This methodology provides for risks to be evaluated with regard to probabilities of occurrence and possible damage (original risk), to take existing preventive measures into account in risk management (actual risk) and to derive new compliance measures and clearly assign responsibilities for them.</p> <p>In the year under review, the CRA was carried out at Deutsche Telekom AG and 101 other subsidiaries in Germany and abroad.</p> <p>As a U.S.-listed company, T-Mobile US conducts a risk assessment according to its own methodology, on which it regularly reports to the relevant committees, on which representatives of Deutsche Telekom AG are also represented.</p>
205-2	Communication and training about anti-corruption policies and procedures	ESRS G1-3 – Prevention and detection of corruption and bribery Telekom website	
205-3	Confirmed incidents of corruption and actions taken	Telekom website Annual Report 2024	<p>Deutsche Telekom has set up a compliance management system to prevent corruption. Uncovered misconduct is sanctioned appropriately – up to and including the extraordinary termination of an employment relationship. This may also apply to contracts with business partners that can be terminated or not renewed in connection with uncovered misconduct (in particular in connection with bribery and corruption). Incidents in which employees were convicted of corruption or contracts with business partners were terminated or not renewed due to violations related to corruption are not known for the year 2024. Proceedings against us or our business partners regarding allegations of corruption have not been initiated or made known to us. You can find more information on this on the Telekom website. Information on relevant legal proceedings and outcomes can be found in the chapter "Risk and Opportunity Management" in the combined management report.</p>

Environmental standards

GRI 301: Materials

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	Circular economy: holistic approach along the entire value chain ESRS E5-1 – Policies related to resource use and circular economy	
301-1	Materials used by weight or volume	ESRS E5-4 Resource Inflows	The main resource inflows for network expansion include mobile phone antennas and fiber optics.
301-2	Recycled input materials used	ESRS E5-4 Resource Inflows	The recycled content is estimated to be 15 % of the total weight. This corresponds to approx. 1,177 tonnes. The degree of accuracy of the estimate is to be classified as low, as there is no presentation of the data and the estimate is based on assumptions based on empirical values of previous years.
301-3	Reclaimed products and their packaging materials	Circular economy: holistic approach along the entire value chain ESRS E5-4 Resource Inflows	

GRI 302: Energy

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	ESRS E1-3 – Actions and resources in relation to climate change policies ESRS E1-4 – Targets related to climate change mitigation and adaptation Energy: optimising consumption and increasing efficiency	
302-1	Energy consumption within the organization	ESG KPI “Renewable Energies” Energy: optimising consumption and increasing efficiency	
302-2	Energy consumption outside the organization	ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions	
302-3	Energy Intensity	ESG KPI “Renewable Energies” Energy: optimising consumption and increasing efficiency	
302-4	Reduction of energy consumption	ESG KPI “Renewable Energies”	Information not available/incomplete We do not present the concrete breakdown of the data, as the effort required to collect the key figure is not proportionate to the additional benefits gained from it. A breakdown of the reduction in energy consumption compared to the previous year can be found in the Sustainability Statement.
302-5	Reduction of energy requirements for products and services		Information not available/incomplete We do not present the concrete breakdown of the data, as the effort required to collect the key figure is not proportionate to the additional benefits gained from it.

GRI 305: Emissions

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	ESRS E1-1 – Transition plan for climate change mitigation ESRS E1-3 – Actions and resources in relation to climate change policies ESRS E1-4 – Targets related to climate change mitigation and adaptation Climate protection: our path to achieving net-zero by 2040	
305-1	Direct (Scope 1) GHG emissions	ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions Climate protection: our path to achieving net-zero by 2040	
305-2	Energy indirect (Scope 2) GHG emissions	ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions Climate protection: our path to achieving net-zero by 2040	
305-3	Other indirect (Scope 3) GHG emissions	ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions	
305-4	GHG emissions intensity	ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions	
305-5	Reduction of GHG emissions	ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions Climate protection: our path to achieving net-zero by 2040	The climate targets were developed according to the methodology of the Science Based Targets Initiative (SBTi).

GRI 306: Waste

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	ESRS E5-2 – Actions and resources in relation to resource use and circular economy ESRS E5-3 – Targets related to resource use and circular economy Circular economy: holistic approach along the entire value chain	
306-1	Waste generated and significant waste-related impacts	ESRS E5-5 – Resource outflows Circular economy: holistic approach along the entire value chain	
306-2	Management of significant waste-related impacts	ESRS E5-5 – Resource outflows Circular economy: holistic approach along the entire value chain	
306-3	Waste generated	ESRS E5-5 – Resource outflows Circular economy: holistic approach along the entire value chain	
306-4	Waste diverted from disposal	ESRS E5-5 – Resource outflows Circular economy: holistic approach along the entire value chain	
306-5	Waste directed to disposal	ESRS E5-5 – Resource outflows Circular economy: holistic approach along the entire value chain	

Social standards

GRI 403: Occupational health and safety

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	ESRS S1-1 – Policies related to own workforce	
403-1	Occupational health and safety management system	ESRS S1-1 – Policies related to own workforce ESRS S1-14 – Health and safety metrics	
403-2	Hazard identification, risk assessment, and incident investigation	ESRS S1-4 – Taking action on material impacts on own workforce, and approaches to managing material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions	
403-3	Occupational health services	ESRS S1-4 – Taking action on material impacts on own workforce, and approaches to managing material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions	
403-4	Worker participation, consultation, and communication on occupational health and safety	ESRS S1-1 – Policies related to own workforce ESRS S1-2 – Processes for engaging with own workforce and workers' representatives about impacts	
403-5	Worker training on occupational health and safety	ESRS S1-4 – Taking action on material impacts on own workforce, and approaches to managing material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions	
403-6	Promotion of worker health	ESRS S1-4 – Taking action on material impacts on own workforce, and approaches to managing material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions Employees: promoting co-determination and strengthening employer attractiveness	
403-7	Prevention and mitigation of occupational health and safety impacts directly related to business relationships	ESRS S2-4 – Taking action on material impacts on value chain workers, and approaches to managing material risks and pursuing material opportunities related to value chain workers, and effectiveness of those actions	
403-8	Workers covered by an occupational health and safety management system	ESRS S1-14 – Health and safety metrics	
403-9	Work-related injuries	ESRS S1-14 – Health and safety metrics	
403-10	Work-related ill health	ESRS S1-14 – Health and safety metrics	

GRI 405: Diversity and equal opportunity

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	ESRS S1-1 – Policies related to own workforce	
405-1	Diversity of governance bodies and employees	ESRS S1-6 – Characteristics of the undertaking's employees ESRS S1-9 – Diversity metrics	Table on age distribution in the Supervisory Board and Board of Management of Deutsche Telekom AG
405-2	Ratio of basic salary and remuneration of women to men	ESRS S1-16 – Remuneration metrics (pay gap and total remuneration)	

GRI 406: Non-discrimination

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	ESRS S1-1 – Policies related to own workforce	
406-1	Incidents of discrimination and corrective actions taken	ESRS S1-17 – Incidents, complaints, and severe human rights impacts	

GRI 407: Freedom of association and collective bargaining

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	ESRS S1-1 – Policies related to own workforce ESRS S2-1 – Policies related to value chain workers	
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	LkSG Annual Report for the 2024 Financial Year Human rights and supply chain: living responsibility	

GRI 415: Political influence

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	Political advocacy	
415-1	Political contributions	Political advocacy	

SASB

Sustainability Accounting Standards Board (SASB)

In order to meet the growing interest of our stakeholders in comparable sustainability information, we have also published an index on the sustainability standards of the [Sustainability Accounting Standards Board \(SASB\)](#) in our CR report since 2021 – with an industry-specific focus on the information and communication technology sector.

In the SASB Index, we explain how we meet the industry-specific SASB criteria; or link to places in our sustainability communication that explain how we meet them. We also show the SASB criteria in the relevant places in this report.

We welcome the growing attention to sustainability issues and naturally meet increasing transparency requirements. At the same time, we are monitoring the announced consolidation efforts of various standards and frameworks.

Ecological footprint of the farm

SASB Code	Request	Reprimand
TC-TL-130a.1	(1) Total energy consumed, (2) Share of grid electricity, (3) Share of renewables	ESRS E1-5 – Energy consumption and mix ESG KPI “PUE”

Privacy

SASB Code	Request	Reprimand
TC-TL-220a.1	Describe policies and practices for behavioral advertising and customer privacy.	ESRS S4-1 – Policies related to consumers and end-users Telekom's data transparency
TC-TL-220a.2	Number of customers whose information is used for ancillary purposes	ESRS S4-1 – Policies related to consumers and end-users Transparency Report Data protection Telekom
TC-TL-220a.3	The total amount of financial losses resulting from legal proceedings related to the protection of customer data	All relevant legal proceedings and outcomes are reported in the Annual Report. Litigation and anti-trust proceedings
TC-TL-220a.4	(1) Number of requests for customer data by law enforcement, (2) Number of customers whose data was requested, (3) Percentage of cases that resulted in disclosure	Transparency Report , from where individual countries can also be accessed

Data integrity

SASB Code	Request	Reprimand
TC-TL-230a.1	(1) Number of data breaches, (2) Percentage of cases involving personal data, (3) Number of customers affected	Protection of personal data
TC-TL-230a.2	Describe the approach to detecting and remediating data security risks, including the use of third-party cybersecurity standards	ESRS S4-1 – Policies related to consumers and end-users Cybersecurity and data protection: secure systems, protected privacy Risks and opportunities from data protection and data security Safety speedometer

Management of products at the end of their useful life

SASB Code	Request	Reprimand
TC-TL-440a.1	(1) Materials recovered through take-back programs, percentage of recovered materials that were (2) reused, (3) recycled, and (4) landfilled	ESRS E5-5 – Resource outflows Circular economy: holistic approach along the entire value chain

Anti-competitive practices and the open Internet

SASB Code	Request	Reprimand
TC-TL-520a.1	Total amount of financial loss as a result of legal proceedings relating to competition law rules	All relevant legal proceedings and outcomes are reported in the Annual Report. Litigation and anti-trust proceedings
TC-TL-520a.2	Average actual, sustained download speed of (1) owned and commercially affiliated content, and (2) unaffiliated content	In the service descriptions of the products, the minimum, normal and maximum download speed are specified. Example MagentaZuhause
TC-TL-520a.3	Description of the risks and opportunities associated with net neutrality, paid peering, zero-rating and similar practices	Strategic risks and opportunities Risks and opportunities from regulation

Dealing with systemic risks from technical malfunctions

SASB Code	Request	Reprimand
TC-TL-550a.1	(1) Average frequency of system outages, and (2) average duration of outages per customer	Network Reliability
TC-TL-550a.2	Discussion of systems for providing unhindered service in the event of service interruptions	Renewal and stabilization of the network architecture Operational risks and opportunities

PAIs

Principle Adverse Impacts (PAIs)

The Sustainable Finance Disclosure Regulation (SFDR) is intended to make the extent to which financial products are sustainable more transparent. Therefore, we want to illustrate our investors and financial service providers with a table of the most important indicators according to the SFDR (so called "Principal Adverse Impacts", PAIs). This includes environmental, social and employee concerns as well as respect for human rights and the fight against corruption and bribery. For the reporting year, we focused on the indicators that are mandatory for financial institutions in the disclosure of PAIs.

The English name of the indicators is decisive. Since no official German translation has been published, our German translation is only for the sake of comprehensibility.

Climate and other mandatory environmental indicators

Sustainability indicator	Measurement variable	2024	Omission/Additional Information
Greenhouse gas emissions	GHG emissions Scope 1	ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions	
	GHG emissions Scope 2 (market-based)	ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions	
	GHG emissions Scope 3	ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions	
	Total GHG emissions	ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions	
	Carbon footprint	ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions	
	GHG emission intensity (Scope 1 + 2 + 3) (by revenue)	ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions	
		ESRS E1-5 – Energy consumption and mix	
	Exposure to fossil fuel companies	N/A	We are not in the fossil fuel industry.
	Share of the consumption and production of non-renewable energy by investee companies from non-renewable energy sources compared to renewable energy sources, expressed as a percentage of total energy sources	Share of non-renewable energies in consumption: 7.3 % Share of renewable energies in consumption: 92.7 % Share of renewable electricity: 100 %	
	Energy consumption in MWh per million EUR turnover	ESRS E1-5 – Energy consumption and mix	
Biodiversity	Share of investments in investee companies with locations/operations in or near biodiversity-sensitive areas when the activities of these investee companies have a negative impact on these areas	N/A	Due to limited data availability, we are currently unable to publish detailed information about headquarters or operating locations in the vicinity of such spaces. However, biodiversity considerations are always taken into account when investigating new sites.
Water	Tons of emissions caused in water	To our knowledge, our operations do not cause any significant emissions to water.	
Waste	Tons of hazardous and radioactive waste generated	ESRS E5-5 – Resource outflows	

Mandatory indicators in the fields of social affairs and employment and respect for human rights

Sustainability indicator	Measurement variable	2024	Omission/Additional Information
Social and employee matters	Violations of the principles of the United Nations Global Compact and the OECD Guidelines for Multinational Enterprises	Global Compact Progress Report	We are not aware of any violations of the principles of the UN Global Compact in our activities.
	Companies with the UNGC Principles or the OECD Guidelines for Multinational Enterprises or complaint handling mechanisms to remedy breaches of the UNGC Principles or the OECD Guidelines for Multinational Enterprises	Global Compact Progress Report ESRS G1 – Governance	
	Average unadjusted gender pay gap	ESRS S1-16 – Remuneration metrics (pay gap and total remuneration)	
	Ratio of women to men on management and control bodies, expressed as a percentage	ESRS S1-9 – Diversity metrics HR Factbook 2024	
	Share of investments in companies involved in the production or sale of controversial weapons	No involvement in controversial weapons.	

GSMA

GSM Association (GSMA) Indicators for Telecom Operators

The GSM Association (GSMA) indicators are intended to create a uniform sustainability standard for the telecommunications industry and ensure better comparability within it. To this end, ten of the most important industry KPIs were defined in the four categories of environment, digital participation, digital integrity and supply chain. The KPIs are based on standards such as [GRI](#) and [SASB](#), which have also been used by Deutsche Telekom for a long time. We welcome the fact that the GSMA is applying these sector-specific, established standards and disclose in the table below the extent to which we are already reporting in line with the indicators.

The English name of the indicators is decisive. Since no official German translation has been published, our German translation is only for the sake of comprehensibility.

Topic	KPI designation	GSMA code	Description GSMA code	Reference and Additional Information
Operational footprint	–	–	Total number of connections	286.6 Mio.
		–	Total network data traffic (Petabytes)	211,000

Environment

Topic	KPI designation	GSMA code	Description GSMA code	Reference and Additional Information
Emissions	Science Based Target	GSMA-ENV-01	Indicate whether the company has set or is committed to short-term, science-based goals.	ESRS E1-4 – Targets related to climate change mitigation and adaptation
			Disclose whether the company has set a corporate net zero target (covering Scopes 1, 2 and 3)	
	Scope 1, Scope 2 and Scope 3 emissions	GSMA-ENV-02	Scope 1 emissions (tonnes of CO ₂ e)	ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions
			Scope 2 emissions, location-based (tonnes of CO ₂ e)	
			Scope 2 emissions, market-based (tonnes of CO ₂ e)	
			Percentage change in combined Scope 1 and Scope 2 emissions since the last reporting period	
			Combined Scope 1 + 2 emissions per unit of total revenue (tonnes of CO ₂ e per currency)	Scope 1 + 2 CO ₂ e emissions (market-based): -1.9 % compared to 2023 Scope 1 + 2 CO ₂ e emissions (location-based): -1.2 % compared to 2023
			Total Scope 3 emissions (tonnes of CO ₂ e)	Combined Scope 1 + 2 emissions (market-based) per unit Total revenues: 2.2 (t CO ₂ e/million €) Combined Scope 1 + 2 emissions (location-based) per unit Total revenues: 35.7 (t CO ₂ e/million €)
			Scope 3 emissions by category (tonnes of CO ₂ e)	ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions
				ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions
Energy	Energy consumption	GSMA-ENV-03	Total energy consumption (MWh)	ESRS E1-5 – Energy consumption and mix
			Total electricity purchased (MWh)	Energy: Optimising consumption and increasing efficiency 11,033,156 MWh
			Purchased electricity from renewable energies (MWh)	Energy: Optimising consumption and increasing efficiency 11,033,156 MWh
			Electricity generation from renewable sources (MWh) consumed by the company	ESRS E1-5 – Energy consumption and mix
			Total consumption of diesel in generators (litres)	We do not currently report these KPIs.
			Total energy consumption of the grid, including core, fixed and mobile networks (MWh)	We do not currently report these KPIs.
			Energy consumption of mobile networks (MWh)	We do not currently report these KPIs.
			Total grid energy consumed per data unit (MWh/PB) or connection (kWh per connection)	Energy: Optimising consumption and increasing efficiency
			Percentage change in the energy intensity of the network (MWh/PB or kWh per connection) since the last reporting period	ESRS E1-5 – Energy consumption and mix Reduction in energy intensity by 20 % compared to 2023.
Circular economy	Circularity	GSMA-ENV-04	Percentage of network technology taken out of service during the reporting period that was repaired, reused or sold to another company (%).	We do not currently report these KPIs
			Percentage of network technology installed in the reporting period that was reused or renewed in the	We do not currently report these KPIs

Topic	KPI designation	GSMA code	Description GSMA code	Reference and Additional Information
			total network technology installed in the reporting period (%)	
			Share of used CPE collected by operators' take-back systems in the reporting period as a percentage of the CPE distributed to customers in the reporting period (%).	Circular economy: holistic approach along the entire value chain
			Percentage of used electrical and electronic equipment collected in the reporting period under operators' take-back schemes that were repaired, reused or recycled, i.e. withdrawn from landfill or incineration (%).	Circular economy: holistic approach along the entire value chain
			Share of refurbished, repaired or used CPEs sold to customers in the reporting period out of all CPEs sold to customers in the reporting period (%).	Circular economy: holistic approach along the entire value chain
	Waste	GSMA-ENV-05	Total electronic waste generated (tonnes)	Circular economy: holistic approach along the entire value chain
			Percentage of reused or recycled electronic waste, by weight (%)	Circular economy: holistic approach along the entire value chain

Digital inclusion

Topic	KPI designation	GSMA code	Description GSMA code	Reference and Additional Information
Network coverage	Population covered by mobile network	GSMA-INC-01	Percentage of the population covered by the operator's mobile network. Breakdown by: 3G, 4G, 5G	Network build-out
Affordability	Affordability of devices and tariffs	GSMA-INC-02	Cost of the cheapest phone with data capabilities as a percentage of monthly GDP per capita	Due to our exposure to a variety of markets, we do not report this KPI. The focus of our activities to promote digital participation is to enable affordability where it is most urgently needed. However, with our 5G smartphones T Phone 2 and T Phone 2 Pro, or in the USA the similar products from the REVVL series, we basically give consumers access to the latest technologies at an affordable price.
			Cost of 1 GB of data, as a percentage of monthly GDP per capita	Due to a regulated market that is affected by fluctuations, we do not report this KPI.
Digital skills	Digital skills training programs	GSMA-INC-03	Number of people (excluding employees) who have completed a training program for basic, intermediate or advanced digital skills, divided by total number of customers	Our ESG KPI "Beneficiaries – Digital Society" provides information on the number of trained people: ESRS S4 - Consumers and end-users Social engagement: overview and measurement of success Digital inclusion: overcoming the divide However, in the methodology presented here, we cannot show the KPI.

Digital integrity

Topic	KPI designation	GSMA code	Description GSMA code	Reference and Additional Information
Privacy	Customer data incidents	GSMA-INT-01	Number of data breaches, per million customers	On our website , we provide information about data protection-related processes and the measures we have taken to counter them.
			Percentage of data breaches involving personally identifiable information (PII)	On our website , we provide information about data protection-related processes and the measures we have taken to counter them.
			Number of customers affected, per million customers	On our website , we provide information about data protection-related processes and the measures we have taken to counter them.
			Number of regulatory actions taken as a result of data breaches (e.g., marketing-related complaints, data breaches, etc.), per million customers	We do not currently report these KPIs
Digital rights	Digital rights policy	GSMA-INT-02	Is there a specific policy for security and transparency in the area of digital rights, data protection, freedom of expression, government-mandated access blocking or restriction and/or government requests for data?	Yes: Code of Human Rights Code of Conduct AI Guidelines on Digital Ethics Ethics EU AI Act

Topic	KPI designation	GSMA code	Description GSMA code	Reference and Additional Information
Online security	Online safety measures	GSMA-INT-03	Are there established controls or programs in place to improve the online safety of children and other vulnerable groups?	<p>With our measures to promote media literacy, we enable children and senior citizens in particular to use digital media safely and competently. This is not only about learning basic skills for safe use – but also about knowing how to protect your privacy or deal with hate and disinformation.</p> <p>ESRS S4 - Consumers and end-users</p> <p>Digital inclusion: overcoming the divide</p> <p>Digital values: promoting democracy on the Internet</p>

Supply chain

Topic	KPI designation	GSMA code	Description GSMA code	Reference and Additional Information
Sustainable supply chain	Sustainable procurement policy	GSMA-SUP-01	Is there an established policy for sustainable procurement?	Sustainability is an integral part of our purchasing policy and is integrated into our supplier contracts through our Supplier Code of Conduct and enshrined in our Terms and Conditions of Purchasing . In addition, CO ₂ emissions play an important role in the selection of our suppliers.
			If so, how many of the following elements does it cover?	The Supplier Code of Conduct covers these elements.
			Corporate management: decision-making processes and structures	Yes
			Human rights	Yes
			Labour practices	Yes
			Environment	Yes
			Fair Operating Practices	Yes
			Consumer concerns	No
			Commitment and development promotion for the community	No
	Supplier assessment	GSMA-SUP-02	Percentage of suppliers audited in the past two years as part of an assessment process defined and documented by the company in accordance with the Sustainable Procurement Directive	<p>We do not report on the percentage of our suppliers, but rather on the percentage of our purchasing volume from suppliers, as this better reflects the relevant parts of our supply chain.</p> <p>Human rights and supply chain: living Responsibility</p>
			Percentage of suppliers assessed in accordance with the Directive during site inspections in the last two years	<p>We do not report on the percentage of our suppliers, but on the percentage of our order volume, as this better reflects the relevant parts of our supply chain.</p> <p>Human rights and supply chain: living Responsibility</p>

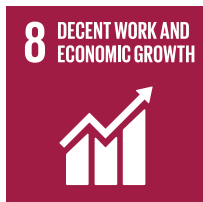
SDGs

Our contribution to the Sustainable Development Goals

We support the 17 Sustainable Development Goals (SDGs) of the United Nations (UN). The use of information and communication technology (ICT) can positively influence 103 SDG sub-goals (out of a total of 169). This is the conclusion of various studies – such as the study “ICT-centric economic growth, innovation and job creation” by the International Telecommunication Union from 2017 or the SMARTer2030 study by GeSI (Global e-Sustainability Initiative) from 2019.

Our network infrastructure forms the technological basis: Our network creates connections and enables solutions to social or ecological challenges. It helps to achieve many SDGs. We see our greatest opportunities for influence in SDG 9: “Build resilient infrastructure, promote inclusive and sustainable industrialization, and support innovation.”

The following overview shows how we contribute to the implementation of the SDGs in detail. It also shows how we measure our contribution and also refers to specific examples in this CR report.



Sustainable Development Goal 8 Decent work and economic growth

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

Our contribution

Our network and our products enable innovative business models. We are committed to **sustainable growth**, provide **good working conditions** for our current and future employees, and are continuously working to make our **supply chain more sustainable**.

Our commitment

- ESRS S1 – Own workforce
- ESRS S2 – Workers in the value chain
- Employees: promoting co-determination and strengthening employer attractiveness
- Human rights and supply chain: living responsibility
- Impact measurement: understanding and improving our contribution



Sustainable Development Goal 9

Industry, innovation and infrastructure

Build resilient infrastructure, promote inclusive and sustainable industrialization, and support innovation

Our contribution

Our claim is that all people can be there. To this end, we are investing billions in a stable and secure network infrastructure and increasing the **share of innovative, sustainable products** in the overall portfolio. In this way, we create the necessary basis for economic performance and social participation.

Our commitment

- [ESRS S4 – Consumers and end users](#)
- [Digital inclusion: overcoming the divide](#)
- [Sustainable finance: decisions for the future](#)
- [Environmentally friendly products and services: an overview of the entire life cycle](#)
- [Investment](#)
- [Internet of Things](#)



Sustainable Development Goal 3

Good health and well-being

Ensuring healthy lives and promoting well-being for all people of all ages

Our contribution

We promote people's health both internally and externally with numerous measures for our employees: Through our e-health solutions, we contribute to improving medical care.

Our commitment

- [ESRS S1 – Own workforce](#)
- [Employees: promoting co-determination and strengthening employer attractiveness](#)
- [Impact measurement: understanding and improving our contribution](#)
- [Employee development: promoting digital skills and showing future prospects](#)
- [Circular economy: holistic approach along the entire value chain](#)
- [Consumer protection: ensuring safety and transparency](#)
- [HR Factbook 2024](#)



Sustainable Development Goal 4

Quality education

Ensure inclusive, equitable and quality education and promote lifelong learning opportunities for all

Our contribution

We invest a lot in the **training and development** of our employees. We also promote the development of **media and democracy literacy in society**. The Deutsche Telekom Foundation supports numerous projects in the **STEM field**.

Our commitment

- [Employee development: promoting digital skills and showing future prospects](#)
- [Digital inclusion: overcoming division](#)
- [Activities to promote the digital society](#)
- [Digital Values: promoting democracy on the internet](#)
- [Voluntary and financial commitment: commitment to the common good](#)
- [HR Factbook 2024](#)
- [Telekom Foundation](#)



Sustainable Development Goal 5

Gender equality

Achieving gender equality and empowering all women and girls

Our contribution

We are specifically committed to the **promotion of women** in management positions. We support our employees with a wide range of offers, for example to help them achieve a better work-life balance. We are also committed to promoting women in STEM professions.

We explicitly require our **suppliers** to prohibit gender discrimination.

Our commitment

- [ESRS 2 GOV-1 – The role of administrative, management, and supervisory bodies](#)
- [ESRS S1 – Own workforce](#)
- [Corporate culture and inclusion: Valuing diversity and respecting needs](#)
- [Activities to promote the digital society](#)
- [Human rights and supply chain: living responsibility](#)
- [HR Factbook 2024](#)



Sustainable Development Goal 7

Affordable and clean energy

Ensuring access to affordable, reliable, sustainable and modern energy for all

Our contribution

With our integrated climate strategy, we are fully committed to electricity from renewable energies. To this end, we are increasingly concluding long-term purchase agreements in order to give producers planning security for the expansion of renewable energy generation. In this way, we promote a sustainable energy industry. We reduce our energy consumption through energy-efficient technology.

Our commitment

- [ESRS E1 – Climate Change](#)
- [ESRS E5 – Resource use and circular economy](#)
- [Climate protection: our path to achieving net zero by 2040](#)
- [Energy: optimising consumption and increasing efficiency](#)
- [Impact measurement: understanding and improving our contribution](#)



Sustainable Development Goal 11

Sustainable cities and communities

Making cities and human settlements inclusive, safe, resilient and sustainable

Our contribution

With innovative solutions and our network infrastructure expansion, we are helping to shape the transformation of cities (smart cities) into intelligent urban spaces.

Our commitment

- [Analysis of the sustainability benefits of our products continued](#)
- [Impact measurement: understanding and improving our contribution](#)
- [Operational resource conservation: environmentally conscious in everyday work](#)



Sustainable Development Goal 12

Responsible consumption and production

Ensuring sustainable consumption and production patterns

Our contribution

We are continuously working to offer **more sustainable product solutions** and promote **more sustainable production patterns** in the supply chain. At the same time, we focus on **avoiding waste and recycling valuable raw materials**. In this way, we are working to reduce the amount of waste both for us and for our customers.

Our commitment

- [ESRS E5 – Resource use and circular economy](#)
- [Analysis of the sustainability benefits of our products continued](#)
- [Human rights and supply chain: living responsibility](#)
- [Circular economy: holistic approach along the entire value chain](#)
- [Impact measurement: understanding and improving our contribution](#)
- [Environmentally friendly products and services: an overview of the entire life cycle](#)



Sustainable Development Goal 13 Climate action

Take immediate action to combat climate change and its impacts

Our contribution

As part of our integrated climate strategy, we contribute to climate protection both with **measures within our Group** (energy efficiency and the use of renewable energies) and with our **sustainable products and services**.

Our commitment

- [ESRS E1 – Climate change](#)
- [Climate protection: our path to achieving net zero by 2040](#)
- [Energy: optimising consumption and increasing efficiency](#)
- [Environmentally friendly products and services: an overview of the entire life cycle](#)
- [Operational resource conservation: environmentally conscious in everyday work](#)
- [Alignment with the TCFD recommendations](#)



Sustainable Development Goal 15 Life on land

Protecting, restoring and promoting the sustainable use of terrestrial ecosystems

Our contribution

With our efficient ICT solutions in agriculture (smart farming), crop yields can be increased while fewer resources such as seeds, fertilizers and energy are needed. In addition, we carry out **projects to protect biodiversity**. We demand that our **suppliers** protect the environment and use resources responsibly.

Our commitment

- [Impact measurement: understanding and improving our contribution](#)
- [Operational resource conservation: environmentally conscious in everyday work](#)
- [Working together for a more sustainable future: our employee initiatives for the environment and climate](#)
- [Smart Farming](#)



Sustainable Development Goal 1

No poverty

End poverty in all its forms and everywhere

Our contribution

By **expanding our networks**, we create the conditions for economic and social participation and thus facilitate access to education, for example – an important prerequisite for combating poverty. We expect our suppliers to pay minimum wages in accordance with the ILO Convention. We have explicitly formulated this requirement in our Code of Conduct for Suppliers. In addition, we offer social and subsidised tariffs throughout the Group and enable eligible users to make free or discounted calls or surf the web.

Our commitment

- [ESRS S4 – Consumers and end users](#)
- [ESRS S2 – Workers in the value chain](#)
- [Digital inclusion: overcoming the divide](#)
- [Human rights and supply chain: living responsibility](#)



Sustainable Development Goal 2

Zero hunger

End hunger, achieve food security and better nutrition, and promote sustainable agriculture

Our contribution

With efficient ICT solutions in agriculture (smart farming), crop yields can be increased while fewer resources such as seeds, water, fertilizers and energy are needed.

Our commitment

- [Smart Farming](#)



Sustainable Development Goal 6

Clean water and sanitation

Ensuring the availability and sustainable management of water and sanitation for all

Our contribution

Efficient ICT solutions in agriculture (smart agriculture) can reduce water and fertilizer consumption. In addition, smart measuring systems can be used to precisely control and control water consumption.

Our commitment

- [Working together for a more sustainable future: our employee initiatives for the environment and climate](#)



Sustainable Development Goal 10

Reduced inequalities

Reducing inequality within and between countries

Our contribution

We are clearly committed to diversity and support our employees regardless of age, nationality and ethnic origin, gender and gender identity, physical and mental abilities, religion and ideology, sexual orientation or social background. We expect our suppliers to pay minimum wages in accordance with the ILO Convention. We have explicitly formulated this requirement in our Code of Conduct for Suppliers.

Our commitment

- ESRS S1 – Own workforce
- ESRS S2 – Workers in the value chain
- Corporate culture and inclusion: valuing diversity and respecting needs
- Human rights and supply chain: living responsibility



Sustainable Development Goal 14

Life below water

Conserving and sustainably using oceans, seas and marine resources for sustainable development

Our contribution

By using ICT, we contribute to saving water as a resource, and we also take measures to reduce our water consumption.

Our commitment

- Operational resource conservation: environmentally conscious in everyday work



Sustainable Development Goal 16

Peace, justice and strong institutions

Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

Our contribution

We are clearly committed to ethical principles and applicable legal norms. We have anchored this in our Guiding Principles and the **Code of Conduct**. As a founding member of the UN Global Compact, we have been committed to implementing its ten principles for over 20 years. We also operate a comprehensive **compliance management system**. All activities are in accordance with the legal regulations and the Group Data Protection Policy. In addition, we make a significant contribution to security with our commitment and our products in the area of data protection.

Our commitment

- [ESRS G1 – Governance](#)
- [ESRS S4 – Consumers and end users](#)
- [Cybersecurity and data protection: secure systems, protected privacy](#)
- [Compliance: acting lawfully and fairly](#)
- [“TellMe” whistleblower portal](#)
- [Transparency Report](#)



Sustainable Development Goal 17 Partnerships for the goals

Strengthen the means of implementation and breathe new life into the global partnership for sustainable development

Our contribution

To achieve the sustainability goals, we cooperate with **associations, institutions and companies** at national and international level and also promote global cooperation within the Group in various committees.

Our commitment


- [ESRS 2 – General disclosures](#)
- [Sustainable finance: decisions for the future](#)
- [Political advocacy](#)
- [Memberships and cooperations](#)

UN Global Compact


Global Compact Progress Report

Deutsche Telekom was a founding member of the UN Global Compact more than 20 years ago. Since then, we have communicated our efforts to implement its ten principles in the annual Communication on Progress (CoP) report. Our current progress report as well as the reports of the past years are available [here](#).


Further reports




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