CORPORATE RESPONSIBILITY REPORT 2025

COMMITTED BEYOND TODAY

Contents

CR Strategy

Foreword

Dear Readers,

2025 was a strong year for Deutsche Telekom. We exceeded our forecasts and set new records. More than 300 million customers worldwide rely on us. This trust does not come from promises. It comes from reliability.

This reliability is becoming increasingly rare. Rules are becoming less stable, competition is getting tougher, the tone is getting rougher. Technologies are shifting markets in ever shorter cycles. In such an environment, it becomes clear what companies stand for.

Of course, success is measured by the results. But not only. It is also crucial how we achieve those results – what priorities we set and what we take responsibility for. For 30 years, Deutsche Telekom has been committed to operating sustainably. For us, sustainability is not a niche topic; it is part of our business model. It is a lever for identifying opportunities and risks at an early stage and leveraging them economically for the benefit of the environment and society.

We are improving our business across all areas through the consistent use of AI. In 2025, we established a new AI factory in Munich within just 6 months, with the aim of strengthening European sovereignty. It is a central component of a European AI infrastructure, featuring sovereign operations, sovereign data and full alignment with European standards. From the outset we have factored in efficiency and energy consumption.

Neither AI nor sustainability are self-running processes. Their value emerges where they are integrated and where they help us make better decisions. One example is the European Union's Copernicus Data Space Ecosystem. It provides free access to Earth observation data that makes environmental and climate changes visible. Together with European partners, we contribute our technological expertise to make this data available – as a basis for decision-making for policymakers, scientists, society, and business.

Because only reliable data makes the protection of our climate manageable. For our own company, we reached an important milestone in 2025: group-wide we became greenhouse gas neutral in our own operations (Scope 1 and 2) – as the first multinational telecommunications group and the first DAX 40 company. Since 2017, we have reduced our emissions by more than 94 percent and neutralized remaining emissions through high-quality projects that capture CO_2e from the atmosphere.

We remain committed to our climate strategy and implement it consistently. And yes, our stock market value has developed positively during this time, as has our brand value. Deutsche Telekom is the strongest corporate brand in Germany and Europe and remains the world's leading telco brand. The belief that climate protection and economic success are mutually exclusive is, in my view, a false debate. Implemented intelligently, they reinforce each other and create trust.

Trust alone is not enough in a world of new technologies, especially at a time when new AI applications are emerging every day. People cannot simply rely on information generated by AI models. They must learn to distinguish facts from fake. Digital inclusion and broad media literacy are therefore crucial to enabling individuals to make informed decisions and societies remain competitive. In 2025 alone, Deutsche Telekom invested around 977 million euros in digital inclusion worldwide, reaching 40 million people.

Reliability is most evident when it really counts. For example, in case of natural disasters, which unfortunately also affected us in 2025, when infrastructure is critical and person-to-person communication matters. For example, we were once again able to help during wildfires and floods in the United States or earthquakes in Greece. This is thanks to the skills and strong commitment of our employees worldwide, who ensure that our networks continue to run, even in exceptional situations.

Also in the future, we will continue to do everything we can to justify the trust placed in Deutsche Telekom. Because progress does not come from waiting. It comes from the courage to make clear decisions – and the reliability to follow through on them.

Yours
Tim Höttges

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 second time in a row as a Sustainability statement in full application of the European Sustainability Reporting Standards (ESRS).

In 2024, for the first time, we conducted a double materiality analysis in accordance with the requirements of the Corporate Sustainability Reporting Directive (CSRD) to identify impacts on society and the environment as well as risks and opportunities for our business activities in connection with sustainability issues. In the reporting year, we updated this materiality analysis. Further information on the materiality process and its results can be found in our Sustainability statement.

In addition to the material 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). Within the CR report, we link to our other publications (Sustainability statement in the Annual Report and HR Factbook) in numerous places. This report is supplemented by further sustainability-related reports from the national companies, as well as up-to-date information in the area of corporate responsibility on our website and in other publications (see below).

The CR report 2025 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

- The homepage provides an overview of the highlights from the reporting period. From there, you can access the four central areas of our CR report: CR Strategy, Environment, 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 USA, Europe and Systems Solutions.
- Our four central areas are supplemented by an interactive KPI Tool. There, users can view the most important sustainability-related key figures individually. The key figures are presented at group, segment and unit level with a four-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, the glossary and other relevant websites.
- Some figures in this report were generated with the support of artificial intelligence (AI) and have been labelled accordingly. All models and content used are properly licensed. In line with our digital responsibility, we ensure a respectful and responsible approach when depicting people.

Scope, reporting period and target groups

The CR report 2025 and the interactive KPI tool relate to the Deutsche Telekom Group with its 326 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, 2025. CR reporting is carried out annually. The CR report 2025 thus follows on from the report 2024. The release date is May 19, 2025.

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

- business partners
- analysts and investors
- CR ranking and rating agencies
- employees
- representatives of the media

Consideration of international reporting standards

The CR report 2025 and the KPI tool were prepared taking into account various international reporting standards and frameworks. Selected content is assigned with reference to the guidelines of the Global Reporting Initiative (GRI) and criteria of the Sustainability Accounting Standards Board (SASB). In addition, we report selected Principal Adverse Impacts (PAI) disclosures in accordance with the Sustainable Finance Disclosure Regulation (SFDR) as well as industry indicators from the GSM Association (GSMA) for the telecommunications industry.

On a separate page of the report, we present how our business activities relate to selected Sustainable Development Goals (SDGs) of the United Nations (UN).

The CR report 2025 also serves as a Communication on Progress (CoP) report for the UN Global Compact.

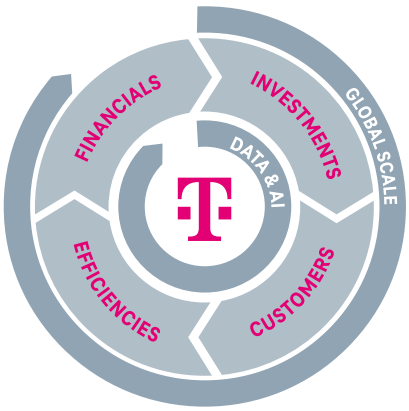
CR Strategy: setting the framework, measuring progress

Sustainability and social responsibility have been part of Deutsche Telekom's business activities for 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 ESG (Environment, Social, Governance) dimensions in our sustainability reporting. With it, we want to meet the expectations of stakeholders, such as our B2B customers or the capital market, track progress in implementing our ambitions and at the same time meet regulatory requirements. That is why we are publishing this CR report in addition to our sustainability statement in the Annual Report – for a holistic and easier to understand view 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 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. Data and artificial intelligence (AI) act as drivers of innovation and efficiency. Through our global growth, we are exploiting synergies and strengthening our competitiveness on an international level. At the heart of the model, symbolized by our brand, is what sets us apart: a unique portfolio, the best team, strong values and leading ESG ambitions.

Our strategy: momentum for the future



We are **different** – superior brand, unique portfolio, best team, strong values, and leading ESG ambitions

Further information on our Group strategy can be found in our audited Annual Report 2025.

Sustainability is an integral part of our Group strategy: Our CR strategy is derived from our business model and at the same time shapes our strategic goals and decisions. It 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	Consideration of Social and Environmental Aspects in the Supply chain	Sustainable Finance

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

Climate

- We are pursuing ambitious, science-based **climate targets:** We want to be pioneers on the way to a climate-neutral future and make measurable progress. By 2040, we aim to achieve net zero emissions along the entire value chain – across all three scopes. To achieve this, it is necessary to reduce emissions by at least 90 % compared to 2020. Only up to 10 % may be neutralized via high-quality projects that bind CO_2e from the atmosphere.

Circular Economy

- Our commitment to **recyclability**: We have set ourselves the goal of being almost completely recyclable in technology and devices by 2030 (excluding T-Mobile US). In this context, we aim to be able to return almost all the products we put into circulation by 2030. This includes the entire network technology as well as a large part of our own-brand devices and the mobile devices we sell.

Best Team

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

Digital Society

- Our commitment to **help shape a digital society** that promotes better interaction and in which all people can participate safely, competently and confidently: We want to contribute to making the digital world a more tolerant and secure space for everyone and to enable society to overcome the digital divide.

Detailed information on these priorities, our climate and circular economy goals, and our actions and progress can be found in our audited Sustainability statement 2025.

To implement our sustainability goals, we manage key governance issues and processes as part of effective corporate governance:

- Data protection, cybersecurity and information security
- Corporate compliance management system as well as risk and opportunity management system
- Implementing the basic principles of digital responsibility
- Respect for human rights and consideration of social and environmental aspects in the supply chain
- Investments based on environmental and social criteria as well as transparent and consistent communication about our activities in the field of environmental and social sustainability
- Effective management of topics of sustainable business in the Group

We are constantly driving these topics forward and want to secure Deutsche Telekom's long-term value creation and competitiveness. Our ambition is: We want to be a world-leading sustainable telecommunications company. We assess our progress in this project on the basis of external benchmarks and ratings, such as the Carbon Disclosure Project's (CDP) Climate A list. Deutsche Telekom also focuses on transparency and further development along the supply chain in its supplier engagement and is listed by CDP as a Supplier Engagement Leader (Rating A).

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. These KPIs (Key Performance Indicators) reflect our performance and progress in the areas of environmental, social and governance (ESG). The designation has been standardized compared to previous reports and the preceding "ESG" has been deleted for easier comprehensibility. The KPIs remain the same.

The basis for calculating our KPIs is provided by ESG data and key figures, which are collected and reported transparently and in a timely manner throughout the Group. Important non-financial performance indicators such as "Energy consumption" and "CO_2 emissions" (Scope 1 and 2) are included in the calculation of the variable Executive Board compensation and are also relevant for our international managers (outside T-Mobile US) as well as all non-tariff employees of the Group in Germany. The KPIs "Energy Intensity", "Scope 3 Emissions" and the Telco Circularity Score (TCS) are part of the Group-wide controlling process. In addition to these KPIs, we report other metrics and data to meet internal and external transparency requirements.

In 2021, we integrated our 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. In addition, we subject the ESG data process to particularly demanding controls ("transaction level controls") for the KPIs that are most important from a management perspective. The effectiveness of the transaction level controls is checked 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 KPIs are broken down in the KPI Tool according to the segments "Germany", "USA", "Europe", "Systems Solutions", "Group Headquarters & Group Services", "Group Development" and "Technology and Innovation".

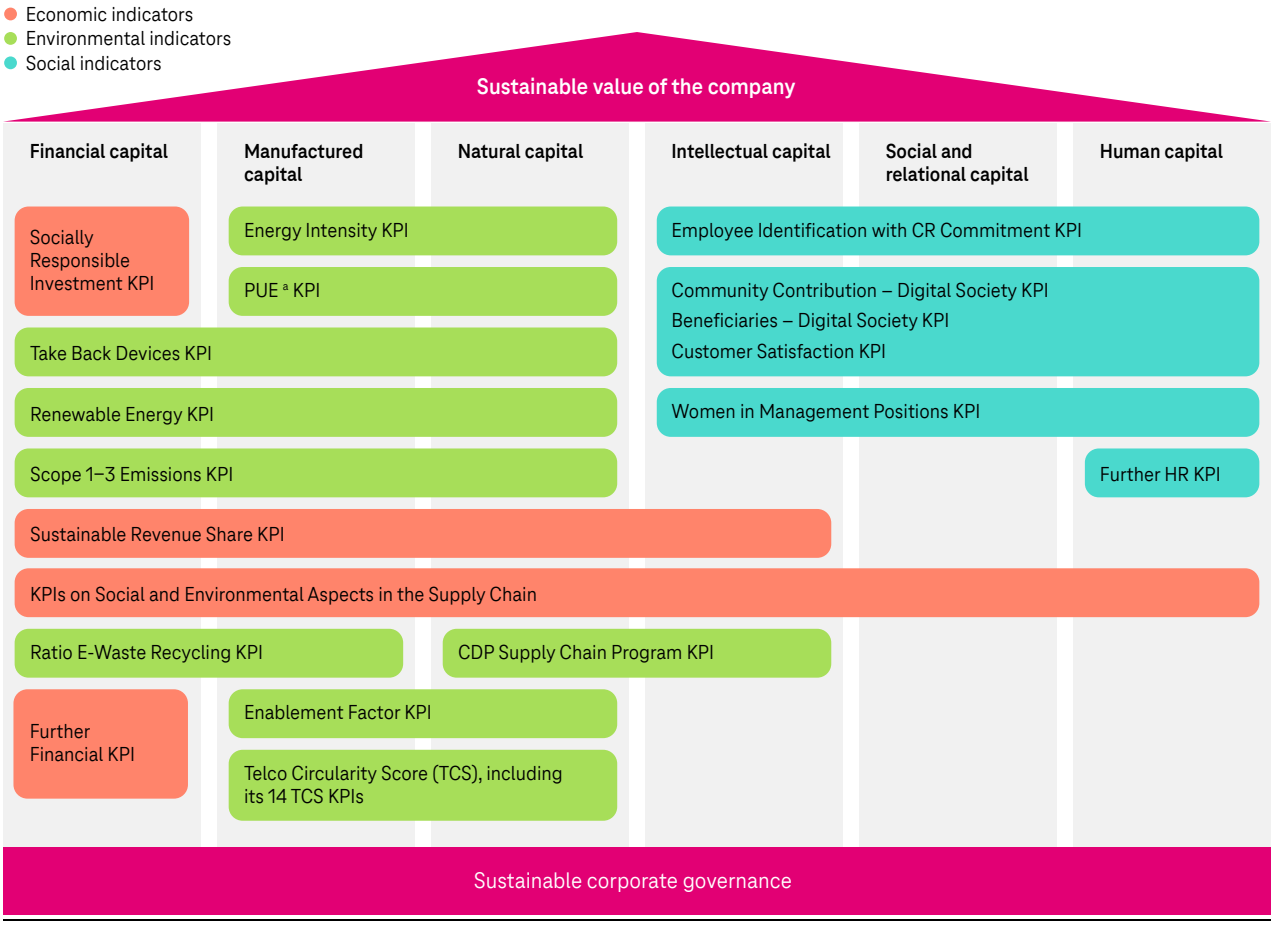
How we determine our KPIs

KPIs are highly relevant for us to measure and manage our progress in the area of ESG and for transparent reporting on them. Depending on the materiality of the 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 collecting group-wide KPIs by collecting ESG data themselves.

In the sense of integrated financial and sustainability reporting, the KPIs represent all six types of capital:

Types of capital



[a] (PUE) Power Usage Effectivness.

In addition to our KPI system, we have developed an impact measurement methodology to evaluate the environmental and social aspects of our products and measures along the value chain. This methodology helps us to manage our sustainability activities and communicate them 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 AI is a development that we cannot stop – and do not want to. Nevertheless, we should set a clear direction and binding framework conditions. We are committed to dealing responsibly with the opportunities and risks of digital transformation (Corporate Digital Responsibility – CDR), for example through our AI guidelines, clear responsibilities, internal qualification offers and a reflective application of new technologies. In this way, we want to counter possible negative effects at an early stage and focus on people in 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. Our framework "Corporate Digital Responsibility@Deutsche Telekom" specifies this claim. The core is the "House of Digital Responsibility", which describes our systematic approach to the responsible use of digital technologies.

You can find out more about CDR on our

website

ESG milestones of the last decades

Where we come from

1995 Deutsche Telekom AG was founded.

1996 Deutsche Telekom reported on its sustainability activities for the first time.

2000 We joined the United Nations (UN) Global Compact as founding members.

2008 We published a CR report for the first time and adopted a CR strategy and a CR program for the first time.

2008 Deutsche Telekom was included in the Dow Jones Sustainability Index World for the first time.

2011 Full implementation of the first CR governance structure.

2012 For the first time, all national companies were obliged to collect KPIs on performance and progress in the areas of Environmental, Social and Governance (ESG).

2014 We adopted our first Group-wide CR (Group Policy Corporate Responsibility) policy.

2017 We supported 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 Anchoring "living responsibly" in our corporate strategy.

2021 For the first time, we integrated climate targets into the compensation of the Board of Management and sourced 100 % of our electricity from renewable energies. Further information can be found under Climate protection here in the CR report.

2021 For the first time, we were the top-ranked European ICT company in the S&P Global Corporate Sustainability Assessment.

2022 Deutsche Telekom held its sustainability day “We Walk the Talk” with the entire Board of Management.

2024 For the first time, we prepared a sustainability statement in full application of the European Sustainability Reporting Standards (ESRS) for the 2024 financial year.

Where we stand in the reporting year

2025 We achieve net zero emissions in our own business operations (Scope 1 and 2). To this end, we have reduced emissions from our own operations worldwide by more than 94 % compared to 2017. We offset remaining emissions from our CO_2e footprint through high-quality neutralization measures to sequester CO_2e from the atmosphere, e.g., through reforestation.

2025 In 2025, we reach around 40 million people (2024: 34 million) with our measures to promote the digital society. With a total of 77 million people reached, we have almost achieved our goal of reaching a cumulative 80 million people between 2024 and 2027 after just two years.

Where we want to go

2027 More than 80 million people are expected to benefit cumulatively from our commitment to promoting the digital society across the Group in the period from 2024 to 2027.

2030 By the end of the decade, we aim to reduce CO_2 equivalent (CO_2e) emissions across Scopes 1–3 by 55 % compared to 2020. For more information on this goal and our climate transition plan, please visit Climate protection here in the CR report and in our audited Sustainability statement.

2030 Almost all products put into circulation by Deutsche Telekom should be able to be returned to the cycle. This also applies to the network technology we use. For more information, see Circular economy here in the CR report, and our audited Sustainability statement.

2040 In 15 years, we aim to 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 neutralized with high-integrity CO_2e removal projects. For more information about our path to net zero, please visit Climate protection here in the CR report, and our audited Sustainability statement.

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 and Systems
- Transparency Report
- Sustainability statement Deutsche Telekom
- Sustainability statement Hrvatski Telekom
- Sustainability statement OTE Group
- Sustainability statement Magyar Telekom
- Corporate Responsibility Reporting Hub from T-Mobile US

Deep Dive for Experts

Management & Frameworks

Responsibility for CR lies with the entire Executive Board. 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. GCR 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.

Relevant Standards

Global Reporting Initiative (GRI)

- GRI 2–17 (Governance)
- GRI 2–22 (Strategy, policies and practices)

Awards

Awards for our sustainability management and reporting

- **NetFed CR Benchmark:** In the CR ranking of digital sustainability communication of German corporations published by the NetFed agency, Deutsche Telekom was ranked number 1 in the year under review with its focus on transparency, interaction and user-friendliness.
- **DSW Award for Good Corporate Governance:** The German Association for the Protection of Securities Ownership (DSW) honors Deutsche Telekom for outstanding achievements in terms of innovation as well as value preservation and creation and the appreciation of private property. At the same time, it acknowledges the long-term orientation of the company's management.
- **Global Transition Award:** Handelsblatt honored Deutsche Telekom with the "Global Transition Award" at the beginning of 2025. The prize is awarded to companies that contribute to limiting global warming to 1.5 °C and thus set a good example in the German economy.
- **John J. McCloy Award:** The American Council on Germany has honored Tim Höttges for Deutsche Telekom's contribution to digital inclusion in Europe and the United States and to strengthening the transatlantic partnership. This was in recognition of the fact that the group led by Höttges invests tens of billions of euros annually in fiber optics, 5G and modern network infrastructures in both regions – in order to better connect people, schools and companies.

Awards from 2025 for products and services

- **Recognition by analysts:** Deutsche Telekom and T-Systems have been ranked as “Leaders” by the Information Services Group (ISG) in several ISG Provider Lens® studies. In particular, achievements in the areas of digital sustainability and cybersecurity services were recognized. The classification confirms the strategic importance of these topics for the Group.

2025 Sustainable Finance Awards

- **CDP award:** The non-governmental organization CDP regularly evaluates the climate protection activities of listed companies worldwide on behalf of investors and lists the leading companies in an index, the Climate A list. Deutsche Telekom was included in this index for the ninth time in a row in 2025. In addition, we are listed by CDP as a Supplier Engagement Leader.

Awards from 2025 for our commitment to digital inclusion and digital values

- **Effie Evergreen Award:** Since 2020, we have been committed to respectful coexistence in the digital space with the initiative “Against hate on the net”. Even after five years, this commitment continues to be recognized: in 2025, the initiative received the Effie Award in Gold in the “Evergreen” category. The Effie Award honors campaigns that have an impact and have demonstrably achieved measurable success.
- **German Award for Corporate Commitment:** The nationwide award recognizes companies that tackle social challenges together with civil society or government partners. For our commitment against hate on the Internet, we received this award in the category “Together for Democracy and Human Rights”. The prize is awarded by UPJ, a non-profit organization for responsible corporate governance and social commitment.
- **Comenius EduMedia Award:** In 2025, “The Sustainability Detectives Investigate” – an educational offer of our media literacy initiative “Teachtoday” – received the Comenius GreenUp seal. The seal identifies digital educational media with a focus on sustainability and is awarded as part of the Comenius EduMedia Award offered by the Society for Education, Information and Media.

Awards from 2025 for our networks

- **“connect” fixed-line test:** For the fifth time in a row, we won first place in the fixed-network test of the trade magazine “connect”. We achieved 946 out of a possible 1,000 points, which is significantly better than in the previous year.
- **“connect” mobile network test**: Deutsche Telekom emerged as the overall winner from the “Mobile Network Test 2025” of the magazine “connect” with a rating of “outstanding”. This is the 15th time in a row that we have been the “connect” test winner.
- **“CHIP” mobile network test:** For the 16th time in a row, we won the “Mobile Network Test” of the trade magazine “CHIP” and were awarded a grade of 1.2 (“excellent”). Our 5G network received the top score of 1.1.

Awards from 2025 for our brand

- **Brand Finance Europe 500:** The study confirms Deutsche Telekom as the most valuable brand in Europe for the 3rd time in a row, with a brand value of EUR 76.5 billion.
- **Brand Finance Global 500:** Deutsche Telekom remains the most valuable corporate brand in Europe and the telco brand in the world. Our brand value was USD 85.3 billion in 2025.
- **Most Valuable Global Brands:** In the Kantar BrandZ Ranking 2025, Deutsche Telekom is once again the most valuable telecommunications brand and the most valuable German brand with a brand value of USD 105.7 billion.

You can find more awards in our Annual Report.

GRI Index

Deutsche Telekom's 2025 CR report is aligned with the guidelines of the Global Reporting Initiative (GRI) and was prepared in accordance with the "with reference" option of the GRI Standards. In doing so, we consistently continue our commitment to transparency and traceability. The information reported covers the period from January 1 to December 31, 2025.

In the GRI content index, we refer to disclosures relating to general and topic-specific standard disclosures within this CR report as well as to other relevant publications of Deutsche Telekom. Where necessary, we provide additional explanations of these disclosures 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 ESRS 2 GOV-1 – The role of the 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 the administrative, management, and supervisory bodies	
2-11	Chair of the highest supervisory body	Corporate Governance Declaration pursuant to Sections 289f, 315d of the German Commercial Code (HGB)	
2-12	Role of the highest governance body in overseeing the management of impacts	ESRS 2 GOV-1 – The role of the administrative, management, and supervisory bodies ESRS 2 GOV-2 – Information provided to and sustainability matters addressed by the undertaking's administrative, management, and supervisory bodies ESRS 2 IRO-1 – Description of the process to identify and assess material impacts, risks, and opportunities	
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 the administrative, management, and supervisory bodies	
2-14	Role of the highest governance body in sustainability reporting	ESRS 2 GOV-5 – Risk management and internal controls over sustainability reporting 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 the administrative, management, and supervisory bodies Corporate Governance Declaration pursuant to Sections 289f, 315d of the German Commercial Code (HGB)	
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)	

GRI Standard	Disclosure	Reference	Omission/Additional Information
2-17	Accumulated knowledge of the highest control body	CR Strategy: setting the framework, measuring progress ESRS 2 GOV-1 – The role of the administrative, management, and supervisory bodies	
2-18	Evaluation of the performance of the highest governance body	ESRS 2 GOV-1 – The role of the administrative, management, and supervisory bodies Corporate Governance Declaration pursuant to Sections 289f, 315d of the German Commercial Code (HGB)	
2-19	Remuneration policies	Remuneration Report and Systems 2025 ESRS 2 GOV-3 – Integration of sustainability-related performance in incentive schemes	
2-20	Process to determine remuneration	Remuneration Report and Systems 2025	
2-21	Annual total compensation ratio	ESRS S1-16 – Remuneration metrics (pay gap and total remuneration)	

Strategy, policies and practices

GRI Standard	Disclosure	Reference	Omission/Additional Information
2-22	Statement on sustainable development strategy	ESRS 2 SBM-1 - Strategy, business model, and value chain Foreword CR Strategy: setting the framework, measuring progress	
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	Compliance facts and figures ESRS G1-3 – Prevention and detection of corruption and bribery Litigation and anti-trust proceedings	Information on relevant legal proceedings and outcomes can be found in the “Risk and opportunity management” chapter in the combined management report.
2-28	Membership associations	Political advocacy ESRS G1-1 – Business conduct policies and corporate culture Code of Conduct	

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 31 December 2025, 41.2 % of our employees were covered by collective bargaining agreements. In Germany, the coverage rate amounted to 75.4 %. The collective agreements concluded with trade unions do not apply to our employees outside the scope of collective bargaining agreements. The terms and conditions of employment for these non-collectively bargained employees are set out in the Group Works Agreement for non-collectively bargained employees (KBV AT). In addition, the collective agreements do not apply to a small number of employees for whom collective bargaining agreements from other sectors apply.

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 – Business conduct	
205-1	Operations assessed for risks related to corruption	Compliance facts and figures	One of the foundations of Deutsche Telekom's compliance management system is a Compliance Risk Assessment (CRA), which is used to identify and assess compliance risks and to initiate appropriate preventive measures. In 2025, the CRA was conducted in 51 Telekom subsidiaries in Germany and abroad with a specific focus on the requirements of the German Act on Corporate Due Diligence Obligations in Supply Chains (Lieferkettensorgfaltspflichtengesetz, LkSG). The regular, broader standard CRA was last carried out in 2024 for Deutsche Telekom AG and a further 101 subsidiaries in Germany and abroad. The next regular risk assessment is scheduled for 2026. As a US-listed company, T-Mobile US conducts a risk assessment based on its own methodology and reports on this regularly to the relevant governing bodies, on which Deutsche Telekom AG is also represented.
205-2	Communication and training about anti-corruption policies and procedures	ESRS G1-3 – Prevention and detection of corruption and bribery Compliance facts and figures	
205-3	Confirmed incidents of corruption and actions taken	Compliance facts and figures ESRS G1–4 – Incidents of corruption and bribery	

Environmental standards

GRI 301: Materials

GRI Standard	Disclosure	Reference	Omission/Additional Information
3-3	Management of material topics	Circular economy: a systematic approach along the 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	
301-2	Recycled input materials used	ESRS E5-4 Resource inflows	
301-3	Reclaimed products and their packaging materials	Circular economy: a systematic approach along the 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: optimizing consumption and increasing efficiency	
302-1	Energy consumption within the organization	ESRS E1-5 – Energy consumption and mix Energy: optimizing 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	ESRS E1-5 – Energy consumption and mix KPI “Renewable Energies” Energy: optimizing consumption and increasing efficiency	
302-4	Reduction of energy consumption	KPI “Renewable Energies” ESRS E1-5 – Energy consumption and mix	Information not available/incomplete In our CR report, we provide information on measures to improve energy efficiency as well as on the development of key energy indicators, in particular energy intensity. A separate quantitative breakdown of the reduction in energy consumption attributable to individual measures is currently not reported, as the corresponding savings are not captured in an isolated and methodologically unambiguous manner. Information on changes in energy consumption compared to the previous year can be found in our sustainability statement.
302-5	Reduction of energy requirements for products and services	Energy: optimizing consumption and increasing efficiency Products and services: an overview of the entire life cycle	Information not available/incomplete We report on measures and technological developments that contribute to improving the energy efficiency of our products and services. A quantitative breakdown of the reduction in energy demand on the customer side is currently not provided, as actual energy consumption depends to a large extent on individual usage behavior and cannot be quantified in a robust and consistent methodological manner. For this reason, no further differentiation is currently made.

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	

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: a systematic approach along the value chain	
306-1	Waste generated and significant waste-related impacts	ESRS E5-5 – Resource outflows Circular economy: a systematic approach along the value chain	
306-2	Management of significant waste-related impacts	ESRS E5-5 – Resource outflows Circular economy: a systematic approach along the value chain	
306-3	Waste generated	ESRS E5-5 – Resource outflows Circular economy: a systematic approach along the value chain	
306-4	Waste diverted from disposal	ESRS E5-5 – Resource outflows Circular economy: a systematic approach along the value chain	
306-5	Waste directed to disposal	ESRS E5-5 – Resource outflows Circular economy: a systematic approach along the 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 – Actions related to own workforce	
403-3	Occupational health services	ESRS S1–4 – Actions related to own workforce	
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 – Actions related to own workforce	
403-6	Promotion of worker health	ESRS S1–4 – Actions related to own workforce 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 S2–1 – Policies related to value chain workers ESRS S2–4 – Actions related to value chain workers	
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 2 GOV-1 – The role of the administrative, management, and supervisory bodies ESRS S1-6 – Characteristics of the undertaking's employees ESRS S1-9 – Diversity metrics	**Age distribution in the Supervisory Board of Deutsche Telekom AG** Number / in % Under 30: 0 / 0 30 to 50: 2 / 10 Over 50: 18 / 90 **Total: 20 / 100** **Age distribution in the Board of Management of Deutsche Telekom AG** Number / in % Under 30: 0 / 0 30 to 50: 1 / 12.5 Over 50: 7 / 87.5 **Total: 8 / 100**
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	Annual Report LkSG for the 2025 fiscal year Human rights and supply chain: taking 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

To meet the growing interest of our stakeholders in comparable sustainability information, we have been publishing a Sustainability Accounting Standards Board (SASB) Index in our CR report since 2021. In this context, we apply the SASB standard for the Telecommunication Services industry.

In the SASB Index, we explain how we address the sector-specific SASB criteria and refer to relevant content in our sustainability communications. In addition, we reference the relevant SASB criteria at the appropriate points in the Deep Dive sections of this report.

Environmental footprint of the operations

SASB Code	Accounting Metric	Reference and Additional Information
TC-TL-130a.1	(1) Total energy consumed, (2) Percentage grid electricity, (3) Percentage renewables	ESRS E1-5 – Energy consumption and mix PUE metric

Data privacy

SASB Code	Accounting Metric	Reference and Additional Information
TC-TL-220a.1	Describe policies and practices for behavioral advertising and customer privacy.	ESRS S4-1 – Policies related to consumers and end-users Data transparency(only available in German)
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 privacy(only available in German)
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 security

SASB Code	Accounting Metric	Reference and Additional Information
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	G-Company-specific – Policies related to cybersecurity G-Company-specific – Actions and resources in relation to cybersecurity 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 Security speedo

Product end-of-life management

SASB Code	Accounting Metric	Reference and Additional Information
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: a systematic approach along the value chain

Competitive behavior & open internet

SASB Code	Accounting Metric	Reference and Additional Information
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(only available in German)
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 Regulatory risks and opportunities

Managing systematic risks from technology disruptions

SASB Code	Accounting Metric	Reference and Additional Information
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

The Sustainable Finance Disclosure Regulation (SFDR) aims to increase transparency regarding the extent to which financial products have material adverse impacts on sustainability factors. Against this background, we present the key indicators under the SFDR—the so called Principal Adverse Impacts (PAIs) – in tabular form for investors and financial market participants.

The PAIs comprise indicators relating to environmental, social and employee matters, respect for human rights, as well as the fight against corruption and bribery. For the 2025 reporting year, our disclosures focus on the PAI indicators that are mandatory for financial market participants under the SFDR.

In each case, the English name of the indicator is authoritative. As no official German translation has been published, our German translation is provided solely for ease of understanding.

Climate and other mandatory environmental indicators

Indicator	Measurement variable	Reference	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		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 total consumption: 6.8 % Non renewable energy comprises various fossil energy sources as well as energy used for heating and cooling. The reported share refers to the total energy consumption of Deutsche Telekom. Electricity is not included, as it is sourced entirely from renewable energy. Share of renewable energies in total consumption: 93.2 % Renewable energy includes electricity from renewable sources, biogas, as well as energy used for heating and cooling, including district heating and district cooling. Share of renewable electricity: 100 % Deutsche Telekom sources its electricity entirely from renewable energy. This includes direct procurement and self generation of electricity, as well as Power Purchase Agreements (PPAs), Renewable Energy Certificates (RECs), and Guarantees of Origin (GOOs).
	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		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 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

Indicator	Measurement variable	Reference	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 – Business conduct	
	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 2025	
	Share of investments in companies involved in the production or sale of controversial weapons		We do not invest in companies that are involved in the production or sale of prohibited weapons.

GSMA

The GSM Association (GSMA) is the global industry association representing telecommunications operators worldwide. Through its indicators, the GSMA aims to establish a uniform sustainability standard for the telecommunications sector and to enhance comparability between companies.

To this end, the GSMA has defined ten core industry KPIs, which are assigned to the four categories Environment, Digital inclusion, Digital integrity and Supply chain. The KPIs are based on established standards such as GRI and SASB, which have long been applied by Deutsche Telekom.

We welcome the GSMA's approach of building on these sector-specific and well-established standards. In the table below, we disclose the extent to which we already meet the individual GSMA indicators. In each case, the English name of the indicator is authoritative. The German translation is provided solely for ease of understanding, as no official German translation has been published.

Topic	KPI designation	GSMA code	Description GSMA code	Reference and additional information
Operational footprint		–	Total number of connections	298 million
		–	Total network data traffic (petabytes)	245,000

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 (tons of CO_2e)	ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions
			Scope 2 emissions, location-based (tons of CO_2e)	
			Scope 2 emissions, market-based (tons of CO_2e)	
			Percentage change in combined Scope 1 and Scope 2 emissions since the last reporting period	Scope 1 + 2 CO_2e emissions (market-based): -4.9 % compared to 2024 Scope 1 + 2 CO_2e emissions (location-based): -6.6 % compared to 2024
			Combined Scope 1 + 2 emissions per unit of total revenue (tons of CO_2e per currency)	Combined Scope 1 + 2 emissions (market-based) per unit total revenues: 2.0 (t CO_2e/million €) Combined Scope 1 + 2 emissions (location-based) per unit total revenues: 33.3 (t CO_2e/million €)
			Total Scope 3 emissions (tons of CO_2e)	ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions
			Scope 3 emissions by category (tons of CO_2e)	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 11,098,699 MWh
			Purchased electricity from renewable energies (MWh)	Energy: Optimising consumption and increasing efficiency 11,098,699 MWh Renewable energy includes electricity from renewable sources, biogas, as well as energy used for heating and cooling, including district heating and district cooling.
			Electricity generation from renewable sources (MWh) consumed by the company	ESRS E1-5 – Energy consumption and mix
			Total consumption of diesel in generators (liters)	We do not currently report this KPI.
			Total energy consumption of the grid, including core, fixed and mobile networks (MWh)	We do not currently report this KPI.
			Energy consumption of mobile networks (MWh)	We do not currently report this KPI.
			Total grid energy consumed per data unit (MWh/PB) or connection (kWh per connection)	Energy: optimizing 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 16 % or 9 kWh/terabyte compared to 2024. Energy intensity is calculated annually as the ratio of energy consumption (million kWh) to IP data volume (million terabytes).

Topic	KPI designation	GSMA code	Description GSMA code	Reference and additional information
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 this KPI. Since 2025, we have been using the internal marketplace Telekom Equipment Exchange (TEE) to make used network equipment available within the Group (excluding T-Mobile US). Circular economy: a systematic approach along the value chain
			Percentage of network technology installed in the reporting period that was reused or renewed in the total network technology installed in the reporting period (%)	We do not currently report this KPI. Instead, we make visible the extent to which refurbished network equipment and materials with recycled content are taken into account in new procurements, measured by weight. Circular economy: a systematic approach along the value chain
			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: a systematic approach along the 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: a systematic approach along the 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: a systematic approach along the value chain
	Waste	GSMA-ENV-05	Total electronic waste generated (tonnes)	Circular economy: a systematic approach along the value chain
			Percentage of reused or recycled electronic waste, by weight (%)	Circular economy: a systematic approach along the 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 3 and T Phone 3 Pro – or in the United States, the similar products from the REVVL series – we generally enable consumers access to the latest technologies at an attractive 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 KPI "Beneficiaries – Digital Society" provides information on the number of trained people: ESRS S4–4 – Actions related to consumers and end-users ESRS S4–5 – Targets related to consumers and end-users 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 this KPI.
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 Code of Ethics EU AI Act
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?	With our measures to promote media literacy, we primarily enable children and young people, parents, and senior citizens to use digital media in a safe and competent way. This involves not only imparting basic skills for the responsible use of digital media, but also strengthening the ability to protect one's own privacy and to deal appropriately with hate speech and disinformation. ESRS S4–4 – Actions related to consumers and end-users Digital inclusion: overcoming the divide Digital values: for better interaction on the Internet

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?	Environmental and social aspects are integral components of our purchasing policy and are incorporated into our supplier contracts through our Supplier Code of Conduct as well as set out in our General Terms and Conditions for Purchasing. In tendering processes, we take into account, where possible and alongside quality and cost criteria, aspects such as CO_2 emissions and respect for human rights.
			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 Policy	We do not report on the percentage of suppliers audited, but on the percentage of the audited procurement volume. This approach provides a more accurate representation of the relevant parts of our supply chain. Human rights and supply chain: taking responsibility
			Percentage of suppliers assessed in accordance with the Policy during site inspections in the last two years	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. Human rights and supply chain: taking responsibility

SDGs

Our contribution to the Sustainable Development Goals

Deutsche Telekom contributes to 15 of the 17 Sustainable Development Goals (SDGs) of the United Nations (UN). The use of information and communication technology (ICT) is considered a key lever for supporting the SDGs. Recent studies show that digital technologies can contribute to the achievement of numerous SDG goals if they are used in a targeted manner – for example, through improved resource efficiency, access to information and education, and the promotion of social inclusion.

Our network infrastructure forms the technological foundation of our global business activities: it creates connections and enables solutions to social and environmental challenges. On this basis, our activities can be assigned to a large number of the SDGs.

The following overview shows our contribution to the SDGs and refers to selected examples in this CR report and beyond.

SDG 1: No poverty

End poverty in all its forms everywhere

Our contribution

By expanding our networks, we create the conditions for economic and social participation and thus, for example, facilitate access to education – an important basis for combating poverty. We expect our suppliers to pay minimum wages in accordance with ILO conventions; this requirement is enshrined in the Supplier Code of Conduct. In addition, we offer various products and special tariffs throughout the Group to enable affordability where it is most urgently needed.

Further information

- ESRS S4-1 – Policies related to consumers and end-users
- ESRS S2-1 – Policies related to value chain workers
- Digital inclusion: overcoming the divide
- Human rights and supply chain: taking responsibility

SDG 3: Good health and well-being

Ensure healthy lives and promote well-being for all at all ages

Our contribution

We support people's health both internally and externally through measures for our employees. With our e-health solutions, we contribute to the digital support of medical care services.

Further information

- ESRS S1-4 – Actions related to own workforce
- Employees: promoting co-determination and strengthening employer attractiveness
- Corporate culture and inclusion: valuing diversity and respecting needs
- HR Factbook 2025
- Digital inclusion: overcoming the divide

SDG 4: Quality education

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

Our contribution

We strengthen the qualification and further development of our employees through individual training and further training opportunities. We also promote the development of media literacy in society. The Deutsche Telekom foundation supports numerous projects in the STEM field.

Further information

- Employee development: promoting digital skills and showing future prospects
- Digital inclusion: overcoming the divide
- Activities to promote the digital society
- Digital values: for better interaction on the Internet
- Voluntary and financial commitment: engagement for the common good
- HR Factbook 2025
- Deutsche Telekom Stiftung (Deutsche Telekom foundation) (only available in German)

SDG 5: Gender equality

Achieve gender equality and empower 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, e.g., to help them achieve a better work-life balance. We are also committed to promoting women in STEM professions. We expect our suppliers to prohibit any kind of discrimination, including on the basis of gender.

Further information

- ESRS 2 GOV-1 – The role of the administrative, management, and supervisory bodies
- ESRS S1-4 – Actions related to own workforce
- Corporate culture and inclusion: valuing diversity and respecting needs
- Human rights and supply chain: taking responsibility
- HR Factbook 2025
- ESRS S2-1 – Policies related to value chain workers
- Activities to promote the digital society

SDG 6: Clean water and sanitation

Ensure access to water and sanitation for all

Our contribution

In our own operations, we focus on the efficient use of resources and also take into account water consumption, which is low overall in our company. We expect our suppliers to ensure adequate sanitation and hygiene standards for their employees. This requirement is enshrined in the Supplier Code of Conduct.

Further information

- Operational resource protection: environmentally conscious in everyday work
- ESRS S2-1 – Policies related to value chain workers

SDG 7: Affordable and clean energy

Ensure access to affordable, reliable, sustainable and modern energy

Our contribution

Throughout the Group, we obtain 100 % of our electricity requirements from renewable energies. To this end, we are increasingly concluding long-term purchase agreements to support the expansion of renewable energies. In this way, we contribute to a more sustainable energy industry. In order to optimize our consumption, we are also focusing on modernizing our network infrastructure and operating our networks and data centers as efficiently as possible.

Further information

- ESRS E1-1 – Transition plan for climate change mitigation
- ESRS E1-3 – Actions and resources in relation to climate change policies
- ESRS E1-5 – Energy consumption and mix
- Climate protection: our path to achieving net zero by 2040
- Energy: optimizing consumption and increasing efficiency

SDG 8: Decent work and economic growth

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

Our contribution

Our network and products create the technological basis for innovative solutions and digital business models and can thus support sustainable growth in line with the SDGs. We focus on fair working conditions for our employees and take social and environmental aspects into account along our supply chain.

Further information

- ESRS S1-1 – Policies related to own workforce
- ESRS S2-1 – Policies related to value chain workers
- Employees: promoting co-determination and strengthening employer attractiveness
- Human rights and supply chain: taking responsibility

SDG 9: Industries, innovation and infrastructure

Build resilient infrastructure, promote sustainable industrialization and foster innovation

Our contribution

Our aim is to give as many people as possible access to the digital world. To this end, we are investing billions in a stable and secure network infrastructure and developing our portfolio in a targeted manner. In this way, we create an important basis for economic performance and social participation.

Further information

- ESRS S4-1 – Policies related to consumers and end-users
- Digital inclusion: overcoming the divide
- Sustainable finance: decisions for the future
- Products and services: an overview of the entire life cycle
- Investments

SDG 10: Reduced inequalities

Reduce inequality within and among countries

Our contribution

We are committed to enabling fair opportunities and are committed to inclusion. We expect our suppliers to pay minimum wages in accordance with ILO conventions. This requirement is enshrined in the Supplier Code of Conduct.

Further information

- ESRS S1-1 – Policies related to own workforce
- ESRS S2-1 – Policies related to value chain workers
- Corporate culture and inclusion: valuing diversity and respecting needs
- Human rights and supply chain: taking responsibility

SDG 11: Sustainable cities and communities

Make cities inclusive, safe, resilient and sustainable

Our contribution

With the expansion and operation of mobile, fiber-optic and IoT networks as well as the consistent use of artificial intelligence, we provide the technological basis for digital applications in the municipal environment and can thus support the further development of urban infrastructures.

Further information

- Copernicus Data Space Ecosystem
- Digital water management
- Special Smart City | Deutsche Telekom

SDG 12: Responsible consumption and production

Ensure sustainable consumption and production patterns

Our contribution

We are continuously working to increase the recyclability of our products. In this way, we are helping to use resources more efficiently and keep valuable raw materials in use for longer – both in our own business and in the use of our products.

Further information

- ESRS E5-1 – Policies related to resource use and circular economy
- Circular economy: a systematic approach along the value chain
- Products and services: an overview of the entire life cycle
- Human rights and supply chain: taking responsibility

SDG 13: Climate action

Take urgent action to combat climate change and its impacts

Our contribution

With our Climate Transition Plan, we are pursuing the systematic reduction of greenhouse gas emissions along the entire value chain. The key levers are increasing energy efficiency, purchasing electricity from renewable energies throughout the Group and continuously reducing emissions in its own business operations. In addition, our products and digital solutions help to enable emission reductions in the use phase and support climate protection potential for customers.

Further information

- ESRS E1-1 – Transition plan for climate change mitigation
- ESRS E1-3 – Actions and resources in relation to climate change policies
- ESRS E1-6 – Gross Scopes 1, 2, 3 and total GHG emissions
- Climate protection: our path to achieving net zero by 2040
- Energy: optimizing consumption and increasing efficiency
- Products and services: an overview of the entire life cycle
- Operational resource protection: environmentally conscious in everyday work
- Mobility: expansion of the electric fleet and charging infrastructure
- Alignment with TCFD recommendations
- Deutsche Telekom achieves Group-wide net zero emissions in its own operations (Scope 1 and 2) | Deutsche Telekom

SDG 15: Life on land

Sustainably manage forests, combat desertification, halt and reverse land degradation, halt biodiversity loss

Our contribution

With selected projects and collaborations, we address aspects of environmental protection and implement selective measures to promote biodiversity in our own business operations; at the same time, we expect our suppliers to share Deutsche Telekom's commitment to dealing with the challenges of climate change and to strive to contribute to environmental and nature conservation.

Further information

- Operational resource protection: environmentally conscious in everyday work
- Employee initiatives: working for a more sustainable future
- Digital water management in agriculture, Diepholz district (T-Systems)
- Biodiversity and afforestation
- ESRS S2-1 – Policies related to value chain workers

SDG 16: Peace, justice and strong institutions

Promote just, peaceful and inclusive societies

Our contribution

Through clear ethical principles, a Group-wide compliance management system, support for the principles of the UN Global Compact and high data protection standards, we contribute to legally compliant structures in our own business operations.

Further information

- ESRS G1-1 – Business conduct policies and corporate culture
- ESRS S4-1 – Policies related to consumers and end-users
- Cybersecurity and data protection: secure systems, protected privacy
- Compliance: acting lawfully and fairly
- TellMe whistleblower portal
- Transparency Report

SDG 17: Partnerships to achieve the goals

Revitalize the global partnership for sustainable development

Our contribution

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

Further information

- ESRS 2 SBM-2 – Interests and views of stakeholders
- 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

Deutsche Telekom
Annual Report 2025

Hrvatski Telekom
Annual Report 2025

Magyar Telekom
Annual Report 2025

OTE Group
Annual Report 2025

T-Mobile US
CR Reporting Hub

OTE Group
SSI 2025

T Mobile Polska
Sustainability Report 2025

Makedonski Telekom
Sustainability Report 2025

Deutsche Telekom
HR Factbook 2025

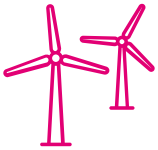
Environment

Climate protection: our path to achieving net zero by 2040

We are pursuing ambitious, science-based climate targets set out through the Science Based Targets initiative (SBTi) have been confirmed. By 2040, we aim for net zero emissions along our entire value chain. A climate transition plan sets out the path for this and describes the measures we want to take to achieve this. The framework for this is provided by our Group-wide climate strategy and our climate targets.

You can find more detailed information on the topic of climate protection in our audited Sustainability statement 2025.

Our Group-wide climate targets

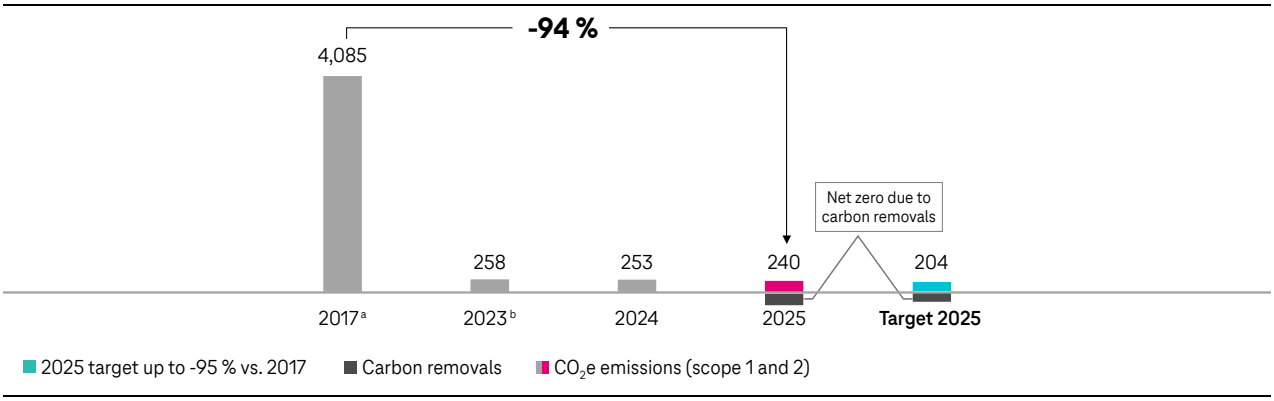


2021: We achieved our goal of sourcing 100 % electricity from renewable sources (Scope 2, market-based method).

2025: We achieved our goal of achieving net zero emissions in our own operations (Scope 1 and 2). To this end, we have reduced emissions from our own operations worldwide by more than 94 % compared to 2017. We neutralize the remaining emissions of our CO_2e footprint through high-quality projects that bind CO_2e from the atmosphere, e.g., through reforestation.

Scope 1 and 2 emissions

in kt CO_2e



[a] Base year 2017 adjusted for the companies that have since been sold and newly added. Due to the relevance of 2017 as the base year, the value was adjusted retrospectively due to methodological changes (cf. b)

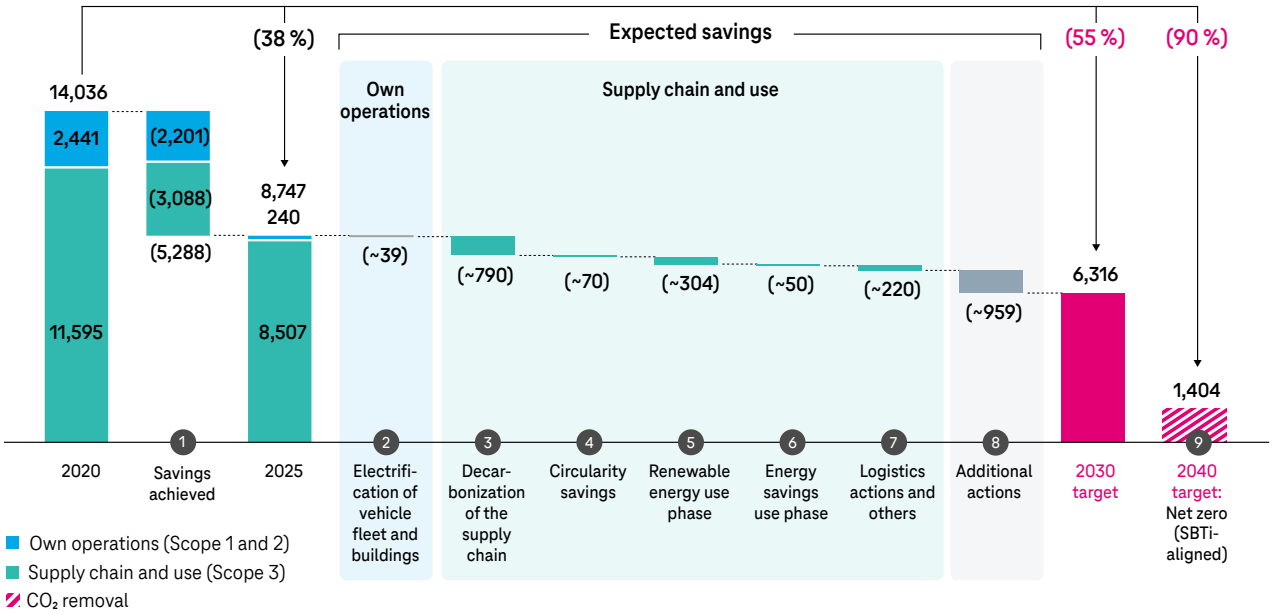
[b] Since 2023, values also include so-called 'fugitive emissions' from refrigerants and fire suppressants.

By 2030: By the end of the decade, we aim to reduce CO_2e emissions across Scopes 1–3 by 55 % in absolute terms compared to 2020. To achieve this, we are in close dialogue with our suppliers. The aim is to reduce emissions in production and the products manufactured in the use phase should consume less energy. This is our interim goal on the way to net zero emissions along the entire value chain.

"Net zero" by 2040**:** In 15 years at the latest, we want to achieve net zero emissions along the entire value chain – across all three scopes. To achieve this, it is necessary to reduce emissions by at least 90 % compared to 2020. Only up to 10 % may be neutralized via high-quality projects that bind CO_2e from the atmosphere.

Climate transition plan – our path to net zero

Our transition plan helps us to steer the measures with which we want to achieve our SBTi-validated climate targets by 2030 and 2040 respectively. The basis for this is the calculations of greenhouse gas (GHG) emissions in recent years as well as our short-, medium- and long-term climate targets. The transition plan was confirmed at the highest level – by the Board of Management and the Supervisory Board of Deutsche Telekom AG. The chart below illustrates our milestones and levers.



1 **Savings achieved and expected savings**
Savings achieved between 2020 and 2025 were 14.0 % for Scope 1 emissions and 99.2 % for Scope 2 emissions. Scope 1 and Scope 2 emission savings are expected at approximately 39 kilotons of CO_2e emissions by 2030. Savings achieved for Scope 3 emissions were approximately 26.6 % between the base year and 2025. We expect general savings of approximately 2,431 kilotons of CO_2e emissions by 2030.

2 **Electrification of vehicle fleet and buildings**
Electrification and reduction of the vehicle fleet and modernization of buildings and reduction of floor space are key actions for lowering Scope 1 emissions. Using 100 % green energy and increasing the number of electric vehicles helps to reduce emissions. The number of electric vehicles rose by 2,836 in the reporting year. Scope 1 emissions were reduced by 5.3 % year-on-year in the reporting year.

3 **Decarbonization of the supply chain**
In line with our sustainable procurement strategy, a Group-wide task force is leading an initiative to reduce GHG emissions at both the supplier and product level. Our efforts in this regard are guided by our own ambitious climate targets.

4 **Circularity savings**
Circular economy actions help to lower our CO_2e emissions. We continuously increase the proportion of recycled materials in our network technology, promote reuse of used equipment, and increase the proportion of refurbished equipment within the Group. By selling more refurbished smartphones, we also reduce emissions caused by new devices.

5 **Renewable energy use phase**
We expect the share of renewable energy in the countries' electricity mix to increase, which will lead to emissions savings in the use phase.

6 **Energy savings use phase**
In addition to increasing the efficiency of our suppliers' end products, we are also investing in our own product development. Increasing the efficiency of products and solutions in the use phase and hence reducing emissions in the downstream value chain will be key leverage here.

7 **Logistics actions and others**
Optimizing logistics solutions for deliveries to our retail and business customers and extending product life cycles, e.g., by reusing refurbished devices, reduces our Scope 3 emissions. In addition, considering criteria for sustainable sourcing supports the concept of a circular economy, e.g., refurbishment and reuse.

8 **Additional actions**
Based on the assumptions made in the reporting year, we still have a gap of 7 percentage points to close in order to achieve our 2030 climate target. In addition to the actions already taken, we will need to implement further measures in the coming financial years.

9 **CO_2 removal**
To achieve our goal of climate neutrality by 2040 (net zero), we will offset up to a maximum of 10 % of our remaining total emissions by means of high-quality carbon offset projects. We use internationally recognized standards (Oxford categories IV/V) for quality assurance.

The figures are based in part on estimates, assumptions, and projections. The figures for 2020 were adjusted retrospectively in the reporting year due to updated emissions factors and changes in methods and structures applied. These adjustments have yet to be made in the case of 51 % of the Scope 3 emissions in categories 1, 2, and 4. Adjustments to the base year have necessitated adjustments to the absolute target values.

The transition plan sets out important next steps to continuously reduce our emissions across the entire value chain. On this basis, we can derive necessary measures. This also includes the planning of necessary investments and budgets. We also include target values in other technical and financial planning parameters of the company. The consistent implementation of the necessary measures in the coming years is a common challenge that we must face with all departments involved and in close cooperation with our suppliers.

We take the financial impact of our emission reduction measures into account comprehensively in our transition plan.

More information on the climate transition plan, climate protection measures and efforts to reduce emissions can be found in our audited

Sustainability statement in the Annual Report 2025

In the downstream value chain, we plan operating and capital expenditures of approx. EUR 0.2 billion for the period from 2026 to 2029 (2025 to 2028: approx. EUR 0.3 billion). A key lever here is to further improve the energy efficiency of our products and solutions during the use phase. The funds earmarked for this purpose are mainly allocated to investments in property, plant and equipment. The investments mentioned address selected priority measures. A significant part of the emission reduction – especially in Scope 3 – is achieved through changes in the supply chain and in our products and can therefore only be partially covered directly through our own capital expenditures.

In the upstream value chain, the focus of the measures is on our suppliers. Since the implementation takes place there, these measures do not involve significant own operating or capital expenditure.

The electrification of the vehicle fleet is an important lever for our Scope1 emissions. To this end, we are planning operating and capital expenditures of around EUR 0.1 billion in the aforementioned period (2025 to 2028: approx. EUR 0.2 billion).

T-Mobile US is currently not included in the financial quantification of the measures.

Copernicus Data Space Ecosystem: making climate change visible

Climate protection requires reliable data. Because only what is measurable can be effectively managed. In addition to its own measures, Deutsche Telekom, together with other stakeholders, is committed to improving the framework conditions for managing climate risks.

One example of this is the European Union's Copernicus Data Space Ecosystem: It enables transparent and free access to comprehensive earth observation data on climate, the environment, and earth changes. As part of a long-term contract with the European Space Agency, funded by the European Union, and in cooperation with other partners, T-Systems contributes its technological expertise to provide infrastructure for hosting and processing this data and make it available for various user groups.

The Copernicus Data Space Ecosystem particularly supports the observation and analysis of environmental and climate change, such as greenhouse gas emissions, the spread of wildfires, sea-level rise, and long-term climate trends. It thus provides a data-driven foundation for informed decisions in politics, business, and society. Municipalities also benefit from the available information, for example, in climate-resilient urban planning and infrastructure development. In agriculture, the data can support sustainable resource and water management, while emergency services can use it for rapid situational assessment in the event of a disaster.

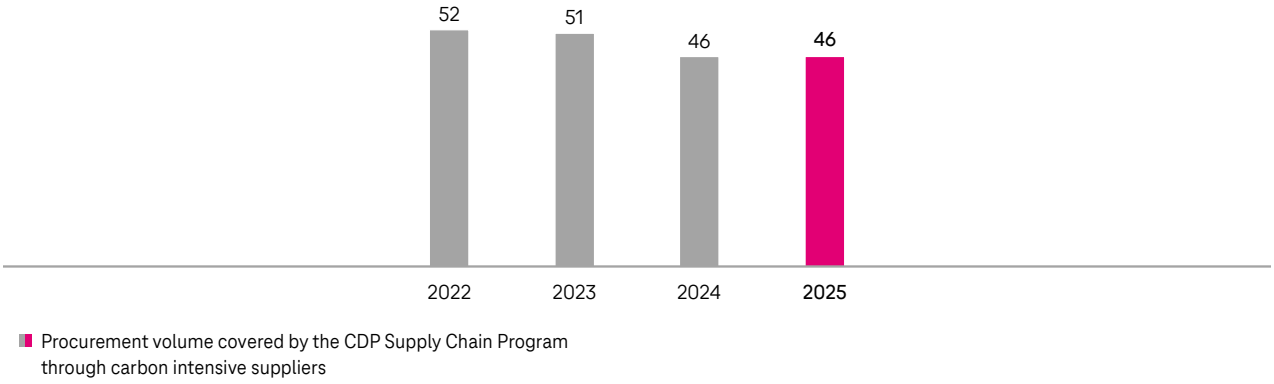
The Copernicus Data Space Ecosystem is therefore a central European data infrastructure for visualizing environmental changes and systematically analyzing developments over time.

Involving suppliers in climate protection

We systematically involve our suppliers in our climate targets. This is done on the one hand through transparency requirements and the structured collection of climate data, for example via the CDP Supply Chain Program. On the other hand, we address suppliers throughout the Group and gradually integrate climate criteria into existing procurement and management processes in order to further strengthen the consideration of climate protection along the supply chain. The "Supplier Engagement Rating" of the non-profit organization CDP evaluates companies according to how actively they work with their suppliers on climate protection. In 2025, CDP once again included us in the "Climate Leader A list" and as a "Supplier Engagement Leader". For more information about our CDP award, please visit CR strategy.

CDP Supply Chain Program

in %



Excluding T-Mobile US

This was helped by the fact that we calculated supplier-specific emission intensities based on the responses of our suppliers in the CDP Supply Chain Program: for this purpose, we compared the total emissions of suppliers to their sales. The KPI "CDP Supply Chain Program" shows how much of our purchasing volume from suppliers is covered by the CDP Supply Chain Program. In 2025, this figure was again around 46 %.

Beyond climate protection, human rights and environmental protection are central fields of action in our supply chain. For more information, see Human rights and supply chain here in the CR report.

Looking ahead

In the reporting year, we achieved our goal of becoming greenhouse gas neutral in our own operations (Scope 1 and 2). This is mainly due to the global purchase of electricity from renewable energies, significantly improved energy efficiency in our grids, and measures in the building and mobility sectors. Our next interim goal is to reduce our CO_2e emissions across Scopes 1–3 by 55 % in absolute terms by 2030 compared to 2020.

Deep Dive for Experts

Scope 1 and 2 emissions

Our Scope 1 emissions are mainly caused by the combustion of fossil fuels, such as fleet fuels, natural gas, and district heating and cooling. In the table below, we go into detail about our Group-wide Scope 2 emissions from our electricity consumption. We differentiate according to the methods "market-based" and "location-based" and thus follow the "GHG Protocol Scope 2 Guidance". Emissions are reported in CO_2 equivalents (CO_2e).

	2025	2024	2023	2022
Scope 1 and Scope 2 ("market-based") [a]				
Total in million	0.2	0.3	0.3	0.2
t CO_2e emissions Scope 1	223,790	236,355	239,602	212,044
t CO_2e emissions Scope 2 ("market-based") [b]	16,375	16,212	17,957	21,019

[a] Since 2023, CO_2 emissions (Scopes 1 and 2) have also included fugitive emissions from refrigerants and fire suppressants.

[b] If no provider factors are available for the market-based method, the country-related residual factor is used (based on the RE-DISS project of the European Commission, which assessed the national share of renewables). If there is no residual factor available either, the IEA factor is used (same as with the location-based method). As a rule, the value of the emission factor in the residual mix is higher than the IEA's country mix factor. Renewable energy certificates are included in all cases.

Data is partly based on estimates, assumptions and projections. Includes offsets from purchased certificates.

	2025	2024	2023	2022
Scope 2 ("location-based")				
t CO_2e emissions (Scope 2, "location-based")	3,736,800	4,002,218	3,979,565	4,232,913

CO_2 certificates

We use CO_2 certificates from high-quality carbon removal projects that remove CO_2e outside our value chain to neutralize residual emissions. These include, for example, reforestation projects in other regions. In the reporting period, we offset a total of 250,000 tons of CO_2e outside our value chain through verified CO_2e certificates (2024: 35,167 tons of CO_2e). The majority of this was accounted for by CO_2 certificates from removal projects: 243,000 tons of CO_2e. Of this, 188,300 tons of CO_2e are attributable to biogenic sinks (e.g., reforestation) and 61,700 tons of CO_2e to technological sinks (2024: 25,000 and 8,000 tons of CO_2e, respectively). All certificates used were tested in accordance with recognized quality standards and cancelled in the reporting year. Further information on CO_2 certificates and quality standards can be found in our Sustainability statement.

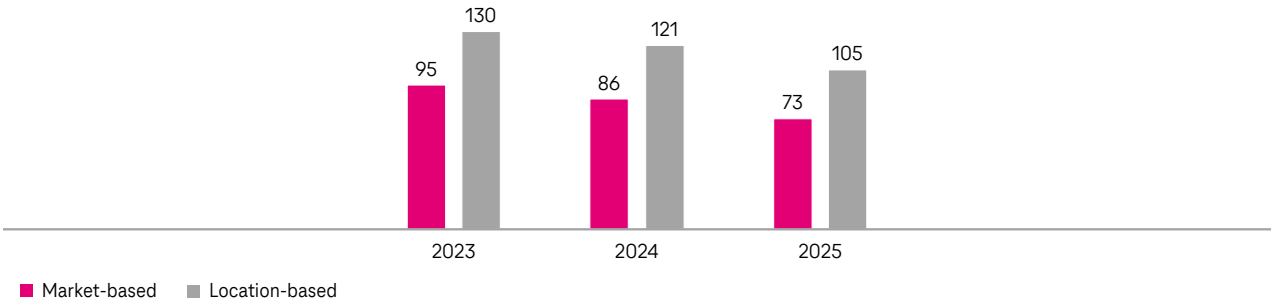
Carbon Intensity

Since 2023, we have been reporting the "Carbon Intensity" KPI on the basis of sales. The numerator of the KPI takes into account the total CO_2e emissions (Scope 1–3) of all energy sources – electricity, fuel, gas and district heating – and the denominator includes revenue. Location-based carbon intensity amounted to 105 metric tons of CO_2e/million € in the reporting year. (2024: 121 tons of CO_2e/million €). Market-based carbon intensity was 73 metric tons of CO_2e/million € (2024: 86 tons of CO_2e/million €). Compared to previous years, carbon intensity has been steadily declining since 2023. As a result, the relationship between economic performance and greenhouse gas emissions has shifted over time: fewer emissions are generated per unit of sales.

The figures reported for 2024 were adjusted retrospectively in the reporting year due to updated emission factors and methodological and structural changes.

Carbon Intensity

in t CO_2e / million € revenue



Alignment with TCFD recommendations

In 2015, the Task Force on Climate-related Financial Disclosures (TCFD) was established at the Paris Climate Change Conference. Its goal is to develop voluntary and uniform climate-related financial disclosures. In 2017, the TCFD published concrete recommendations for implementation. Companies can use these as a guide to inform investors, lenders, insurers and other stakeholders about the risks of climate change for their business model. In parallel with the recommendations in the area of climate, the final standard of the Taskforce on Nature-related Financial Disclosures (TNFD) was published in 2023. This deals with nature-related opportunities and risks. Details on Deutsche Telekom's commitment to biodiversity can be found here in the CR report under Operational resource protection.

We welcome the goals behind the TCFD and are steadily advancing our TCFD-compliant reporting. The physical risks posed by climate change include extreme weather conditions, which are already becoming increasingly evident today. Transitory risks such as the development of the CO_2 price are also increasingly determining the political discourse. This has a direct impact on our work and our stakeholders. The risks to the continuation of our operations are analyzed by our risk management and operationally managed in the business units. In addition, we are internally evaluating how reporting on climate-related financial risks and opportunities can be aligned with the TCFD's recommendations. This is done based on the existing approaches to strategy, controlling and risk management.

Governance

a) Describe the Board's oversight of climate-related opportunities and risks.

- Together with the rest of the Board of Management of Deutsche Telekom, our CEO is responsible for climate-related issues for the entire Group. This includes, among other things, our climate strategy, climate targets and climate-related opportunities and risks.
- The Board of Management of Deutsche Telekom is informed annually about the current status of climate target achievement and company-relevant climate issues.
- Deutsche Telekom's Risk Management department also reports quarterly to the Audit Committee of the Supervisory Board on ESG risks and opportunities. If unforeseen risks occur outside of regular reporting, they are reported on an ad hoc basis and reported to the Management Board and Supervisory Board. The main risks for the Deutsche Telekom Group are disclosed in our Annual Report.

For more information, please visit:

- Risk and opportunity management system
- ESRS E1–3 – Actions and resources in relation to climate change policies

b) Describe the role of management in assessing and managing climate-related opportunities and risks.

- The Group Corporate Responsibility (GCR) department is responsible for managing CR and climate-related issues, supported by Group-wide risk management. This also includes the assessment of climate-related opportunities and risks. The Group's business units and segments are responsible for implementing the climate strategy.

For more information, please visit:

- Risk and opportunity management system
- ESRS E1–2 – Policies related to climate change mitigation and adaptation

Strategy

a) Describe the climate-related opportunities and risks that the organization has identified in the short, medium, and long term.

- A key climate-related risk is the possible failure of the grid infrastructure due to damaged secondary infrastructure (e.g., power outages) or failed cooling systems. Another risk is the possible damage or failure of the grid due to damage to the grid infrastructure itself, which can occur due to extreme weather events or changes in climatic conditions. These risks can cause short-, medium- and long-term damage and also increase insurance premiums. Climate-related physical hazards are expected to increase in the future.
- The increasing demands of stakeholders, especially investors, customers and NGOs, can offer a strategic opportunity for more environmentally sustainable action. The increasing expectations and demands of these groups are driving us to adapt our business strategies and -practices. It also serves as a motivation to develop innovative and more environmentally friendly solutions, which creates financial opportunities. Competitive advantages can also be achieved by positioning itself as a responsible and future-oriented company.

For more information, please visit:

- ESRS 2 SBM-3 E1 – Material impacts, risks, and opportunities and their interaction with strategy and business model

b) Describe the impact of climate-related opportunities and risks on the organization's operations, strategy, and financial planning.

- Deutsche Telekom's business activities are highly resilient to climate change. Nevertheless, climate-related opportunities and risks have impacted our business activities in many ways: Energy efficiency is of great importance to Deutsche Telekom, as energy consumption in the network has a strong impact on operating costs, but also due to the strategic approach to climate protection and the increasing concerns and expectations of our stakeholders. The long-term incentive (LTI) of the members of the Board of Management also includes an ESG multiplier that includes the non-financial environmental performance indicators "Energy consumption" and "CO_2 emissions" (Scope 1 and 2).

For more information, please visit:

- Products and services
- Energy
- Climate protection

c) Describe the resilience of the organization's strategy, taking into account various climate-related scenarios, including a scenario of 2 °C or lower.

- In 2023, we analyzed selected Deutsche Telekom sites in Germany, Hungary, Greece and Croatia with regard to their physical climate risks. The analysis included all data centers as well as critical infrastructure in the fixed network and a sample in the mobile network. In 2024, we expanded this analysis to Austria, Poland, Slovakia, the Czech Republic, and the United States. The analysis thus includes the units that accounted for almost 100 % of our sales in 2025. In this context, locations from the mobile, fixed-network and data center sectors were included, the functionality of which has a significant impact on our business activities: In total, we analyzed more than 8,000 locations with the help of the "Climate Change Edition" of Munich Re's "Location Risk Intelligence" software, which is based on the climate scenarios of the Intergovernmental Panel on Climate Change (IPCC). The analysis included nine climate indices. We looked at the risk hazard for the respective sites in two IPCC climate scenarios: a business-as-usual scenario (RCP 4.5/SSP2–4.5), in which the global temperature increase will be above 2 °C, and a four-degree scenario (RCP 8.5/SSP5–8.5). For transitory climate risks, we use the "Net Zero Emissions 2050 Scenario" (NZE), which takes into account a limitation of global warming by 1.5 °C by 2050. In addition to the climate scenarios, we also examined the risk hazard in different periods: in the reporting year for the years 2030, 2040 and 2050.

For more information, please visit:

- ESRS 2 SBM-3 E1 – Material impacts, risks, and opportunities and their interaction with strategy and business model
- ESRS 2 IRO-1 E1 – Description of the processes to identify and assess material climate-related impacts, risks, and opportunities

Risk management

a) Describe the organization's processes for identifying and assessing climate-related risks.

- When assessing climate risks, we assessed the probability of occurrence and the extent of the risk. We assessed both the physical climate risks and the transitory hazards, taking into account the geographical coordinates of key Deutsche Telekom sites. For the transitory risk assessment, we also analyzed the upstream and downstream value chain. In the reporting year, the physical climate risk analysis was expanded to include a look at the upstream value chain.

For more information, please visit:

- ESRS 2 IRO-1 E1 – Description of the processes to identify and assess material climate-related impacts, risks, and opportunities

b) Describe the organization's processes for dealing with climate-related risks.

- Based on expert knowledge, risks and opportunities are assessed according to their financial impact (on an EBITDA-AL basis) and the probability of their occurrence. If it is not possible to quantify risks and opportunities, qualitative reporting is also possible. Once the risks and opportunities have been identified, they are analyzed and assessed in more detail with regard to their probability of occurrence and their potential financial impact, e.g., with the help of a scenario analysis. We then decide which concrete measures need to be taken, e.g., reduce risks or seize opportunities. The respective risk owner then implements, monitors and evaluates the measures. If necessary, the steps are repeated and adapted to the latest developments and decisions.

For more information, please visit:

- Risk and opportunity management system

c) Describe how the processes for identifying, assessing and managing climate-related risks are integrated into the organization's risk management.

- Our processes for identifying and assessing climate-related risks are fully integrated with company-wide multidisciplinary risk identification-, -assessment and management processes. Risks and opportunities (EBITDA impact of more than € 100 million) are identified on a quarterly basis through a Group-wide risk management process (RMP) designed and managed by the Group Risk Governance department. The RMP provides methods and systems for identifying and assessing risks and opportunities. Responsibility for reporting on Group risks and opportunities is distributed among the respective business units, so GCR is responsible for climate risks. Further information on the risk process can be found in our Annual Report.

In addition, the risk department works closely with GCR to identify material climate-related opportunities and risks.

For more information, please visit:

- Risk and opportunity management system

Key figures and objectives

a) Disclosure of the metrics used by the organization to assess climate-related opportunities and risks in accordance with its strategy and risk management process.

- The key metrics for measuring and managing climate-related opportunities and risks are:
  - Scope 1 To Scope 3 Emissions
  - KPI “Carbon Intensity”
  - Share Of Renewable Energies
  - Energy Consumption
  - KPI “Energy Intensity”
  - Enablement Factor
  - Waste Generation (Incl. E-Waste)
  - Waste Management & Recycling
  - Water Consumption
  - Land Use
- In addition, we calculate the proportion of our sales related to sustainability and continuously analyze products based on defined sustainability criteria.
- Historical key figures of Deutsche Telekom and the national companies are published in the key figures tool of the CR report.

For more information, please visit:

- ESRS E1–5 – Energy consumption and energy mix
- ESRS E1–6 – Gross Scopes 1, 2, 3 and total GHG emissions
- Circular economy
- Operational resource protection
- Products and services

b) Disclosure of greenhouse gas (GHG) emissions (Scope 1, Scope 2 and, where applicable, Scope 3) and the associated risks

- Deutsche Telekom discloses Scope 1–3 emissions annually in its Annual Report.
- We calculate both Scope 1 and 2 emissions as well as Scope 3 emissions on the basis of the GHG Protocol.

c) Describe the goals used by the organization to manage climate-related opportunities and risks and performance against the goals.

- The two non-financial performance indicators “energy consumption” and “CO_2 emissions” (Scope 1 and 2) have been part of the variable compensation of the Board of Management since 2021 and have also been relevant for our international managers (excluding T-Mobile US) and all employees of the Group in Germany who are not covered by collective bargaining agreements since 2022. The achievement of responsibilities-related targets for selected relevant functions are part of the performance-based remuneration, as are targets based on the “Sustainable Investment (SRI)” KPI and the “Listing of the T-Share in the Sustainable Indices/Ratings” target, which reflect climate change issues and the directly related “Energy Intensity” KPI.
- Deutsche Telekom AG’s climate targets are published in the CR report and the Annual Report.
- Our energy efficiency targets are disclosed here in the CR report.

Relevant Standards

Global Reporting Initiative (GRI)

- GRI 3–3 (Management of material topics); GRI 305: Emissions
- GRI 305–1 (Direct GHG emissions)
- GRI 305–2 (Energy indirect GHG emissions)
- GRI 305–5 (Reduction of GHG emissions)

Energy: optimizing consumption and increasing efficiency

Artificial intelligence (AI), cryptocurrencies, streaming services – technological development is proceeding at a rapid pace, and with it the energy demand of digital applications is increasing. Despite growing data volumes and network expansion, we are pursuing the goal of keeping energy consumption at least stable in the medium term (2027 compared to the base year 2023, excluding T-Mobile US). In recent years, we have been able to continuously reduce energy intensity – i.e., our energy consumption in relation to the volume of data transmitted. In addition, the expansion of renewable energies also plays an important role for us: they can help limit energy-related emissions and reduce dependence on fossil fuels – especially in combination with battery storage systems.

We deal in more detail with the topics of energy consumption, mix and efficiency as well as climate protection under "Climate change" and "General disclosures" in our audited Sustainability statement 2025. There we describe our goals and the plans for their implementation. You can also find more information on climate protection here in the CR report.

Milestones achieved, ongoing projects and goals

Since 2021, we have been sourcing 100 % of our electricity from renewable energies (Scope 2, market-based method) throughout the Group – from long-term supply contracts, direct electricity purchasing and certified guarantees of origin. To ensure stable energy consumption in the medium term, we are focusing on modernizing our grid infrastructure and operating our networks and data centers as efficiently as possible.

Where we come from

2012 In the Annual Report for 2011, we reported a key figure on our energy consumption for the first time.

2016 We added the "Energy Intensity" KPI to the previous "Energy Consumption" KPI, which compares our energy consumption to the volume of data transmitted.

2018 We set ourselves the goal of covering 100 % of our electricity needs throughout the Group from renewable energies by the end of 2021.

2020 We implemented our Group-wide Energy Guideline, which provides guidance on how to optimize energy efficiency.

2021 We covered 100 % of our electricity requirements Group-wide from renewable energies (Scope 2, market-based method).

2022 Our company Power and Air Condition Solution Management GmbH (PASM) began to build the first large-scale battery storage systems in Germany.

2024 We doubled our energy efficiency in Germany and Europe (compared to 2020). We measure our progress with the KPI "Energy Intensity" (energy consumption in relation to the volume of data transmitted).

2024 We commissioned the first two large-scale battery storage systems in Germany in Münster and Bamberg with a total capacity of 36 MWh.

Where we stand in the reporting year

2025 We are increasingly using AI and machine learning applications to optimize energy efficiency in the operation of our network infrastructure, for example to analyze and forecast data and voice traffic volumes in the network.

2025 In the data center in Magdeburg, we use AI-based software from the start-up etalytics to control the cooling systems.

2025 We are driving forward the planning and development of the Industrial AI Cloud, Germany's first AI factory, in Munich together with technology partners such as NVIDIA. The AI factory is supplied with electricity from renewable energies.

2025 We will continue to purchase electricity from renewable energies and conclude further power purchase agreements (PPAs), i.e., long-term electricity supply contracts – in the reporting year, for example, a 10-year contract with a new PV park in Mecklenburg-Western Pomerania.

Where we want to go

2027 In Germany and Europe, we want to keep our energy consumption at least stable compared to the base year 2023 by further increasing our energy efficiency – despite grid expansion and increasing data volumes.

2040 By 2040 at the latest, we aim to achieve net zero emissions along the entire value chain – across Scope 1–3. To this end, we want to reduce emissions by at least 90 % compared to 2020; only up to 10 % may be neutralized via high-quality projects that bind CO_2e from the atmosphere.

Grid infrastructure: innovations for energy efficiency

The operation of the mobile and fixed network infrastructure in Europe and the USA accounts for the largest share of our energy needs. We want to avoid that the constantly increasing data consumption of users is accompanied by a corresponding increase in energy consumption. That is why we are continuously working to make the energy consumption of our networks as efficient as possible. We are pursuing the goal of keeping energy consumption at least constant by 2027 compared to 2023 (excluding T-Mobile US). This goal is supported by programs and investments in energy-saving measures for all energy sources, by the optimization of infrastructure and by the use of innovative technology components.

In Group-wide innovation projects, we are developing new approaches to our grid operation: For example, we are modernizing the grid infrastructure, relying on operational energy-saving functions and other technologies to improve energy efficiency. In mobile communications, for example, so-called power saving features are used (excluding T-Mobile US). They automatically switch off certain functions when the network is only under low load.

AI can also help to control the use of energy in the mobile network in a more targeted manner. In Greece, for example, AI and machine learning algorithms are used for this purpose: They analyze the utilization of the network and adjust the energy consumption of a network component – the Radio Access Network (RAN) – according to demand. For customers, this has no noticeable impact.

We also use AI to adapt network capacities more closely to expected loads, for example by dynamically controlling individual mobile phone cells: Antenna power can be increased at major events such as open-air concerts or football matches; during periods of low demand – for example, at night or on non-match days – certain frequencies can automatically switch to a sleep mode.

“Green Coding & AI Community”: sharing best practices and anchoring them in practice

Energy and resource efficiency are also playing an increasingly important role in software development. Under the keyword “Green Coding”, teams at Deutsche Telekom are working on ways to develop applications in such a way that they can be executed in a more resource-efficient way.

A separate Green-Coding-Community brings together developers who want to promote such approaches in their everyday work – for example at hackathons or BarCamps. Prototypes and new ideas are created there. At events such as “Watt the Hack?! – Battle for the Leanest Kubernetes Cluster”, for example, teams explore how different approaches can affect resource requirements. A winning team emerged from the internal competition: Their proposal showed around 30 % lower energy consumption under the test conditions compared to the previous solution, while maintaining the same service quality. Such formats help to test ideas, share experiences and further anchor “Green-Coding” principles in everyday work.

On the initiative of the green coding community, so-called CO_2 labels for cloud projects were also introduced in 2025 in the internal developer portal Magenta CICD. This allows developers to view the CO_2 footprint of their project directly in their everyday work and gain transparency on how cloud projects can be classified based on CO_2 related parameters. From 2026, this labelling will gradually include data from other providers.

Modern telecommunications infrastructure generates a lot of heat during operation. Therefore, cooling systems at telecom sites and data centers also play an important role in overall energy consumption. Data-based and automated systems can control cooling demand according to demand and adapt the output to the actual heat load.

A look at Greece shows what this looks like in practice, where intelligent automation is used at more than 1,500 network locations. They are part of a central energy management system and support the control of the cooling.

In addition, the “Optimal Temperature Set Point” application is used: AI or machine learning-based automation continuously evaluates the temperatures of network elements and derives a suitable setpoint for the air conditioning system in technical rooms.

In the Zagreb data center, too, sensors record the current heat situation every minute. With the help of this data, AI-based controls control fans and cooling units so that they adapt flexibly to the respective load and are switched on and off as needed. In this way, the cooling is adapted to the heat generation. The “White Space Cooling Optimization” (WSCO) project is being implemented in Croatia jointly by Hrvatski Telekom and Siemens.

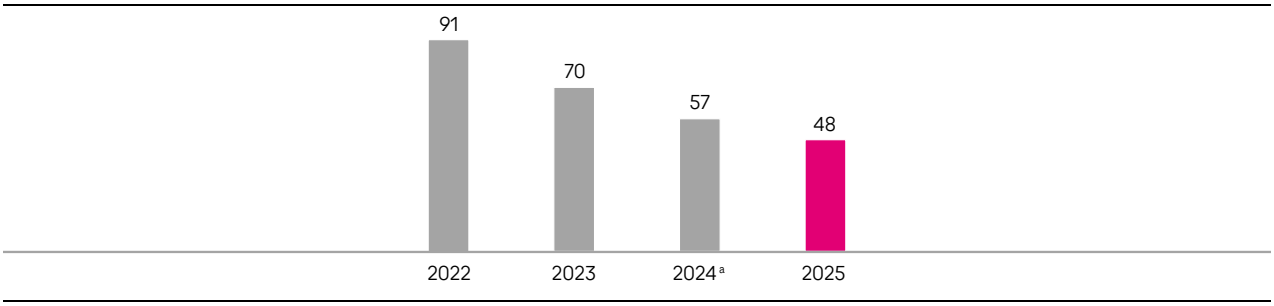
We describe further measures to stabilize energy consumption and increase energy efficiency in the “Deep Dive” section and in our audited Sustainability statement 2025. Closely linked to our approach to energy-efficient grids are also the topics of Operational resource protection and Raising awareness among employees here in the CR report.

KPI “Energy Intensity”

We have been able to steadily reduce energy intensity (i.e., our energy consumption in relation to the volume of data transmitted) in recent years. In the reporting year, energy intensity fell from 57 kWh/terabyte (2024) to 48 kWh/terabyte (2025). This corresponds to a reduction of around 16 %. Investments in modern technology have made this development of recent years possible – as has the shutdown of outdated network technologies. Detailed information on our KPI “Energy Intensity” can be found in our Sustainability statement 2025. As an indicator of the increase in efficiency in our data centers, we also use the so-called PUE value (Power Usage Effectiveness). Detailed information on this metric can be found in the “Deep Dive”.

Energy Intensity – Data volume

in kWh/Terabyte



[a] The figure reported for 2024 was adjusted retrospectively in the reporting year due to changes in electricity distribution at individual sites.

Renewable energies: electricity supply contracts and large-scale battery storage systems

We purchase electricity from renewable sources through various instruments – we conclude electricity supply contracts with electricity producers, so-called Power Purchase Agreements (PPAs), purchase more electricity from renewable sources directly or acquire corresponding guarantees of origin

These supply contracts offer us price stability and can increase planning and investment security.

At the end of 2025, we purchased 31.7 % (2024: 36.2 %) of our electricity Group-wide via PPAs and self-generation. Excluding T-Mobile US, the share was 26.1 % (2024: 22.6 %). We continuously monitor the electricity markets in the individual countries to identify new PPA options and conclude corresponding contracts if they make economic sense and fit our hedging strategy. One example of this is the photovoltaic park in Tützpatz, Mecklenburg, which went into operation in 2025 – the largest of its kind in Germany. We purchase the PV electricity generated there in full via a ten-year PPA. An overview of the annual development of the PPA share since 2022 can be found in the “Deep Dive”.

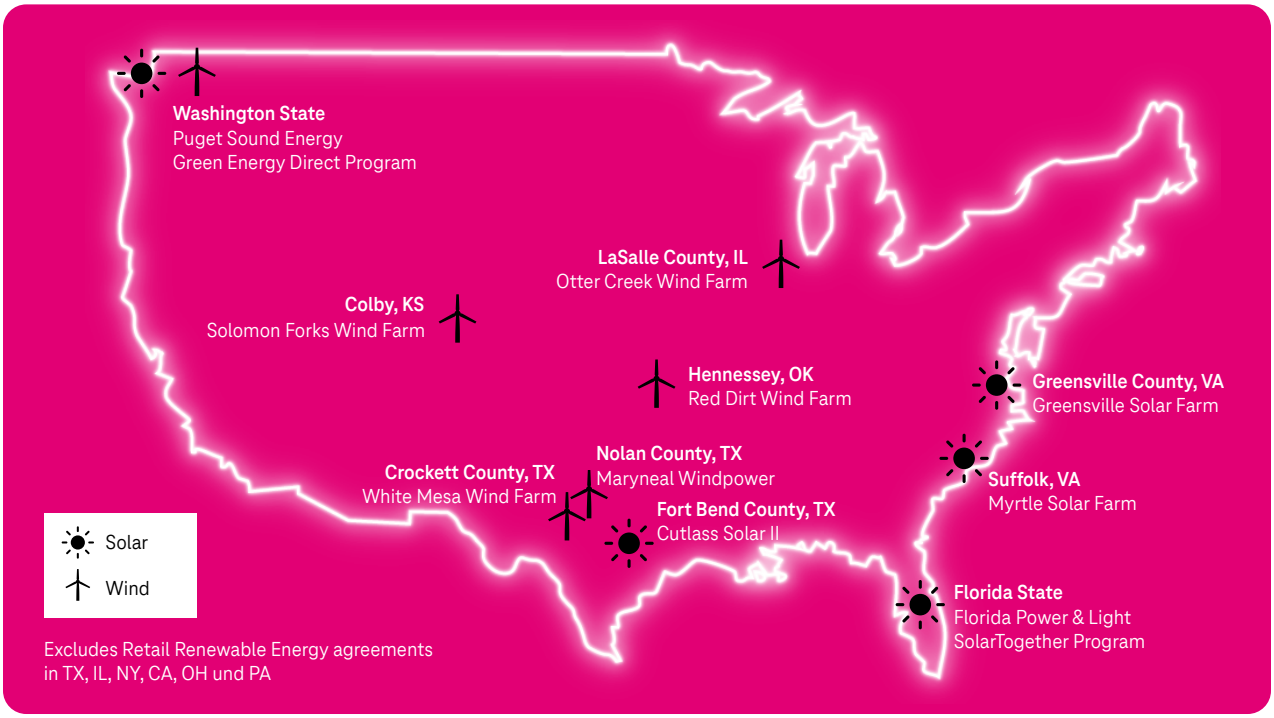
In 2025, PASM operated large-scale battery storage systems at its Bamberg, Hanover and Münster sites. They are used to temporarily store electricity from renewable sources and make it flexibly available. At the end of 2025, a total capacity of 16 MW was reached. The storage capacity is a total of 96 MWh (per day).

USA: diversified energy portfolio

To manage energy sustainably, T-Mobile US deploys energy efficient technologies and focuses on sourcing renewable energy. The company has strategically built a diverse renewable energy portfolio by engaging in a range of projects, including medium- to long-term virtual power purchase agreements (VPPAs) with wind and solar farms, on-site and community solar energy contracts, and shorter-term retail renewable agreements.

This strategy helps to reduce price volatility and maintain a diversified energy portfolio.

Diversified energy portfolio (T-Mobile US)

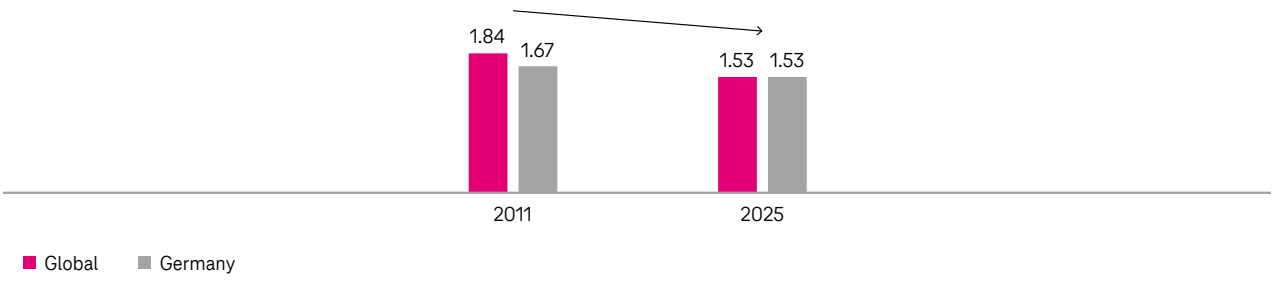


T-Systems: strong performance, efficient performance

T-Systems focuses on the operation of data centers and services for business customers, among other things. Since 2021, our data centers worldwide have been sourcing 100 % of their electricity from renewable energies – either directly, through the conclusion of PPAs, through their own energy generation or by purchasing guarantees of origin. We continuously improve the energy efficiency of our data centers and measure the increase in efficiency via the PUE value (more on the calculation in the "Deep Dive"). The average global PUE value was 1.53, as was the PUE value of our T-Systems data centers in Germany (2024: global: 1.56; Germany 1.53).

Energy efficiency of T-Systems data centers

Data centers are becoming more energy-efficient (PUE factor)



The PUE factors (energy input) include both internal and external (co-location) data centres.

During operation, T-Systems pays attention to the use of server and storage hardware that is as efficient as possible, optimized cooling during the operation of data centers, and automated software features, for example. In the data center in Magdeburg, for example, an AI-based solution from the start-up etalytics has been controlling the cooling systems in regular operation since 2025. After a successful test phase of around a year, the solution takes over the optimization of the complex cooling infrastructure in regular operation. It not only adjusts the outlet temperature of the chillers, but also sets the optimal operating mode for each cooling module, even in changing external and internal conditions. In the test phase, an efficiency potential of up to 33 % was shown under the conditions under consideration in terms of cooling-related energy consumption compared to the initial operation.

In the medium and long term, we would like to further develop our cloud applications from an energy efficiency perspective (“green coding”). T-Systems has been participating in the “EU Code of Conduct on Data Centre Energy Efficiency” since 2014. This is a voluntary code of conduct with the aim of motivating operators and owners of data centers to reduce energy consumption and thus the negative effects on the environment, economy and energy security. At the end of 2025, T-Systems was operating a total of 16 FMO (Future Mode of Operation) twin-core data centers at seven locations in Europe as well as four local, customer-specific data centers. Since 2024, all nine internal FMO twin-core data centers have been listed in the EU Code of Conduct. In addition, T-Systems joined the Climate Neutral Data Centre Pact (CNDCP) in 2021. We have been a certified member since 2023.

Germany’s first AI factory

In the reporting year, the planning and construction of the Industrial AI Cloud, Germany’s first AI factory, was pushed forward in Munich. The aim is to provide AI computing capacity to companies, research institutions and the public sector. The project was created in partnership with technology companies such as NVIDIA, and the opening took place on February 4, 2026. In the future, the AI factory is to form a central component of a sovereign European AI infrastructure. In addition to aspects of digital sovereignty and industrial competitiveness, climate protection considerations also played a role in the planning: The AI factory is supplied with electricity from renewable energies. Furthermore, the AI factory uses a cooling concept in which water from a nearby stream is included in the cooling. Moreover, applications such as digital twins and simulation-based Physical AI approaches are to be supported. These can help companies to make development and production processes more resource-efficient and energy-efficient.

Looking ahead

In the coming years, we want to further stabilize our energy consumption by continuously increasing our energy efficiency – despite rapidly growing data volumes. An important focus is also on the further expansion of renewable energies and large-scale storage solutions. In addition, we are increasingly relying on the use of digital and AI-based solutions to further optimize energy consumption, especially in data centers.

Deep Dive for Experts

Management & Frameworks

- The telecom company PASM obtains the energy for the German Telekom Group companies. Its energy management system is certified according to the international standard ISO 50001.
- We have achieved our goal of sourcing 100 % of our electricity requirements from renewable energies throughout the Group by the end of 2021 (market-based, Scope 2). To emphasize this commitment, we have joined the global RE100 initiative. Its goal is to promote the purchase of electricity from renewable sources.

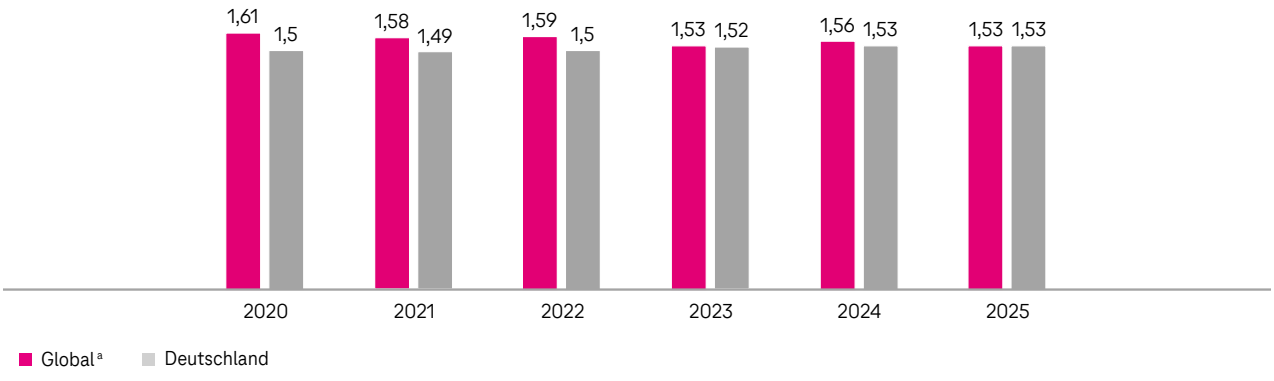
Further measures to stabilize energy consumption and increase energy efficiency

- We have already firmly anchored the topic of energy efficiency in the selection of new technologies in the architecture and design phase through specifications and specifications. The guideline covers technical installations along the entire infrastructure: from network elements and data centers to air conditioning and monitoring systems.
- Group-wide self-production of renewable energies rose from 7.8 GWh in 2024 to 13.9 GWh in 2025. To this end, we cooperate with various suppliers in the field of renewable energies. At the same time, there is a focus on the use of electricity storage systems and the implementation of intelligent load management. In Germany, waste heat is used in PASM's ICT network nodes (information and telecommunications technology). One example is the supply of the Pallaseum building in Berlin (only available in German). In 2025, 732 MWh of heat was generated from waste heat at the Winterfeldtstraße site in Berlin with the help of a heat pump and delivered to GASAG for heating the residential building.

KPI "PUE"

- We are continuously improving the energy efficiency in our data centers [a] with various measures. One indicator of the increase in efficiency of our data centers is the "Power Usage Effectiveness (PUE)" value, which we determine according to the method of the data center standard EN 50600. The PUE value results from the ratio between the total electrical energy consumed by the data center and the electrical energy consumption of the IT.

Data Center PUE



[a] International + DT Group in Germany

KPI "Renewable Energies"

- We use the "Renewable Energies" KPI to measure our progress. The key figure shows the share of electricity from renewable energies in relation to total electricity consumption. In addition, we have developed Group-wide parameters that we use to evaluate electricity purchases in all national companies with regard to sustainability aspects.

[a] Operation and use as multi-customer and multi-platform data centers.

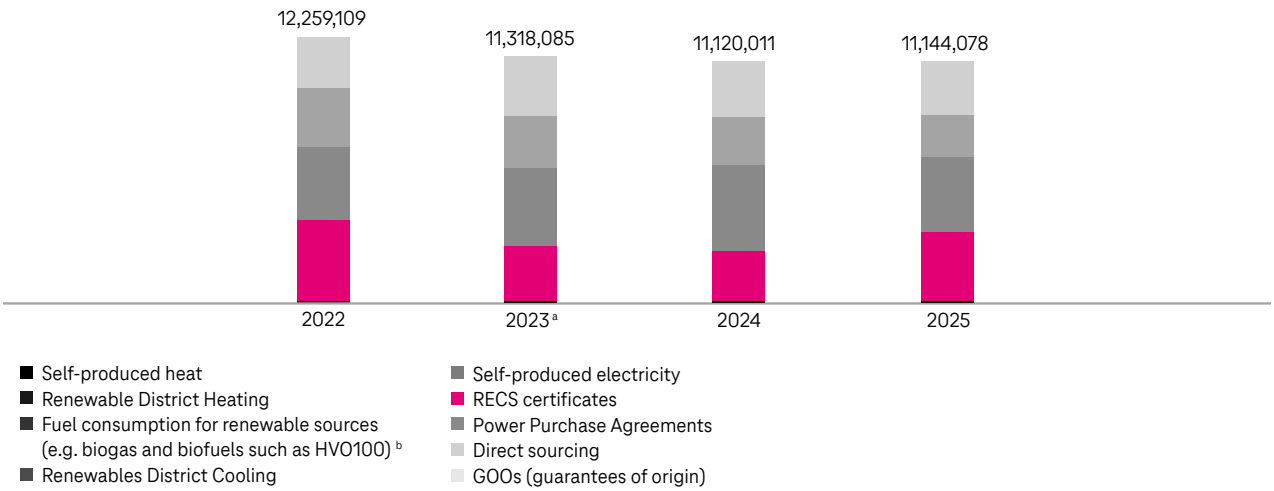
	2025			2024			2023			2022		
	D [a]	EU [b]	Group	D [a]	EU [b]	Group	D [a]	EU [b]	Group	D [a]	EU [b]	Group
Total energy consumption (GWh)	2,184	1,728	11,957	2,274	1,759	11,991	–	–	–	–	–	–
Total renewable energy consumption (GWh)	1,897	1,549	11,144	1,948	1,564	11,120	–	–	–	–	–	–
Share of renewable energy	87 %	90 %	93 %	86 %	89 %	93 %	–	–	–	–	–	–
Total electricity consumption (in GWh)	1,894	1,549	11,139	1,947	1,564	11,118	1,911	1,540	11,316	2,265	1,576	12,252
Electricity from renewable energy (in GWh)	1,894	1,549	11,139	1,947	1,564	11,118	1,911	1,540	11,316	2,265	1,576	12,252
Share of renewable electricity	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %
Certificates	67 %	66 %	51 %	68%	66 %	44 %	74 %	68%	46 %	53 %	63 %	50 %
Power Purchase Agreements [c]	33 %	20 %	32 %	29%	17 %	36 %	26 %	5%	32 %	23 %	0 %	28 %
Direct purchase [d]	1 %	14 %	17 %	4 %	17 %	20 %	0 %	26%	21 %	23 %	22 %	23 %
Self-generation [c]	–	–	–	–	–	–	0.18 %	0%	0.05 %	0.1 %	0 %	0.04 %

[a] Until 2022: D = DT Group in Germany, since 2023 Germany segment is depicted.
[b] Until 2022: EU = National companies in Europe excluding Germany and T-Systems, since 2023 Europe segment is depicted.
[c] From 2024, the share of self-generation is no longer shown separately. Instead, it is included in the share of power purchase agreements.
[d] After the transition to 100 % electricity from renewables, no remaining country mix is shown, as a complete transition to electricity from renewables has taken place.

- Even though we prefer to cover our electricity consumption through PPAs and self-generation as well as direct purchases, we still have to resort to guarantees of origin due to limited capacities.

Renewable Energy in the Group

in MWh



[a] Starting from 2023, including consumption in the fleet area.
[b] Since this reporting year this position includes other renewable sources next to biogas (e.g. biofuels such as HVO100). The wording and previous year's figures were adjusted accordingly.

Relevant Standards

Global Reporting Initiative (GRI)

- GRI 3–3 (Management of material topics); GRI 302: Energy
- GRI 302–1 (Energy consumption within the organization)
- GRI 302–3 (Energy intensity)
- GRI 302–5 (Reduction of energy requirements for products and services)

Task Force on Climate-related Financial Disclosures (TCFD)

- The most important key figures for measuring and managing climate-related opportunities and risks

GSM Association (GSMA) Indicators for Telecom Operators

- GSMA-ENV-03 (Energy consumption)

Circular economy: a systematic approach along the value chain

Telecommunications services and devices such as smartphones, tablets or routers have become an indispensable part of our everyday lives. However, a smartphone does not only begin its life cycle with its use by customers, but already with the extraction of raw materials, the design and the selection of the materials used – and it often does not end with the first use: devices are repaired, passed on or reused before they are finally no longer used. Repairability, replaceable components, the longest possible service life and recycling at the end of the life cycle are therefore central components of a holistic circular economy approach.

With the growing number of networked devices, the dependence on critical raw materials is also increasing. After use, the amount of electronic waste, in which valuable raw materials are bound, also increases. Geopolitical tensions, supply bottlenecks – for example for semiconductors – and the increasing shortage of critical raw materials illustrate the importance of resilient material and supply chains. If implemented consistently, the circular economy can help reduce dependencies and strengthen security of supply. At the same time, it makes a significant contribution to reducing greenhouse gas emissions.

Deutsche Telekom is responding to this development with a structured circular economy approach for end devices and technology. The aim is to close material cycles, reduce the use of primary raw materials and extend the service life of equipment and technology. In this way, we also want to contribute to the further development of cycles within industry.

We also address the topic of the circular economy as well as our goal, measures and progress in our audited Sustainability statement 2025.

Milestones achieved, ongoing projects and goals

For more than 20 years, Deutsche Telekom has been working to recover resources from end devices and technology and to avoid electronic waste. Our current circular economy approach has gradually developed from various individual initiatives.

Where we come from

2003 Together with Deutsche Umwelthilfe, we launched a mobile phone take-back system in Germany to support environmental and nature conservation projects.

2007 For the first time, we took back 100,000 mobile phones in a single year across the Group.

2010 We established the “Take-back of mobile devices” KPI as a Group-wide performance indicator.

2013 We adopted an International Waste Management Framework, which sets out Group-wide principles for waste management.

2016 We introduced a Group-wide policy with requirements for the recycling of copper cables.

2017 We put packaging machines into operation that can provide packaging tailored to the size of the product. Since then, the machines have been used in Germany for technical infrastructure products to avoid oversized packaging.

2021 In a packaging guideline, we defined ecological criteria for own-brand appliances. With the KPI “Sustainable Packaging”, we also reported the proportion of devices packaged in accordance with the guidelines for the first time.

2022 Since 2022, we have been packaging all new own-brand appliances in accordance with the sustainability criteria of our packaging guideline.

2024 In order to further increase the collection rate of old mobile phones, we set up new, specially designed mobile phone collection boxes in all T-Shops throughout Europe.

2024 We presented the concept for our new measurement and control instrument Telco Circularity Score (TCS) at our Capital Markets Day.

Where we stand in the reporting year

2025 We are taking back around 10.5 million mobile devices across the Group.

2025 Together with suppliers and other partners, we continue to work on approaches to reduce packaging quantities and sizes for network technology.

2025 We launch an internal marketplace for used network technology to support extended service life.

2025 We will introduce the Telco Circularity Score (TCS), which we plan to use as a measurement and control tool from 2026 onwards.

Where we want to go

From 2026 We will use the Telco Circularity Score (TCS) to measure and manage progress within Deutsche Telekom. In the future, the approach is intended to enable comparability within the industry.

2030 Our goal is to ensure that almost all the products we put into circulation can be returned to the cycle. This includes the entire network technology as well as a large part of our own-brand devices and the mobile devices we sell.

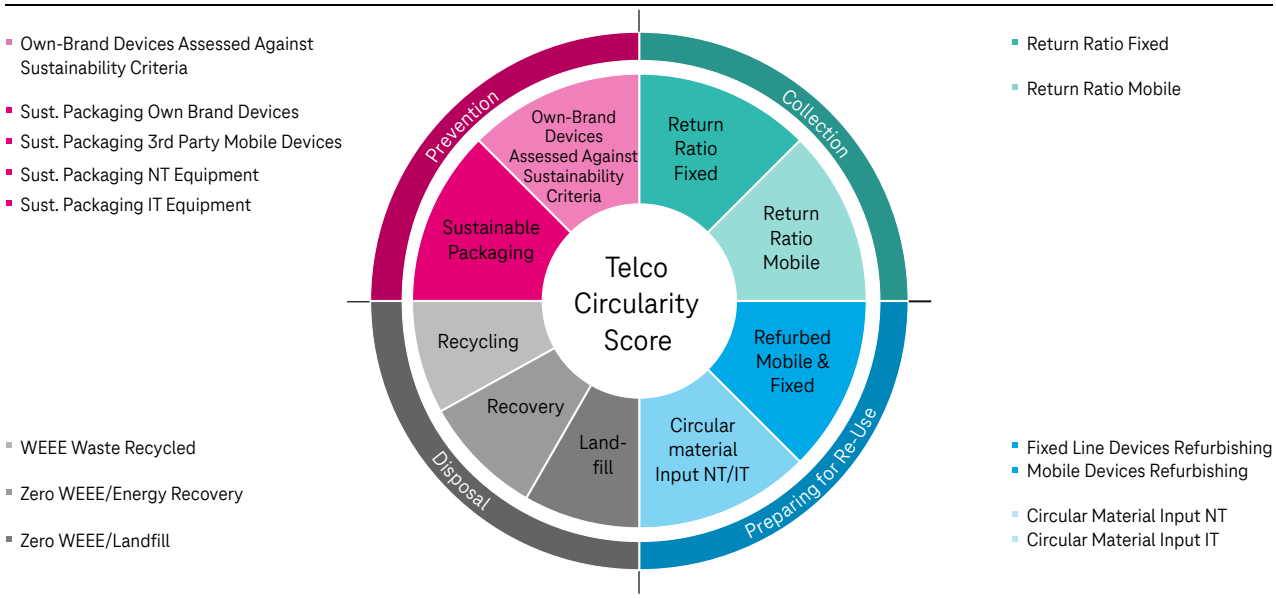
Measuring and managing the circular economy: introducing the Telco Circularity Score

Circular economy is a central lever for responsibly managing raw materials and resources within planetary boundaries and at the same time strengthening the resilience of a company. Against this background, we are pursuing a holistic approach aimed at extending the service life of technology and end devices and keeping materials in the cycle for as long as possible. Building on this, we have set ourselves the goal of being almost completely recyclable in technology and devices by 2030 (excluding T-Mobile US). In concrete terms, this means that by 2030, almost all the products we put into circulation can be returned to the cycle. This includes the entire network technology as well as a large part of our own-brand devices and the mobile devices we sell.

Such an aspiration requires a consistent basis in order to be able to record progress uniformly throughout the Group and manage it in a targeted manner. For this purpose, we have developed the Telco Circularity Score (TCS). It serves as an overarching measurement and control tool for our circular economy activities and forms the basis for a total of 14 TCS KPIs (Key Performance Indicators). T-Mobile US pursues its own circular economy approach with its own methodology and is not included in the TCS. Further information can be found in the “Deep Dive”.

The TCS covers the entire life cycle of end devices, network technology and IT equipment. The conceptual framework is formed by four dimensions that address different levers of the circular economy along the life cycle and together structure the TCS approach.

The 14 TCS KPIs at a glance



To date, there is no established, industry-wide standard for measuring circularity. The TCS can close this methodological gap by bringing together central aspects of the circular economy in a uniform logic and condensing them into an overall score. This allows us to set priorities more clearly, target measures in a more targeted manner and systematically improve the recyclability of the products we put into circulation along key levers – because we can only effectively control what we measure. At the same time, the approach is designed in such a way that it can also support the comparability of circular economy services within the industry in the future.

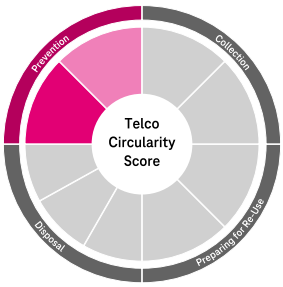
The concept of TCS was first presented at our Capital Markets Day in 2024. In the reporting year, we further specified it and integrated it into our data collection and reporting processes. The publication of an aggregated overall score is planned from the 2026 reporting year, after the newly introduced key figures have been collected over a complete reporting cycle and a reliable starting point has been created.

Details on the methodology of the TCS, the weighting of the four dimensions and the KPIs can be found in the “Deep Dive”.

Avoidance: setting the course in product development

Waste prevention begins long before a device is in use. We make important decisions in the early stages of product development – for example, for product design or packaging. We make both aspects comprehensible with the help of our TCS KPIs, thus creating a basis for measuring progress in waste prevention in the future.

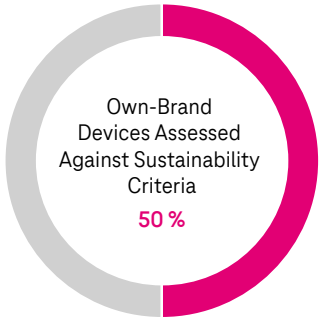
TCS KPI “Share Of Own-Brand Devices Assessed Against Sustainability Criteria”



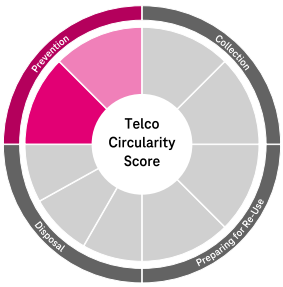
With the TCS KPI “Share Of Own-Brand Devices Assessed Against Sustainability Criteria”, we measure the extent to which ecological requirements are already taken into account in the product design of our own-brand devices. Own-brand devices are considered to be assessed against sustainability criteria if they have either been evaluated against defined ecological criteria as part of our impact measurement process or hold external environmental certifications.

We include own-brand devices in the KPI, for which we have identified ecological improvements in our impact measurement process. We also consider devices with recognized environmental labels such as the Blue Angel or a TÜV Green Label.

The KPI indicates the percentage share of own-brand devices that have been assessed against these criteria in relation to all own-brand devices offered during the reporting year, which was 50 % in 2025.



TCS KPIs “Sustainable Packaging”



In order to make our packaging requirements systematically measurable, we use the TCS KPIs “Sustainable Packaging”. Packaging is considered “sustainable” if it meets our internal packaging requirements. These requirements include, among others, the use of recycled paper and cardboard as well as the avoidance of single-use plastics. The TCS KPIs “Sustainable Packaging” indicate the share of our devices and technical components for which the packaging complies with the requirements of our packaging guideline.

The KPIs are shown in four different device categories:

- **Own-brand devices:** share of devices with guideline-compliant packaging in all own-brand devices sold in the reporting year (2025: 100 %).
- **3rd party mobile devices:** share of devices with compliant packaging across all 3rd party mobile devices sold in the reporting year (2025: 94 %).
- **Network equipment:** proportion of procurement projects completed in the reporting year with a binding clause on packaging in accordance with the guidelines. The ten largest network technology suppliers are taken into account. These procurement projects are scheduled to be recorded in 2026.
- **IT equipment in data centers:** share of IT equipment procured annually with packaging in compliance with guidelines, measured by number of units (2025: 95 %).

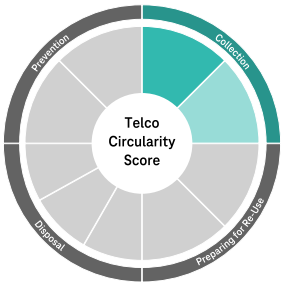
Collection: take-back of devices at the end of the useful life

End devices that are no longer needed often disappear unused in drawers – even though they still contain valuable materials. We therefore focus specifically on making it easier to return devices at the end of their useful life and to support them with suitable take-back solutions.

The focus is on two groups of devices:

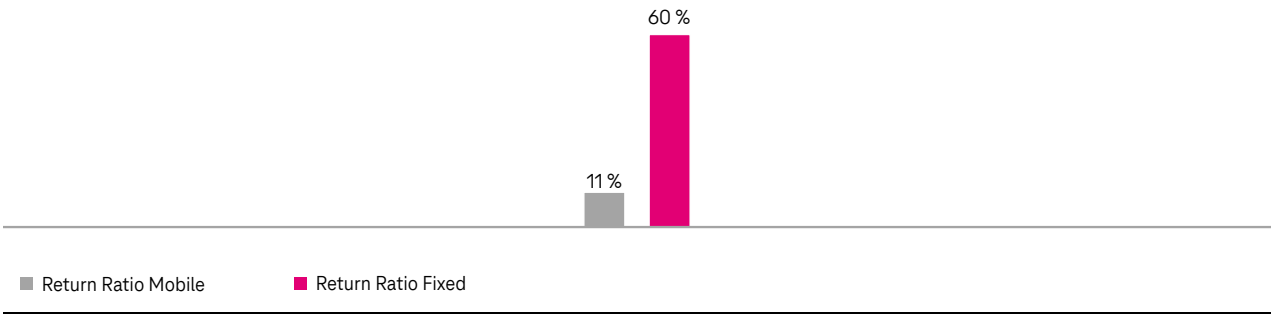
- **Fixed devices:** take-back of routers, repeaters, media receivers and other stationary devices, especially in the context of rental and exchange models.
- **Mobile devices:** take back smartphones, tablets and mobile routers via appropriate return channels.

TCS KPI “Return Ratio Fixed and Mobile”



With the TCS KPIs “Return Ratio Fixed and Mobile”, we record the percentage of taken back devices in all fixed and mobile devices sold in the reporting year. The KPIs include devices that were recorded in the reporting year via defined take-back channels. Both own-brand devices and third-party mobile devices are considered.

In 2025, almost 700,000 mobile devices and around 4.9 million fixed line devices were taken back. This equates to a take-back rate of 11 % for mobile devices and 60 % for fixed devices. The figures refer to the TCS assessment excluding T-Mobile US. The Group-wide value is disclosed in the “Deep Dive” section.



Practical examples: activating returns in a targeted manner

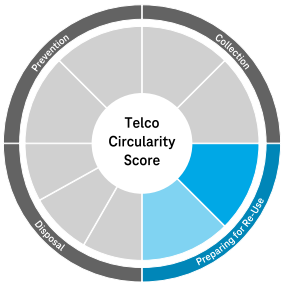
Whether in the shop, as part of promotions or together with partners: We want to make it as easy as possible for customers to return devices that are no longer in use and provide targeted incentives. The following examples show current measures from different countries:

- **Germany:** In Germany, we operate the mobile phone collection center together with our partner Foxway to collect used mobile phones. In 2025, we were able to collect over 66,000 old devices via our take-back system. This has been awarded the state eco-label “Blue Angel”. For every device returned, we donate money to local environmental and social projects. In addition, customers were able to sell used devices to our partner Assurant in the reporting year via the “HandyAnkauf”, which uses them for refurbishment. In addition, we implemented the collection campaign “From old to gold” in 2025. Customers had the opportunity to take part in a competition when they handed in an old device to a Telekom shop and win a 1-kilogram gold bar made of recycled gold. In addition, we donated two euros for each returned smartphone to the children’s aid organization “Ein Herz für Kinder”. As part of the campaign, we collected around 30,000 old devices.
- **Hungary:** Magyar Telekom collaborated with refurbishment provider Recommerce in 2025 to offer take-back solutions for mobile phones, tablets and game consoles. In addition, used equipment was collected together with partners such as Budapest Sportiroda (BSI) and UNICEF in order to reuse or recycle it. In addition, the company supported the Jane Goodall Institute’s “Pass it back, bro!” program with around one euro per device, which was collected through its own logistics channels. In total, over 40,000 mobile devices were taken back in Hungary in 2025.
- **Slovakia:** Slovak Telekom continued the collection of WEEE in 2025 and recorded over 45,000 taken back devices by the end of 2025. In addition to acceptance in the shops, a new digital return option has been introduced. Customers can initiate the return process via the website and return their old devices by parcel delivery.
- **Greece:** OTE Group implemented targeted initiatives in the reporting year to further develop the collection of mobile devices in the COSMOTE and GERMANOSE retail network. These included information campaigns, buy-back and recycling offers, as well as the introduction of an AI-supported evaluation process for buy-back devices in the shops. In this way, over 70,000 mobile devices were collected in 2025.

Preparation for reuse: preparation for further use

Not all returned devices have reached the end of their service life. We therefore rely on preparing suitable devices and components for further use and extending their use as much as possible. The focus is on two approaches: the reprocessing of devices and the use of circular materials. We make both of these things traceable through our TCS KPIs, thus creating the basis for being able to measure progress in preparing for reuse in the future.

TCS KPIs “Number of Fixed Line and Mobile Devices Refurbished“



With the TCS KPIs “Number of Fixed Line and Mobile Devices Refurbished”, we show how many returned devices are being refurbished for reuse. To this end, we have end devices and technology tested by specialized service providers and – if they are suitable for this purpose – prepared for further use.

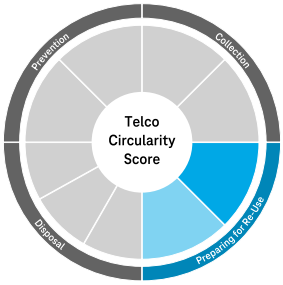
To this end, we record the number of fixed and mobile devices refurbished in the reporting year, both of our own brands and of 3rd party providers. Fixed devices include routers, repeaters, media receivers and TV ticks; to mobile devices, smartphones and mobile routers.

In 2025, around 2.5 million fixed line devices and around 224,000 mobile devices were refurbished by external service providers.

Number

	2025
Fixed line devices refurbishing	2,451,124
Mobile devices refurbishing	224,077

TCS KPIs “Circular Material Input”



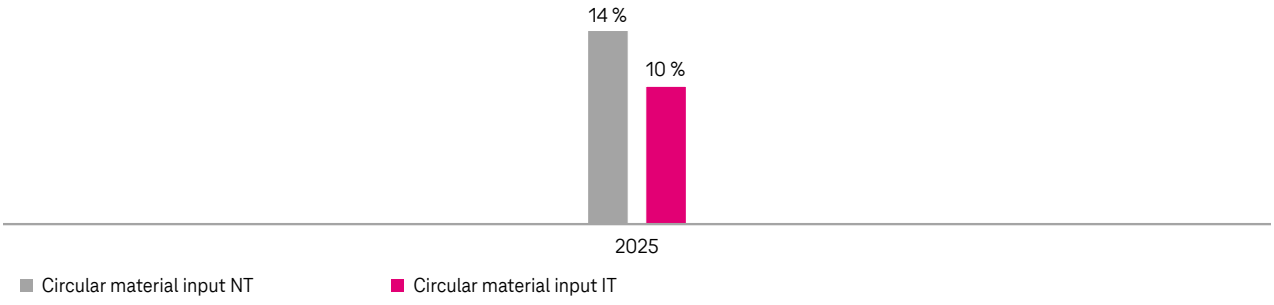
In addition to the reuse of returned equipment, we also look at the use of materials in new purchases. With the TCS KPIs “Circular Material Input”, we make it visible to what extent recycled technology and materials with recycled content are taken into account – measured by weight.

When it comes to the network technology used in our network infrastructure, we look at both the proportion of remanufactured or reused components and the proportion of recycled materials in new products. These include metals such as iron, aluminum and copper in particular and, to a lesser extent, recycled plastics.

The IT equipment in our own data centers and those leased by us includes both refurbished and reused equipment as well as newly procured equipment with proportionately recycled materials.

We use reliable average values as the basis for the calculation. The KPIs set the weight of the remanufactured technology and the recycled materials used in relation to the total weight of the network technology or IT equipment procured annually.

In 2025, the circular use of materials was 14 % for network technology and 10 % for IT equipment.



Practical examples: refurbished is in demand

End devices: refurbished as a second phase of use

Customers can purchase used smartphones in connection with the conclusion of a contract in several national companies, including in Germany, Croatia, Austria, Slovakia and Hungary. The European national companies mainly offer fixed devices in a rental model. After replacement, the devices are technically tested and, if suitable, refurbished and reused.

- **Greece**: OTE Group has established a process for reconditioning terminal equipment such as routers, network sockets and TV receivers. With an annual capacity of 265,000 devices (as of 2025), this project is intended to meet the growing demand for used equipment. In addition, more than 2,000 smartphones suitable for refurbishment were collected in 2025 as part of a shop-based Buy-Back program.
- **Hungary**: Magyar Telekom offers refurbished mobile phones. Since the launch of the service two years ago, more than 30,000 such devices have been sold in cooperation with partner Recommerce.
- **Croatia**: Hrvatski Telekom has introduced a refurbishment process for fixed and mobile devices. In 2025, 187,000 end devices were refurbished. A large proportion of these refurbished devices were put back into use in the same year: 138,000 devices were rented to customers.

Current figures from Germany

- Around 1.3 million customer devices such as routers and TV set-top boxes have been refurbished for reuse in Germany. In addition, about 200,000 smartphones were refurbished.
- Around 800,000 refurbished fixed line devices were sold or rented, of which around 300,000 were offered as service replacement devices.
- About 600,000 non-reusable fixed line devices and about 100,000 smartphones were recycled.

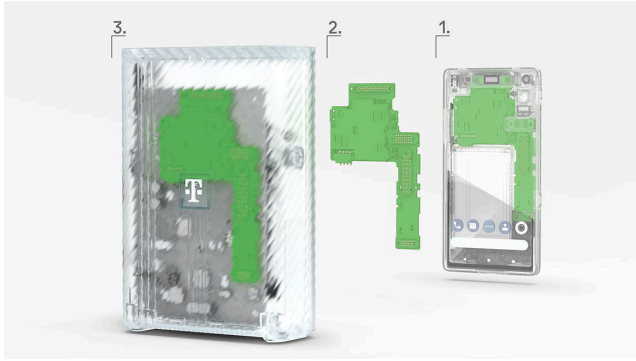
Network technology: internal marketplace for reusable equipment

Due to the network expansion and the transition from 4G to 5G mobile communications, discarded network technology is regularly produced. Since 2025, we have been using the internal marketplace Telekom Equipment Exchange (TEE) throughout the Group, with the exception of T-Mobile US.

Through the TEE, we systematically make used network technology available within the Group, thus enabling it to be reused at other locations and in alternative technical contexts. This should help to ensure that less new equipment is needed and that technical components can be used for longer. The TEE is a central instrument of our circular economy strategy in the grid sector and complements existing measures for the reuse, processing and recycling of technology.

From old to new: prototype of the NeoCircuit router

In cooperation with an industry consortium (including Citronics, Evonik, Fairphone, Infineon, MaxLinear, Sagemcom and the INC Innovation Center), we have developed an innovative approach to use electronic components from old devices for the production of new devices. The first prototype, the NeoCircuit Router, is already fully functional and was unveiled at Mobile World Congress 2025.



For the router, central electronic components such as the motherboard, processor and memory chips from old devices – including smartphones such as the Fairphone 2 – as well as from DSL and USB cores, cables and power plugs are reused. The housing is also made of 100 % recycled plastic.

In the first expansion stage, the prototype achieves a degree of circularity of around 70 % in relation to the electronics on this basis. According to initial calculations, the CO_2 footprint is around 50 % lower than that of conventional routers.

The assessment of the degree of circularity and the CO_2 effects is based on a weight-related analysis of the reused electronic components as well as an indicative comparison with existing life cycle analyses of conventional routers. The router is still in prototype status, will not be mass-produced and will not be offered on the market.

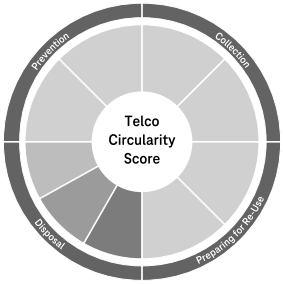
You can find more information about the NeoCircuit router on our website.

Waste: handling equipment at the end of its life cycle

At the end of the product life cycle, there are materials and devices that cannot be reused. Our goal is to avoid waste as much as possible and to recycle any waste generated in the best possible way – especially in the case of electrical and electronic waste.

To this end, we implement various measures along the waste hierarchy. This includes clearly regulated processes for the collection, treatment and professional recycling of electrical and electronic waste in order to ensure controlled handling and avoid its disposal in landfills.

TCS KPIs “WEEE Waste Recycled”, “Zero WEEE/Energy Recovery” and “Zero WEEE/Landfill”

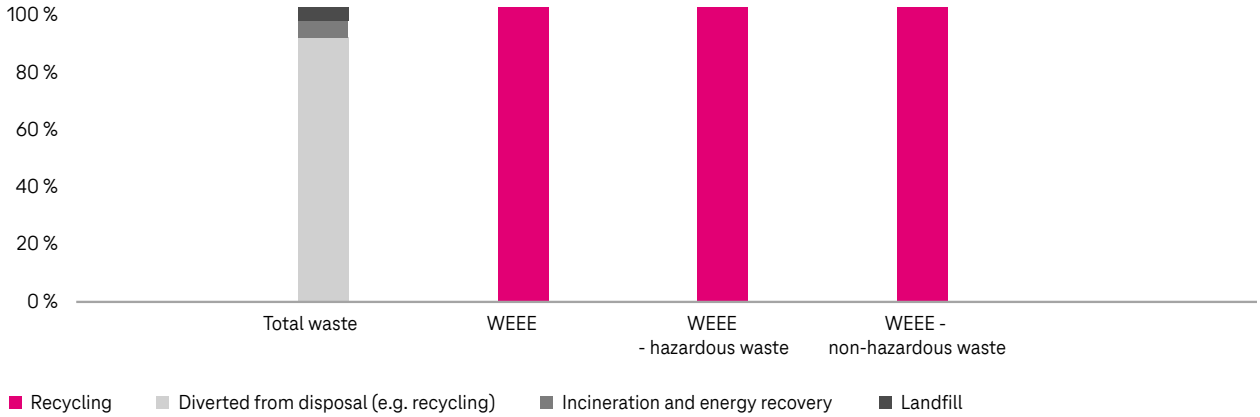


With these TCS KPIs, we record the treatment of electrical and electronic waste at the end of its life cycle. We distinguish between three forms of treatment:

- recycling,
- energy recovery
- landfill

To this end, we collect the TCS KPIs “WEEE Waste Recycled”, “Zero WEEE/Energy Recovery” and “Zero WEEE/Landfill”.

The respective waste quantities are set in relation to the total amount of electrical and electronic waste generated. This makes it possible to understand what proportion of waste is recycled, energetically recovered or landfilled.



Looking ahead

From 2026 onwards, we will focus on the practical application of the Telco Circularity Score as a measurement and control tool. In the future, the TCS is designed to create a reliable benchmark and to be able to compare circular economy approaches in the telecommunications industry.

Deep Dive for Experts

Background: Telco Circularity Score (TCS)

The TCS covers the entire device lifecycle of end-user devices, network equipment, and IT hardware. To this end, it considers four dimensions:

- **Avoidance:** influencing design, materials, and packaging during product development.
- **Collection:** supporting the return of devices at the end of their useful life.
- **Preparation for reuse:** refurbishment of used devices and components for further use.
- **Waste:** management of devices and materials at the end of their lifecycle, in particular electrical and electronic waste.

The four dimensions are equally weighted in the TCS (25 % each). Key performance indicators (KPIs) have been defined for each dimension. They depict quantities, shares and developments along the four dimensions in a comparable way. In doing so, we are partly drawing on established key figures related to the circular economy that have already been collected in recent years. In addition, we defined further KPIs in the reporting year to reflect all four dimensions.

In the following, we explain our approaches in the four dimensions:

Avoidance: The framework is formed by defined requirements for the design of equipment and packaging. These are set out in internal guidelines (excluding T-Mobile US).

- Telekom Design Specifications: In the development of our own-brand devices, the responsible departments are guided by the Telekom Design Specifications. Among other things, they define requirements for the use of materials, the handling of potentially critical ingredients and the energy efficiency of appliances.
- Packaging guideline: As part of the Telekom Design Specifications, the packaging guideline makes binding specifications for packaging for end devices, as well as for network technology and IT equipment. Among other things, the guideline provides for the use of recycled paper and labels without ingredients that are hazardous to health, and excludes the use of single-use plastic. In addition, only materials that are either biodegradable in municipal composting plants or suitable for material recycling may be used.

To measure progress in the “avoidance” dimension in the future, we use five KPIs in the TCS that map how our ecological requirements are implemented in product and packaging design.

Collection: The collection of old devices is based on clearly regulated processes (excluding T-Mobile US). The basis for this is, among other things, the legal requirements for the handling of waste electrical and electronic equipment, contractually regulated take-back processes in sales, service and logistics, as well as requirements for the handover of equipment to certified service providers.

In the private customer business, our customers can use specially designed collection boxes in Telekom shops that are designed for the safe return of disused devices. In addition, we regularly support collection campaigns and work together with various organizations to do so. We also offer purchase options where customers can sell their used phones online or in the Telekom Shop. In the business customer sector, take-back processes are integrated into end devices and service models, for example as part of device-as-a-service offerings.

After the devices are returned, data is deleted and, depending on the condition of the device, prepared for reuse.

To measure progress in the “collection” dimension in the future, we use two KPIs in the TCS that record the shares of returned fixed-line and mobile devices in all devices sold.

Preparation for reuse: Preparation for reuse is carried out according to clearly defined processes. After take-back, devices are checked by specialized service providers to determine whether they are fundamentally suitable for further use. Remanufacturing involves several stages – from optical and functional testing to repairs and replacement of individual components. In the case of end devices, data is also deleted. Devices that do not meet the requirements for recycling are sent for recycling.

We also look at the circular use of materials in network technology and IT equipment. In doing so, we look at our procurement processes: We record refurbished or remanufactured technology as well as recycled materials (e.g., metals or plastics) in newly procured technology. With this view on the procurement side, we want to provide clear impetus for the use of circular materials along the supply chain.

To measure progress in the future dimension of “preparation for reuse”, we use four KPIs in the TCS that map the reprocessing of equipment and the circular use of materials.

Waste: The handling of waste is regulated by the "International Framework for Waste Management" (excluding T-Mobile US). The framework represents a uniform standard and at the same time makes it possible to respond flexibly to country- and company-specific framework conditions.

The aim is to avoid waste as much as possible and to recycle waste as much as possible. In this context, we are pursuing various approaches, for example, to ensure the controlled handling of electronic waste and to avoid its disposal in landfills. The waste hierarchy serves as a methodological orientation framework for us: waste prevention comes first, followed by reuse, recycling and other recovery (e.g., energy) – so that in the end only those materials remain for disposal that cannot be treated at upstream stages.

The central regulatory basis for the handling of electrical and electronic waste in Europe is the EUWEE Directive (Waste Electrical and Electronic Equipment). It regulates the treatment of waste electrical and electronic equipment.

Against this background, the European sub-goal "Zero ICT Waste to Landfill" is relevant for Deutsche Telekom. It is based on the EU legal requirements for the professional disposal and recycling of electronic waste and returned devices. The sub-target was already achieved at the end of 2022.

In addition, we try to ensure that electronic waste is not incinerated, but – where possible – professionally recycled by external bodies. For professional recycling, we work together with recycling companies so that metals, plastics and rare earths can be kept in the cycle as much as possible.

To measure progress in the "waste" dimension in the future, we use three KPIs in the TCS that record the proportion of electrical and electronic waste that is recycled, recovered for energy or landfilled at the end of its life cycle.

End of life for devices at T-Mobile US

T-Mobile US is currently not integrated into the Telco Circularity Score (TCS), but is implementing its own measures:

- T-Mobile US offers customers redemption options for eligible devices, which are supported by a Trade-in Estimator Tool.
- A free Device Reuse and Recycling Program is available in stores, including for smartphones, tablets, smartwatches, hotspots, internet routers, and IoT devices.
- In 2025, group-wide 10.5 million mobile devices were collected and processed for reuse, resale or recycling. The majority of these devices – 9.8 million mobile devices – were collected and processed by T-Mobile US.

Waste generation (including e-waste)

As part of our waste management, we transparently map our waste volume. We have not set a Group-wide target for the reduction of hazardous and non-hazardous waste. Rather, the national companies are guided by our "International Framework for Waste Management"; on this basis, they develop or update their own waste strategies. The Group-wide amount of waste fell by 10 % compared to 2024. In our interactive key figure tool for company comparison, we provide detailed information on the key figures of the individual companies.

Waste generation Deutsche Telekom Group

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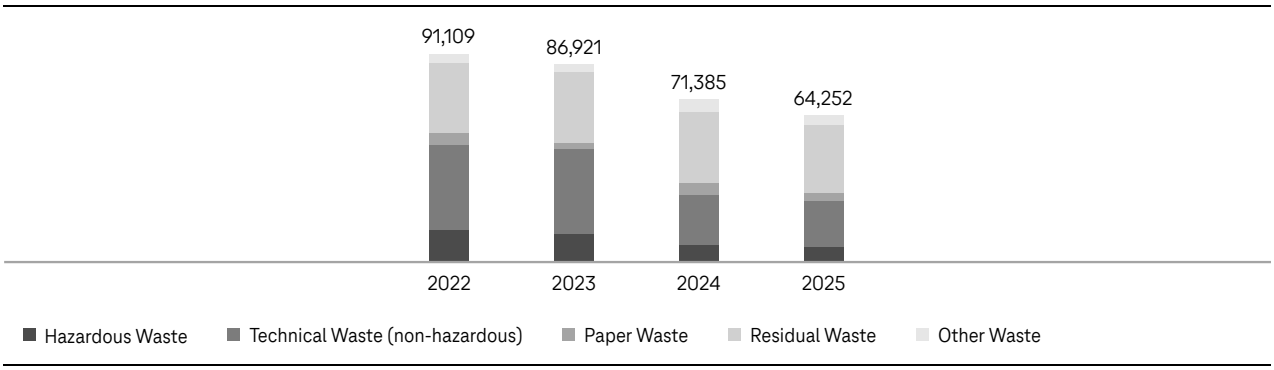


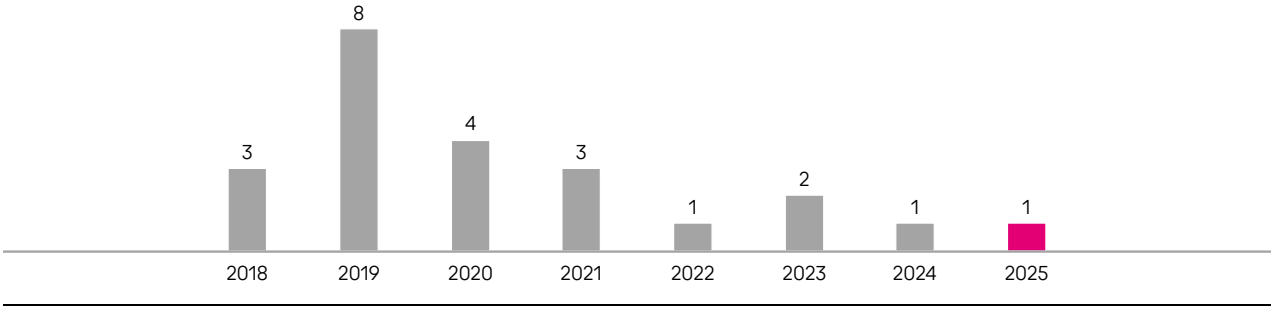
Data is partly based on estimates, assumptions and projections. Data is partly provided by external service providers.

Reclaimed copper cables

For decades, telephone lines consisted largely of copper cables, which are now being successively replaced by fiber optic expansion. In 2025, we pulled around 1,200 tons of copper cable from cable duct systems in Germany or recovered them from assembly and cable residues. Certified waste management companies process them and, if possible, return them to the raw materials market.

Copper cable recovered since 2018

in thousand tons



Management & Frameworks

- With our HSE management system for health, safety and environmental protection, we are committed to continuous improvement. It has been recertified according to international standards such as ISO 14001. Our Environmental Guidance summarizes key ecological commitments, e.g., on the circular economy and biodiversity.

Requirements for handling conflict-prone raw materials are enshrined in our Supplier Code of Conduct, which is part of the General Terms and Conditions of Purchase (excluding T-Mobile US). T-Mobile US addresses procurement risks through its own Responsible Sourcing Policy. Further information on our handling of conflict-prone raw materials can be found in our audited Sustainability statement.

Relevant Standards

Global Reporting Initiative (GRI)

- GRI 3–3 (Management of material topics); GRI 301: Materials
- GRI 301–3 (Reclaimed products and their packaging materials)
- GRI 3–3 (Management of material topics); GRI 306: Waste
- GRI 306–1 (Waste generated and significant waste-related impacts)
- GRI 306–2 (Management of significant waste-related impacts)
- GRI 306–3 (Waste generated)
- GRI 306–4 (Waste diverted from disposal)
- GRI 306–5 (Waste directed to disposal)

Sustainability Accounting Standards Board (SASB)

- TC-TL-440a.1 (End of Life Product Management)

GSM Association (GSMA) Indicators for Telecom Operators

- GSMA-ENV-04 (Circularity)
- GSMA-ENV-05 (Waste)

Task Force on Climate-related Financial Disclosures (TCFD)

- The most important key figures for the recording and management of climate-related opportunities and risks)

Products and services: an overview of the entire life cycle

How can we reduce negative impacts throughout the lifecycle of our products? This is a question that concerns us in product development. The focus is on aspects such as resource conservation, energy efficiency and emission reduction. In order to systematically evaluate possible effects, we use a structured approach to impact measurement.

We also deal with these aspects in detail under "Climate change" and "Resource use and circular economy" in our audited Sustainability statement 2025.

Milestones achieved, ongoing projects and goals

Since 2014, we have been analyzing the impact of our product portfolio. In 2020, we introduced an impact measurement approach that helps us to systematically record and evaluate the impact of our products and services. In 2023, this approach was validated by TÜV Rheinland. We use the results to create transparency and support the (further) development of our products and services.

Where we come from

2014 We evaluated the ecological properties of our products for the first time using our own analysis method. The results are included in the calculation of our KPI "Share of sales related to sustainability".

2019 Launch of the "We Care" label to make specific environmental or social characteristics of our products and services visible. The basis is our impact measurement process, with which we look at defined criteria and use cases.

2021 We introduced the #GreenMagenta and #GoodMagenta to transparently present the environmental and social characteristics of selected products and measures. They replaced the "WeCare" label.

2022 We introduced a packaging guideline that sets out specific ecological requirements for the design of packaging – such as avoiding single-use plastic.

2023 TÜV Rheinland validated the process and methodology of our IT-supported impact measurement.

2024 Deutsche Telekom's 50th product has gone through the impact measurement process.

2024 We introduced the T Phone 2 and T Phone 2 Pro. Compared to their predecessors, the devices have 33 % (T Phone 2) and 47 % (T Phone 2 Pro) lower greenhouse gas emissions in the manufacturing phase. The information is based on a life cycle analysis, on the basis of which the Product Carbon Footprint (PCF) was determined according to recognized standards.

2024 We published the "Principles for Green Artificial Intelligence (AI)". These define internal guidelines for the consideration of ecological aspects in the development and application of AI solutions.

Where we stand in the reporting year

2025 We will introduce the Telco Circularity Score (TCS), which we plan to use as a measurement and control tool for our systematic circular economy approach from 2026 onwards (excluding T-Mobile US).

2025 We are developing a tool that can be used to determine the Product Carbon Footprint (PCF) of Deutsche Telekom's most important products and services along recognized ISO standards (excluding T-Mobile US).

Where we want to go

From 2026 Business customers will be able to receive information on the Product Carbon Footprint (PCF) of our most important products and services (excluding T-Mobile US) upon request for their greenhouse gas accounting.

Specifications for product design

As early as the development of our own-brand products, we take into account potential environmental impacts along the entire life cycle. Our product developers are guided by the Telekom Design Specifications. They specify specific requirements, for example, on the use of materials or the handling of potentially hazardous ingredients.

The design of packaging is regulated in our packaging guideline, which is part of the Telekom Design Specifications. Detailed information on the topic of packaging can be found under Circular economy here in the CR report.

In addition, we are working with partners to make the use of streaming services more energy-efficient. In 2024, we collaborated on a guide to help decision-makers, development teams and consumers better understand the energy needs of video streaming.

Validated methodology: product impact at a glance

In order to assess the possible ecological and social impacts of our products, services and digital solutions in a well-founded manner, we use IT-supported impact measurement. Our approach defines clear criteria and usage scenarios along the product life cycle.

The focus is on a comparison: We examine what changes as a result of a concrete solution compared to an initial situation – for example, in the use of resources. To do this, we determine in advance which assumptions are based and which parts of the value chain are relevant.

The process and the underlying methodology were validated by TÜV Rheinland in 2023. The validation was confirmed again in the reporting year.

Step 1

Define the starting point, target image and evaluation criteria

In the first step, we determine what we evaluate and how we measure the impact. To do this, we first describe the initial situation, the desired target image and the measure under consideration. We also define the time period to which the assessment relates. We then determine the basis for comparison of the valuation.
Depending on the question, we use a real situation, a benchmark or a scenario:

- Real-world situations compare options that are actually used today.
- Benchmarks compare our solution with external benchmarks or industry-standard alternatives.
- Scenarios describe a possible future state that serves as a comparison or target image.

Step 2

Define relevant parts of the value chain

In the second step, we determine which parts of the value chain are relevant for the assessment. In doing so, we concentrate on those phases of the value chain in which the use of resources can differ between the initial and target situations. In this way, we ensure that we look at the impact where change can actually occur.

Step 3

Compare resource use and greenhouse gas emissions and quantify changes

In the third step, we compare the use of resources and the product carbon footprint of the initial and target situations along the value chain and quantify the changes caused by the measure. To do this, we record which resources the selected stakeholders need in each case. Depending on relevance and availability, the data basis is validated supplier data, internal data or recognized databases such as “ecoinvent”. On this basis, we determine and compare the use of resources in both situations. The results form the basis for the calculation and evaluation of the CO_2 footprint in the next step.

In order to be able to calculate the changes caused by the measure, we define a functional unit at the beginning. It determines what the comparison refers to – for example, the resource consumption per 1,000 product units.

Step 4

Assess the environmental and social impacts of the measure

In the fourth step, we assess the ecological and social impacts of the measure. We measure the ecological impacts in particular with the help of the CO_2 footprint and also assign the effects to the Sustainable Development Goals (SDGs). We also assess the social impact on the basis of the SDGs.

4.1

We record the ecological impact with the help of the CO_2 footprint. To do this, we translate the changes in resource use determined in step 3 into CO_2 equivalents.

To do this, the respective changes are multiplied by recognized CO_2 emission factors, for example from the “ecoinvent” database. On this basis, we calculate potential CO_2e savings or additional CO_2e emissions as an overall balance across all relevant value creation phases.

In addition, we take other ecological dimensions into account, such as savings in water consumption or the use of materials. We assign the effects identified to the SDGs.

4.2

We also assess the social impact on the basis of the SDGs. They help us to classify the social effects of the measure in a structured way – for example, improved affordability or improved working conditions. In doing so, we evaluate the contribution of the product or solution to the SDGs based on measure-specific criteria, for example on the basis of hours saved.

SUSTAINABLE DEVELOPMENT GOALS

After evaluating our impact measurement, we summarize the results. We use the knowledge gained to further develop our products and services. In addition, the results serve, among other things, as a methodological basis for measuring progress on the basis of defined key figures on aspects of the circular economy. Further information can be found here in the CR report under Circular economy.

Since the introduction of the methodology, we have used the impact measurement process for over 50 Deutsche Telekom products and solutions to determine environmental or social effects in accordance with our defined criteria. Six further products and measures were added in the reporting year. An overview of all products and services that have undergone the TÜV-validated impact measurement process can be found on our website.

In the following, we present current examples:

E-charging infrastructure from Comfortcharge

The expansion of publicly accessible charging infrastructure is an important building block for the mobility turnaround in Germany. With Comfortcharge, Deutsche Telekom is specifically using existing infrastructure on its properties throughout Germany to set up fast-charging stations – such as existing power connections or cable trays. If these prerequisites are already in place at the location, the development of charging infrastructure can be carried out more quickly and with less additional material and construction effort. This avoids emissions that would otherwise occur during earthworks, additional cable laying or the production of additional components. According to our impact measurement, the use of existing infrastructure when installing a fast-charging station results in potential savings of over 29 tons of CO_2e. In the reporting year, Comfortcharge operated around 300 fast-charging locations at our locations in Germany.

Further information on the charging infrastructure at our sites and beyond can be found under Mobility here in the CR report.

SD-X: Centralizing network functions

With SD-X (Software Defined Everything), network functions are no longer controlled by individual devices in different locations. Instead, they run through a central, software-based platform in the cloud that connects multiple locations. End devices and internal network components can thus be set up, updated and managed remotely. In addition, SD-X allows several functions to be bundled in a single device that would otherwise be spread across several devices. As a result, fewer hardware components are needed per site – which can help reduce the amount of e-waste.

In the reporting year, the SD-X solution of the Hungarian subsidiary Magyar Telekom underwent our impact measurement. The analysis showed that modelled CO_2e savings potential results from the bundling of functions. Under the assumptions used in the Impact Measurement, up to 43 kilograms of CO_2e per multifunctional network device can be avoided. In 2025, the number of SD-X endpoints used by customers in Hungary was over 50, which corresponds to a potential saving of over 23 tons of CO_2e in 2025.

T Phone: Further development along defined design specifications

In the further development of our 5G smartphones T Phone and T Phone Pro, we are guided by the requirements of the Telekom Design Specifications, which include specifications on the use of materials.

In 2025, the new generation T Phone 3 and T Phone 3 Pro came onto the market. The emission values achieved in the previous generation were taken into account as a reference. The current models were rated 90 out of 100 (T Phone 3) and 88 out of 100 (T Phone 3 Pro) points in the Eco Rating. For comparison, the predecessor models T Phone 2 and T Phone 2 Pro achieved 88 and 84 points, respectively.

The Eco Rating is an industry-wide initiative to evaluate selected environmental aspects of mobile devices and is open to all device manufacturers. Among other things, material efficiency criteria are included in the evaluation, including aspects of repairability, durability and the use of recycled materials.

The improved Eco Rating of the T Phone 3 compared to its predecessors is due to improvements in material efficiency. For example, repairability has been increased. In addition, improvements have been made in the handling of hazardous substances and in the use of recycled materials.

Making impact visible

Sustainability should provide orientation – and be resilient. That is why our TÜV-validated impact measurement forms the basis for presenting the ecological and social effects of our products, services and measures to private and business customers, investors and other stakeholders in an understandable and transparent way.

If products or services meet our defined criteria, we make this rating visible. Since 2021, we have been using the hashtags #GreenMagenta and #GoodMagenta:

- **#GreenMagenta** refers to identified ecological effects of products, services, projects, measures and initiatives that can contribute to climate protection or the responsible use of resources.
- **#GoodMagenta** is used for projects, measures and initiatives in which social or societal effects have been identified.

The presentation is always made with a brief explanation of the specific characteristics, on the basis of which the classification is made. However, the hashtags do not represent an overall rating of a product or service and do not mean that an offer is sustainable in all areas.

Expectations of credible sustainability communication are increasing, also in regulatory terms: From September 2026, new requirements will apply with the European directive “Empowering Consumers for the Green Transition” (EmpCo Directive). Our aim is to continuously develop our sustainability communication and to address high transparency standards at an early stage. Against this backdrop, we began in 2025 to review the communication of the sustainability characteristics of our products and services. We will decide on the future communication of the results of our impact measurement process in 2026.

Product Carbon Footprint (PCF): transparency about product-related emissions

Against the backdrop of increasing transparency and comparability requirements, we are also further developing the methodology of our impact measurement approach. One focus is on the stronger integration with product-related emission calculations. In the reporting year, we developed a tool to calculate the Product Carbon Footprint of our most important products and services, which was validated by TÜV Rheinland in 2026. From 2026, the software solution will enable the calculation of the PCF and the creation of corresponding reports in accordance with ISO 14067.

In this way, we not only want to further develop our approach, but also meet the increasing information needs of our business customers regarding product-related greenhouse gas emissions – especially from companies with extensive product portfolios. From 2026 onwards, we want to provide you with information on the Product Carbon Footprint (PCF) of our most important products and services on request for your greenhouse gas accounting.

Digital solutions for business customers

With digital applications, we support business customers in addressing environmental and regulatory challenges. The following examples show how digital technologies can contribute to the more efficient use of resources and the management of sustainability and energy data.

Digital water management

In large parts of Europe, the groundwater level is falling, endangering habitats for many creatures and making countermeasures increasingly urgent. T-Systems offers municipalities and companies a solution for digital water management (only available in German). Networked water meters automatically transmit consumption data with the help of “Internet of Things (IOT)” technology. This makes it possible to monitor water withdrawals and detect changes in the groundwater table. Under suitable operating conditions, such digitally supported control of water withdrawal can help to reduce groundwater consumption and support more efficient irrigation.

Applications for ESG data management and energy control

In the “Digital Sustainability” service portfolio, we offer business customers a digital solution in the form of the Telekom Sustainability Manager, which enables them to record ESG data centrally, meet regulatory requirements and measurably manage sustainability goals. The offering includes a central ESG data platform, applications for greenhouse gas accounting and solutions for supply chain or compliance management. The portfolio is complemented by data-based analyses, including AI-supported evaluations, as well as consulting services along the entire transformation process.

Digital solutions are also used in energy management. IoT-based complete solutions with retrofittable sensor technology and software-supported evaluation enable the digitization of energy consumption in buildings. This creates transparency about energy use, which forms an important basis for efficiency increases and energy savings.

Cloud4Log: digital and paperless logistics

Cloud4Log is a digital logistics platform from T-Systems, the German Logistics Association (BVL) and the company GS1 Germany, which enables the paperless exchange of transport documents. Companies from industry, trade and logistics can use this platform to accompany goods deliveries in real time with digital delivery notes. Since June 2025, the electronic international consignment note (eCMR) has also been available as an add-on, which can be used to process cross-border transports digitally and in a legally compliant manner – in accordance with regulatory requirements. Digital solutions like these can significantly reduce paper consumption in logistics. The number of transactions processed via Cloud4Log in the reporting year, results in a mathematical savings potential of around 800,000 pages of paper.

X-Creation – driving innovation and value creation together

We actively collaborate with partners in innovation projects to develop digital solutions for sustainable applications. One example is the X-Creation program from T-Systems. In this community, the participants work together to develop solutions to social and ecological issues. The UNFCCC Secretariat (United Nations Framework Convention on Climate Change) became an official partner of the program in 2024.

After an initial success in 2024 – an AI-supported app against disinformation on social media – X-Creation once again turned its attention to current challenges in the reporting year. In addition, around 1,000 participants from over 140 partner organizations such as industrial customers, authorities, universities and NGOs came together at a digital event.

The participants developed more than 27 solutions, including the financing of municipal climate protection measures, the health ecosystem of the future, building efficiency and strengthening media literacy. In addition, the program resulted in two startups that deal with environmentally related technologies.

In 2026, the plan is to transform X Creation into a non-profit organization to further strengthen collaboration and innovation in the long term.

Enablement factor: potential CO_2e savings on the customer side

Since 2014, we have been analyzing the extent to which our ICT solutions can help reduce greenhouse gas emissions for customers. The calculations are based on data and assumptions on various usage scenarios – for example, how to avoid business travel by using Business-Conference solutions. Every year, we use modelled scenarios to determine the potential climate protection impact of our solutions on the customer side.

To measure progress, we determine the KPI “Enablement Factor”. It compares the potential CO_2e savings potential for customers to our own CO_2e footprint (Scope 1 to 3).

For Germany, an enablement factor of 6.09 was determined in 2025. This value describes the relationship between the potential savings effects of using our solutions and our own emissions. This means that for every ton of CO_2 that we cause in Germany by providing these products and solutions, there is a potential savings volume of approx. 6 tons of CO_2e on the customer side. The calculations are based on model assumptions and do not represent actual emission reductions.

Much of the potential savings on the customer side in Germany comes from:

- Home office and our business and video conferencing solutions,
- Cloud Computing and
- more powerful servers, more energy-efficient data centers, and higher infrastructure utilization.

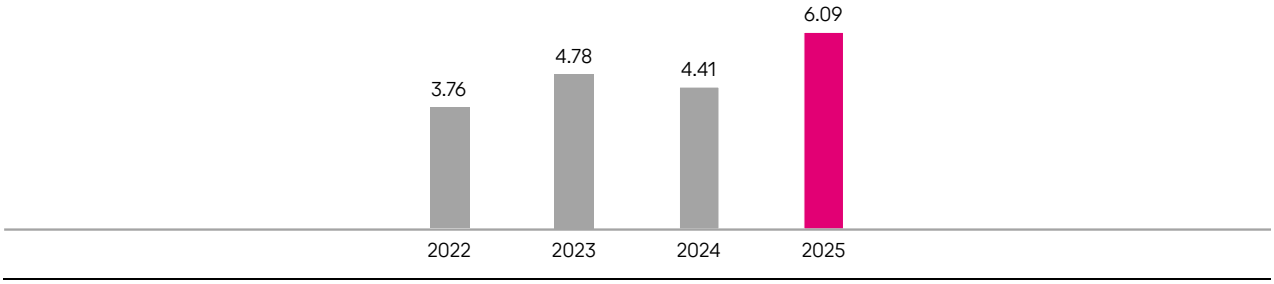
To ensure even greater transparency and comparability, we will continue to support the European Green Digital Coalition (EGDC) in developing an industry standard for calculating emission savings from ICT products in the reporting year.

KPI “Enablement Factor” Deutsche Telekom in Germany

The modelled, potential positive CO_2e effects that are made possible on the customer side by the use of our products and solutions amounted to a total of 23.5 million tons of CO_2e in Germany in the reporting year. This roughly corresponds to the average CO_2e footprint of the inhabitants of the cities of Munich and Frankfurt am Main combined. [a]

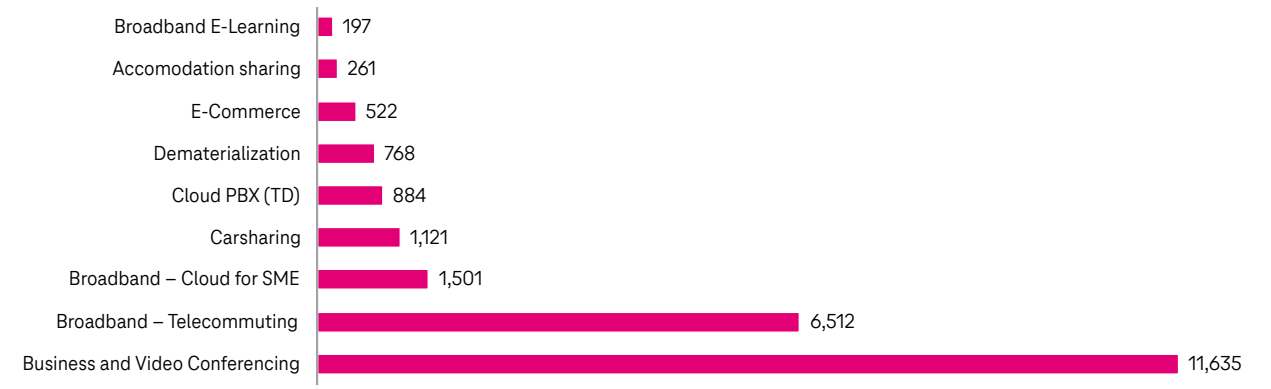
This results in an enablement factor of 6.09 for 2025. The enablement factor is thus higher than in the previous year (4.41). This development can be attributed to several influencing factors: These include higher sales volumes of selected digital solutions and changes in user behavior, for example due to increased working from home. In addition, lower Scope1, 2 and 3 emissions from Deutsche Telekom had an impact on the enablement factor.

Enablement factor from 2022 to 2025



Extract: Positive CO_2 effects facilitated for our customers

in kt CO_2e



For a comprehensive classification of Deutsche Telekom’s positive and negative impacts in connection with greenhouse gas emissions and energy consumption, please see “Climate change” in our audited Sustainability statement 2025.

AI development: focus on energy and resource requirements

Applications based on artificial intelligence (AI) have a particularly high energy and resource requirement. In order to support the development and use of AI that is as resource- and energy-efficient as possible, we developed and published nine principles for “green AI” in 2024. They provide guidance on how ecological aspects can be taken into account in the development of AI solutions. With these principles, we not only want to give our developers practical guidelines, but also provide impetus in the ICT industry. For example, the principles stipulate that AI models should be used multiple times and hardware equipment should be adapted to demand. At the same time, AI – used responsibly – can help to use energy more efficiently: For example, an AI-based solution for controlling cooling systems has been tested in regular operation at the data center in Magdeburg since 2025. In the test phase, an efficiency potential of up to 33 % was shown under the conditions under consideration in terms of cooling-related energy consumption compared to the initial operation. For more information, see Energy here in the CR report.

[a] The calculation is based on the average CO_2 footprint of a German according to the Federal Environment Agency 2025 and the population of major German cities.

Looking ahead

From 2026 onwards, we will further develop our impact measurement in order to methodologically sharpen product-related emission calculations and link them to the PCF-Tool. In doing so, we examine alignment with recognized standards, such as the ISO standards (International Organization for Standardization) and recommendations of the International Telecommunication Union (ITU).

At the same time, “green AI” continues to gain in importance for us. One example is the AI factory in Munich, which opened in 2026. The AI factory is supplied with electricity from renewable energies. In the AI factory, business customers can, among other things, operate so-called digital twins, which can be used to virtually map, simulate and further develop production lines or entire factories before real-world projects are implemented. Such applications can help to make processes more efficient and reduce resource consumption and emissions.

Deep Dive for Experts

Management & Frameworks

- Our nine principles for “green AI” are intended to provide our developers with guidance on how AI solutions can be developed and used from an ecological point of view. They are intended to show a way in which we can counter risks – such as a significantly increasing GHG footprint – at an early stage.
- Our packaging guideline is part of the “Standard Design” specifications, which also include ecological requirements for product components and design. All manufacturers must meet these criteria when developing telecom devices.
- Certificate of testing and validation of the Impact Measurement & Evaluation Process (IMEP) by TÜV Rheinland (only available in German).

Sustainability-related products and their share of total sales

- Since 2014, we have been determining the share of sustainability-related products in total sales. The methodology takes into account ecological and social criteria. Detailed information on the methodology can be found here.

Relevant Standards

Global Reporting Initiative (GRI)

- GRI 302–5 (Reduction of energy requirements for products and services)

Task Force on Climate-related Financial Disclosures (TCFD)

- The most important key figures for measuring and managing climate-related opportunities and risks

Other sources of information on impact measurement

ⓘ #GreenMagenta and #GoodMagenta

ⓘ Products and initiatives with #GreenMagenta and #GoodMagenta

ⓘ Our contribution to the SDGs

Analysis of selected sustainability-related products

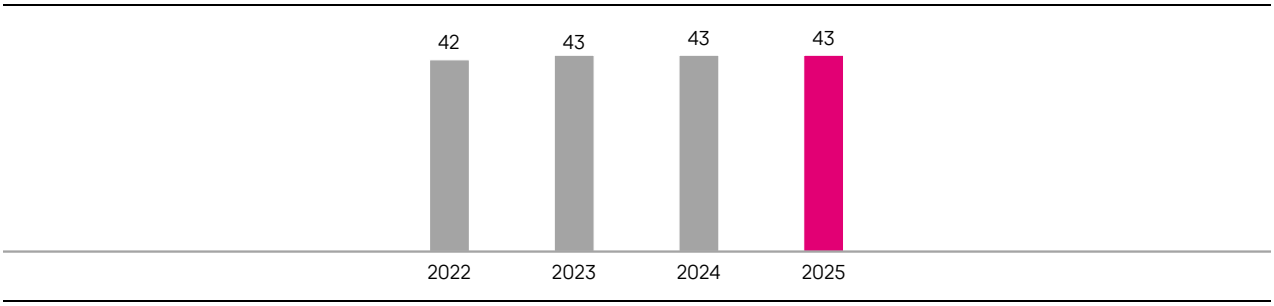
Products that take environmental or social aspects into account at different stages of their life cycle are of strategic importance to Deutsche Telekom. However, there is still no industry-wide standard that provides comparable sustainability information on ICT products and services. We therefore consider corresponding aspects with the help of our own analysis method. Among other things, this examines aspects of product safety and recyclability. In this way, we want to create transparency at the portfolio level and supplement our impact measurement with a sales-related view.

Measuring progress 2025: analysis of selected products

We use the KPI "Share of revenue with sustainability relevance" to determine how much revenue we generate (excluding T-Mobile US) from products that, based on our analysis, have no or low probability of environmental or social risks and can make a potential positive environmental or social contribution.

KPI "Share of revenue with sustainability relevance"

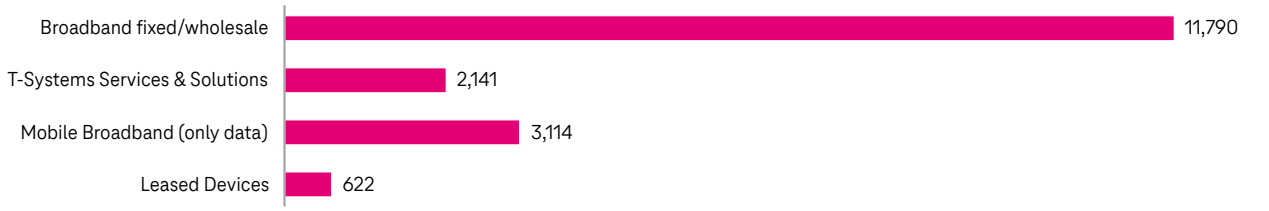
in %



In the reporting year, the share was 43 %, as in the previous year. For the calculation of the KPI "Share of revenue with sustainability relevance", a total of 37 products and solutions were examined in detail in 2025 (2024: 37).

Extract: Share of revenue with sustainability relevance per product

in million €



The determination of sales for individual product clusters is partly based on assumptions.

The products and solutions examined are divided into four product clusters:

- **Broadband (fixed)/wholesale**: Revenues from fixed-line broadband services as well as from wholesale and wholesale business for residential and business customers.
- **T-Systems Services & Solutions**: Revenues from infrastructure and cloud services as well as from selected industry-specific solutions for business customers.
- **Mobile Broadband (data only):** Revenues from mobile data services without voice components for private and business customers.
- **Leased devices**: Revenues from the rental of mobile and fixed-line terminals, as they are also taken into account in the context of the EU taxonomy.

The following criteria apply to the calculation of the KPI: A product can only be considered if, according to our analysis, it has a very low probability of having one of the seven risks defined by us in the production and application phase.

These risks include: pollution in the manufacture of ICT products; avoidable, non-recyclable e-waste; ethically unacceptable working conditions; use of conflict minerals in the production phase; social exclusion; radiation and health effects; Information security.

In addition, a product is only considered if at least one of five environmental or social characteristics can be assigned to it on the basis of our analysis: reduced energy consumption in the production and/or application phase; a potential reduction in CO_2 emissions; approaches to the circular economy; a reduction in the amount of time spent; as well as the support of social participation.

Economic aspects, such as cost savings, have no influence on the allocation of products in the context of the KPI survey.

In line with the logic of the EU taxonomy, we have also included revenue from the rental of terminal equipment in the fixed-network sector since 2023. These account for about two percent of the total value. In the case of mobile broadband revenues, data and voice revenues can only be separated to a limited extent. The crediting is therefore based on assumptions. The background to this consideration is that the EU Taxonomy Regulation still did not reflect significant parts of our service-based business model in the reporting year.

Basis for the assessment
Fiscal year 2025, excluding the U.S.

Criteria for scope of assessment

In the scope of assessment

Region
Europe

Services
- Market-oriented core products for B2C and B2B (including B2G)
- Broadband for fixed, mobile and wholesale
- TV
- Value-added services
- Market-oriented non-core products for B2C and B2B, e.g., hosting services
- Enterprise solutions for B2B (including B2G)

Physical products
- ICT infrastructures, such as data centers
- Rented devices, such as routers

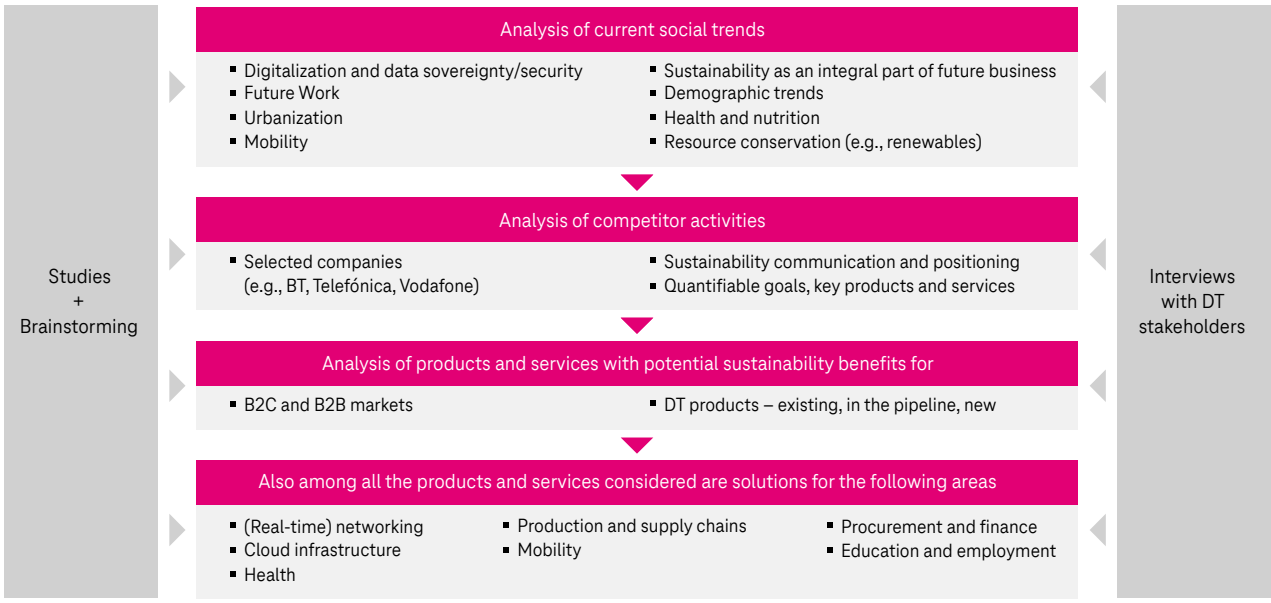
Outside the scope of assessment

Region
USA

Services
- Internal services, e.g., consulting, facility management or transactions with national subsidiaries
- Financial assets

Physical products
- Physical facilities needed to perform business functions, such as buildings

Analysis and evaluation basis for sustainability-related products and services



Operational resource protection: environmentally conscious in everyday work

Resource conservation begins in everyday work: where we use energy, occupy space and consume materials. Accordingly, since the 1990s, we have been looking not only at the environmental impact of our network operations and our product portfolio, but also at the operation of our offices, canteens and telecom shops – from heating and hot water systems to electricity and water consumption to paper, office supplies and food. Biodiversity also plays a role in this: we take it into account wherever it is relevant in connection with our business activities – in the immediate vicinity of our sites as well as along the upstream value chain.

Further information on the topics of recycling and waste reduction can be found here in the CR report under Circular economy, on the topic of energy consumption under Energy and on our climate targets under Climate protection.

Milestones achieved, ongoing projects and goals

We sent the first online invoice over 25 years ago to reduce our paper consumption. Since then, we have been continuously developing our approaches to operational resource conservation.

Where we come from

1998 We introduced a management system in accordance with EN ISO 14001 to control environmental impacts.

2000 We introduced online invoices as an alternative to paper form.

2014 For the first time, we examined the impact of our business activities on biodiversity, including the upstream value chain.

2018 For the first time, we set up digitally networked beehives at some Telekom locations in Germany and created flowering meadows and insect hotels.

2018 We decided to only procure office paper with the environmental certification “Blue Angel”.

2018 We introduced the “RECUP” deposit cup nationwide in all fully operated canteens at Deutsche Telekom locations in Germany.

2021 We expanded the deposit system in German canteens to include reusable bowls (“REBOWL”).

2022 We achieved the Group-wide target of planting 100,000 trees.

2023 We again analyzed the impact of our operations on biodiversity, using the parameters of the ENCORE (Exploring Natural Capital Opportunities, Risks and Exposure) tool.

2023 We took on a nature sponsorship in the “Magenta Blossom” project in the Cologne/Bonn area and created flowering islands for bees, beetles and butterflies.

2023 We revised our environmental guidance and made adjustments with regard to the circular economy, biodiversity and building infrastructure, for example.

2024 We conducted a biodiversity assessment of the mobile communications industry together with the industry association GSMA.

2024 We introduced Ecosia as the Group's default search engine across the Group, supporting Ecosia's reforestation programs.

Where we stand in the reporting year

2025 In Germany, we will have installed 18 large heat pumps and 80 small heat pumps by the end of 2025.

2025 In the reporting year, we reduced greenhouse gas emissions from our operations (Scope 1 and 2) by more than 94 %. Remaining emissions were neutralized via high-quality CO_2 sequestration projects. In this way, we made the Group greenhouse gas-neutral in terms of its own operations. Important levers for reducing greenhouse gas emissions in our own operations were the modernization of our buildings and the optimization of space utilization.

Where we want to go

By 2030 we aim to reduce CO_2e emissions by 55 % in absolute terms across Scopes 1–3 compared to 2020. According to our Climate Transition Plan, the modernization of buildings and space optimization are important levers for further reducing Scope 1 emissions.

2040 We want to achieve net-zero emissions along the entire value chain – across all three scopes. To achieve this, it is necessary to reduce emissions by at least 90 % compared to 2020. Only up to 10 % may be neutralized via high-quality projects that bind CO_2e from the atmosphere.

Our approach

We pursue various concepts for improving resource efficiency in the workplace – we take into account the energy consumption and space utilization of our buildings as well as water and paper consumption. Like the topic of circular economy, operational resource conservation is also organized in accordance with our International Waste Management Framework (excluding T-Mobile US). We also take biodiversity into account where it is relevant to our business operations – especially along the upstream value chain (more information below).

In 2025, we made 87 % of all customer invoices available electronically across the Group.

Building operation: energy and emissions at a glance

The operation of our own sites (including heating, cooling and power supply) requires energy and generates greenhouse gas (GHG) emissions. Overall, we obtain more than 90 % of our total Group-wide energy requirements from renewable energies. We break down our energy consumption in detail in our audited Sustainability statement 2025.

Conventional energy sources such as natural gas are only used to a limited extent, for example for heating systems. In line with our climate transition plan, we are gradually converting our heating systems. Among other things, heat pumps are used: In Germany, a total of 18 large heat pumps and 80 small heat pumps were installed by the end of 2025. In combination with the purchase of electricity from renewable energies, for example from long-term supply contracts (PPAs), this can help to reduce CO_2 emissions and lower operating costs.

HVO100 is used to a limited extent in Germany as a bridging technology to reduce the remaining fossil fuel content in existing heating systems. HVO100 is made from waste and residues and contributes to the reduction of CO_2 emissions compared to conventional heating oil. The use is limited to technically suitable oil heating systems; in 2025, 71 locations were converted accordingly. The share of HVO100 in the relevant heating oil consumption in Germany was 19.7 % in 2025.

In addition, we are driving forward intelligent building control. With the help of sensors, we collect data on temperature, humidity, occupancy and energy consumption in real time. On this basis and with the support of artificial intelligence (AI), we dynamically adapt the building technology. We have already tested the intelligent building control system at various locations in Bonn, Hanover,

Mannheim and Athens. Savings of around 20 % CO_2e were observed compared to the initial operation. In addition, we raise awareness among our employees about saving energy with campaigns.

Internationally, we implemented various operational measures to optimize energy in the reporting year, including adjustments to major sites and temporary night-time shutdowns of advertising pylons. Simulations showed that in many cases technical systems can be operated reliably even with reduced output.

We describe the measures we are implementing specifically in Germany for energy-efficient building use in the "Deep Dive" at the bottom of this page.

Certified Buildings

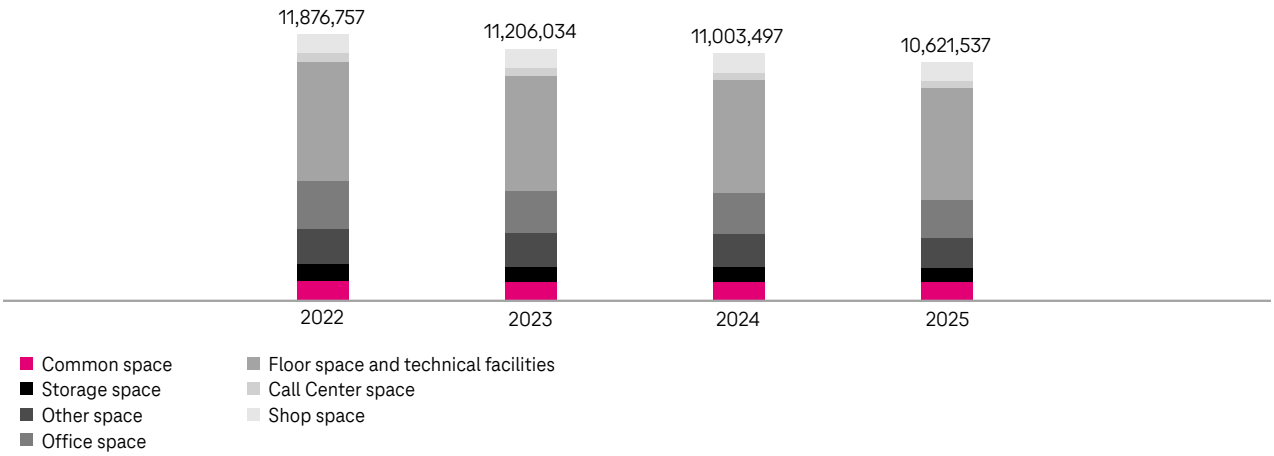
Deutsche Telekom uses around 10.6 million square meters of building space across the Group. In 2025, more than 583,000 square meters of these were certified according to the LEED (Leadership in Energy and Environmental Design) or BREEAM (Building Research Establishment Environmental Assessment Method) certification systems for sustainable building. Around 900,000 square meters met the criteria of a sustainable building standard, but did not go through the formal certification process.

Optimized use of space

Reducing vacancies through space reduction and better space utilization are also important levers for reducing energy consumption and GHG emissions. To this end, we forecast our future demand for office space and test new, more flexible room and office concepts. We reduce space that is no longer needed – for example, by subletting it out. With a total of around 10.6 million square meters, the total of our used space has again fallen slightly compared to the previous year (11 million square meters).

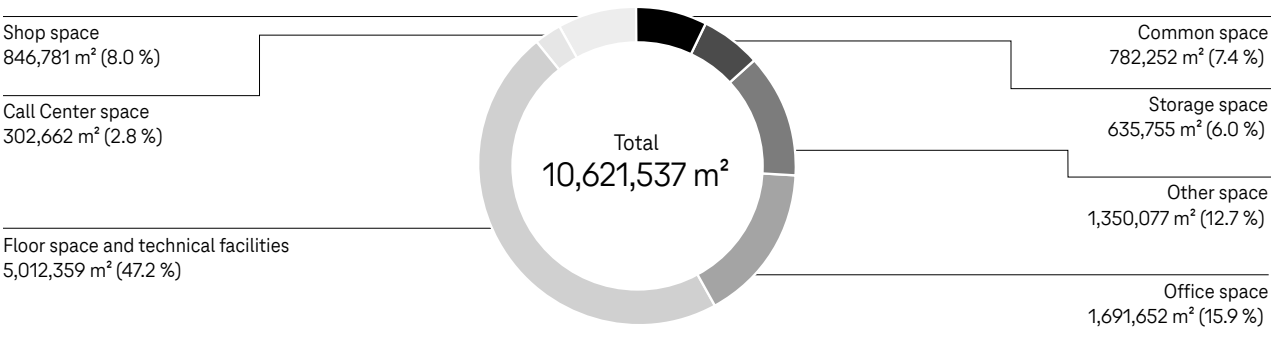
Land use

in m^2



Land use 2025

in m^2



Less paper consumption in offices and shops

We have reduced our paper consumption in recent years by consistently switching to digital processes. Wherever possible, documents such as invoices, flyers and customer communication are made available digitally throughout the Group – both in centrally controlled customer contact and directly in our shops. Internal processes such as sick notes or travel expense reports can also be handled paperless and digitally via an employee app.

We have also introduced print-on-demand systems, i.e., printing on demand and on demand. This has many advantages: Quick start guides are printed on an order-by-order basis and do not have to be pre-produced, transported and stored. Changes to information sheets for our customers can be implemented at short notice – and there are no large quantities of outdated documents that have to be destroyed.

Water consumption at a low level

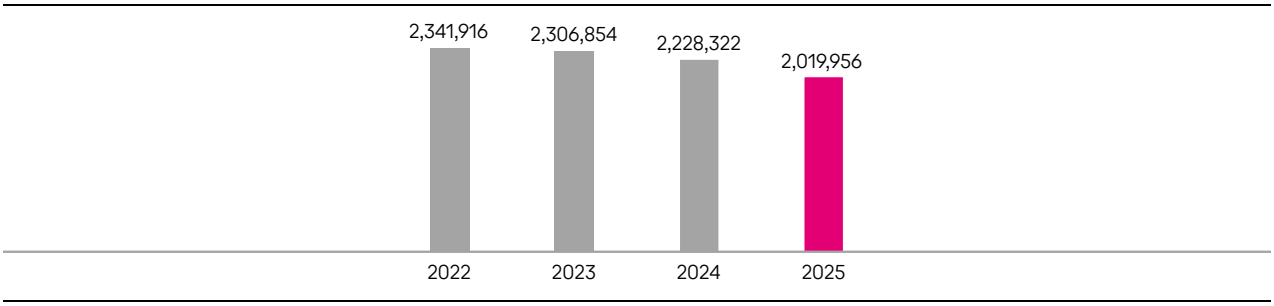
As a service company, our water consumption is mainly incurred in office locations and is low overall. Water used to cool data centers, for example, is not considered water consumption in the narrower sense: it is used in the cooling process and then returned to the water cycle. These uses are subject to official approvals, in which possible effects on the affected waters are examined.

As part of our materiality analysis and the ENCORE (Exploring Natural Capital Opportunities, Risks and Exposure) analysis in 2023, no material dependencies on water resources (e.g., ground or surface water and water quality) were identified for our own operations. Our sites are generally not located in water-stress areas. Water is also not a key influencing factor along our supply chains. Against this background, water is not one of the main topics of our CRM management.

Nevertheless, our environmental policy includes reducing our water consumption. In the reporting year, Group-wide water consumption fell by 9.4 %.

Water consumption 2025

in m^3



Conservation of biodiversity

One of the main causes of biodiversity loss and species extinction is the increasing use of land by industry, agriculture and transport. In 2022, we specified in a statement on the preservation of biodiversity and protection against deforestation how we intend to make our contribution to the preservation of biodiversity and forests.

In 2023, we last analyzed our impact on biodiversity and our dependence on ecosystem services. The basis for this was the parameters of the ENCORE tool. The application supports companies in better understanding and assessing natural capital risks. As part of the analysis, both potential positive and negative impacts of Deutsche Telekom's business activities along the upstream and downstream value chain were considered. Among other things, aspects such as deforestation, species protection and the protection of oceans and other ecosystems were taken into account.

Our analysis showed that our business activities have an impact on biodiversity, especially in the upstream value chain. That is why we expect our suppliers to comply with our environmental principles, which we regularly check on site. In 2024, we also conducted a biodiversity study together with the industry association GSMA, which examined the impact of the mobile industry.

Biodiversity is currently not an immediately material issue for Deutsche Telekom's own business operations. As a telecommunications company, we need little space compared to companies in many other industries. At the same time, we are aware that even comparatively low land use can influence local ecosystems. At suitable locations, we therefore implement measures such as the creation of flower strips or mini-forests. They are intended to help promote biodiversity in the immediate vicinity of our sites.

Our approaches to the circular economy are also closely linked to the topic of biodiversity. Circular solutions can help to relieve ecosystems – for example, by avoiding or reducing waste and pollutants. As part of our circular economy initiatives, we support projects aimed at reducing e-waste and protecting ecosystems, such as the "Pass back, Brother!" program of the Jane Goodall Institute in Hungary. In addition, our employees are involved in other initiatives to reduce environmental pollution, for example in Greece in cooperation with the environmental organization ENALEIA. We also offer a digital solution for monitoring beehives.

Looking ahead

In line with our climate transition plan, we aim to further reduce GHG emissions from our building operations over the next few years. In doing so, we continue to focus on the switch to heat pumps and the use of AI-supported building control.

Deep Dive for Experts

Management & Frameworks

- For the German-speaking region (DACH), the GSUS (Group Supply Services) department is responsible for the central management and implementation of measures in the building sector. In other countries, this is coordinated decentrally by the respective national teams.
- Responsibility for the topic of biodiversity lies with the GCR (Group Corporate Responsibility) department. She monitors relevant developments, analyzes risks and opportunities, and develops the overarching strategy with which we want to promote the protection of biodiversity in line with the company's goals.

Measures in building operation in Germany

In Germany, we are implementing the following measures in the areas of energy management, heating and hot water, electricity, and smarter buildings and innovations, among others:

Energy management

- In order to identify anomalies in energy consumption, we compare similar buildings with each other. For this purpose, we use key figures such as "kilowatt hours per square meter". In addition, we analyze the temporal course of energy absorption (the so-called load profile) of individual buildings in order to avoid load peaks and optimize energy use.
- With the help of communication measures, we sensitize our employees to the conscious use of energy.
- During construction and renovation work on the building envelope, we pay attention to energy efficiency, among other things through the combination of heat pumps and Smart Building Control.

Since 2025, a total of eleven Group companies, each with an annual energy consumption of more than 7.5 GWh, have been certified according to the international standard DIN EN ISO 50001. For associated companies with lower energy consumption (less than 7.5 GWh per year), we carry out energy audits in accordance with DIN EN 16247 every four years.

Heating and hot water

- Energetic optimization of central heating systems (e.g., by replacing outdated burner technologies)
- Renewal of heat generators and associated hydraulic components (such as pumps or valves)
- Use of waste heat (e.g., through the use of heat recovery systems)
- Use of combined heat and power (e.g., through combined heat and power plants or district heating)
- Reduction of supply losses in hot water heating (e.g., by switching to decentralized systems)

Electricity

- Use of LED lighting and motion detectors
- Switching off light sources (e.g., advertising pylons) at night
- More accurate regulation of room temperature in our grid infrastructure
- Use of efficient building technology (e.g., high-efficiency pumps, frequency-controlled motors for ventilation systems)
- Optimization of pre-programmed usage profiles (e.g., through absence profiles)
- Use of efficient building automation systems

Smarter Buildings and Innovations

- Use of sensors to actively adjust indoor temperatures in buildings in real time
- Use of so-called predictive maintenance for the maintenance and troubleshooting of elevators
- Predictive, weather-dependent control of the building technology
- Thermal and fluid dynamics building simulation to improve structural design and building technology efficiency
- Use of sensors to collect land use data; on the basis of this data, we optimize the energy consumption and profitability of our shops across the board

Further sources of information on operational resource protection

ⓘ Environmental Guidance

ⓘ International Waste Management Framework in the Group

Mobility: expansion of the electric fleet and charging infrastructure

Mobility is an important lever for achieving Deutsche Telekom's Group-wide climate targets. That is why we are working intensively on how mobility can be made fit for the future. The electrification and reduction of our vehicle fleet is one of Deutsche Telekom's key measures to reduce greenhouse gas emissions in its own operations. That is why, since 2023, we have been purchasing new company vehicles in Germany only with electric drive and are continuing to develop the charging infrastructure at our locations.

More detailed information on our climate targets and mobility as a lever in our climate transition plan can be found in our audited Sustainability statement 2025.

Milestones achieved, ongoing projects and goals

We have been dealing with the environmental and climate impacts of mobility for 30 years. In the meantime, we are working intensively on how mobility can be further developed in our own operations – with a clear focus on the electrification of our vehicle fleet and on the smart interaction of existing and new mobility services.

Where we come from

1995 For the first time, we set ourselves a target for reducing the pollutant emissions of Deutsche Telekom's vehicle fleet in Germany. By the year 2000, pollutant emissions should be reduced by around 25 %.

2000 We reduced the pollutant emissions of our vehicle fleet in Germany by 25 % compared to 1995, thus achieving the target set five years earlier.

2002 We started eco-driving training for our employees in Germany.

2010 We introduced the "Green Car Policy" for drivers of company vehicles in Germany. A CO_2 bonus/malus system provided incentives for the choice of lower-CO_2 drives.

2015 Employees in Germany were able to purchase a bicycle or e-bike for the first time as part of a salary conversion. The offer was aimed at enabling low-emission and health-promoting forms of mobility.

2018 Our subsidiary Comfortcharge began to build and operate e-charging infrastructure at Deutsche Telekom locations throughout Germany.

2021 For the procurement of new vehicles in Germany, we set an upper limit for CO_2 emissions of 95 g/km.

2022 T-Systems decided to convert its business vehicle fleet to electric cars worldwide. Since then, only electric cars have been permitted for new orders.

2023 In the Car Policy for Germany, we stipulated that only company vehicles with electric drive may be ordered.

Where we stand in the reporting year

2025

At the end of 2025, more than 50 % of company vehicles and around 10 % of company vehicles across the Group had an electric drive. In Germany, it was 40 % of company cars and 10 % of company cars.

2025

In the reporting year, we reduced greenhouse gas emissions from our operations (Scope 1 and 2) by more than 94 %. Remaining emissions were neutralized via high-quality CO_2 sequestration projects. This means that the Group is greenhouse gas-neutral in its own operations. The electrification and reduction of our vehicle fleet are an important lever for reducing greenhouse gas emissions in our own operations.

Where we want to go

2040

We aim to 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 compared to 2020; only up to 10 % may be neutralized via high-quality projects that bind CO_2e from the atmosphere. Electrification and the reduction of our vehicle fleet will also be important levers here.

Our mobility strategy

The transport turnaround is changing how mobility is thought of and organized. When it comes to mobility, we focus primarily on our own company. In Germany, our mobility strategy provides the framework. It is based on three pillars:

Diverse mobility in your own company: Development of a fleet with lower-emission drives, which also includes micromobility forms such as bicycles and e-scooters for business trips.

Digital services: App-based car-sharing and shuttle services as well as the Telekom Car App for the company's own fleet, which bundles various functions, e.g., charging station and workshop search or roadside assistance.

Networked mobility: The linking of our mobility offers in order to bring together different modes of transport and forms of use for one's own business operations.

Company and company vehicles: focus on e-drives

Three factors have a significant influence on the level of our mobility-related greenhouse gas (GHG) emissions: the average number of combustion vehicles, the annual mileage and the associated fuel consumption. For many years, we have been addressing these influencing factors in a targeted manner as part of our fleet management. In the reporting year, GHG emissions from the Group-wide vehicle fleet fell by around 14,000 tons of CO_2e from a stock of around 29,000 vehicles. To calculate the reduction, we have put the total GHG emissions emitted by our fleet in relation to the total value of the previous year. We achieved this reduction mainly through the ongoing switch to alternative drive types and the associated decline in fuel consumption.

Of the approximately 9,000 company vehicles currently registered across the Group, 40 % are electric vehicles; another 15 % have an alternative drive system, including gas and hybrid vehicles. The proportion of electric drives is also increasing among the approximately 21,000 company vehicles, such as vehicles for the field service of technicians. In 2025, 10 % of company vehicles were electrically powered (previous year: 3 %). In Greece, for example, we made further progress in the reporting year: at the end of 2025, approximately 900 electric services vehicles were in use, which contributed significantly to a share of electric vehicles of around 33 % of the service vehicle fleet there. At the same time, we face greater challenges with our company vehicles than with company vehicles, for example in terms of available vehicle types, equipment, delivery capacities and charging infrastructure. That is why we are not only setting up more charging stations at our locations, but are also working to create charging facilities at our technicians' homes – so that they can start work from their homes without restrictions.

3,382 fewer combustion engines group-wide compared to the previous year

11 % less fuel consumed compared to the previous year

More than 10,700 bicycles and e-bikes leased by employees in Germany

Our fleet in figures: lower fuel consumption, more electric vehicles

The total number of our vehicles fell in 2025 compared to the previous year. The majority of our fleet continues to be diesel-powered, but we were able to reduce it again by 15 % in the reporting year. At the same time, we increased the total number of vehicles with alternative and electric drives by around 63 % in the reporting year compared to 2024.

Number

	2025	2024	2023	2022
Total	**29,277**	**29,916**	**30,090**	**30,816**
Vehicles with diesel engines	17,733	20,909	22,080	23,256
Vehicles with gas engines	4,446	4,652	5,002	5,197
Electric vehicles	5,451	2,615	1,430	711
Alternative fuel vehicles [a]	1,646	1,740	1,578	1,652
Company cars	8,767	9,214	9,415	9,497
Service vehicles	20,510	20,702	20,675	21,319

[a] This includes e.g. gas and hybrid vehicles.

The fuel consumption of our vehicle fleet fell again in the reporting year. Overall, it fell by around 11 % in 2025. It fell by 7 % for service vehicles and by 21 % for company cars.

in liter

	2025	2024	2023	2022
Fuel consumption (total)	**38,483,542**	**43,457,118**	**45,796,157**	**48,423,063**
Fuel consumption by diesel-powered vehicles	25,221,025	29,599,525	30,611,576	30,886,569
Fuel consumption by gasoline-powered vehicles	12,659,335	13,385,894	14,658,228	17,005,345
Fuel consumption by vehicles with alternative drives	603,181	471,698	526,353	531,150
Fuel consumption by company cars	10,209,274	12,999,592	14,402,330	14,634,852
Fuel consumption by service vehicles	28,274,268	30,457,525	31,393,827	33,788,211

Data is partly based on estimates, assumptions and projections. Some of the data originates from external service providers.

Since 2025, the diesel vehicles in our entire fleet in Germany can be refueled with the synthetic diesel fuel HVO100 if possible. HVO100 stands for Hydrotreated Vegetable Oil and refers to a synthetic diesel fuel. It is made from biogenic residues, for example from used cooking oils or other organic waste that is no longer used for food production. The fuel has a different chemical structure than conventional diesel, but can be used in many existing diesel engines. We are using HVO100 as a temporary solution because a short-term complete conversion of the fleet to electric vehicles is currently not possible in all areas of application for organizational and business reasons. The aim is to operate the diesel vehicles still in operation with as few emissions as possible during their remaining service life.

Nimble on two wheels

Since 2022, our service technicians in Germany have been using e-scooters for shorter and medium distances, especially in urban conurbations with difficult parking situations. Since 2024, the scooters have also been used by technicians who take care of fiber optic expansion in major cities and the maintenance of mobile antennas along ICE routes and at major events. There are now 70 scooters in use throughout Germany.

Our employees in Germany have been able to lease a bicycle or e-bike since 2015. In the reporting period, more than 10,768 bicycles were leased via this model.

Telekom Car Sharing

Telekom Carsharing is a mobility service from Telekom MobilitySolutions. Deutsche Telekom employees can use the app to book vehicles for private or business trips at over 30 stations in Germany. The offer is organized entirely digitally.

E-mobility: charging infrastructure at our sites and beyond

An efficient charging infrastructure is the prerequisite for electromobility to arrive in everyday life. Since 2018, our subsidiary Comfortcharge GmbH has been building and operating fast charging stations at Deutsche Telekom locations throughout Germany. They are publicly accessible and make it possible to recharge electric vehicles in around ten minutes with additional energy for about 100 kilometers. How much range is actually achieved depends, among other things, on the type of vehicle, the state of charge and the respective framework conditions.

Comfortcharge operated around 300 fast-charging stations
at our locations in 2025.

Comfortcharge operated a total of around 750 charging systems (including normal charging stations up to 22 kW)
for charging company, business and employee vehicles at our sites in 2025.

Charging infrastructure for cities, regions and companies
We support cities, regions and companies in building and operating charging infrastructure. Our range of services includes planning, construction, installation and service. In addition to the necessary hardware, the software for the operation of the charging stations and for end customer management is also part of the solution.

In addition to the charging points operated by Comfortcharge at our own Telekom locations, we installed more than 2,700 e-charging stations worldwide in 2025 – around 500 more than in the previous year. The new stations were built as part of charging infrastructure projects for cities, regions and companies.

Number

	2025	2024	2023	2022
eMobility charging stations installed	**2,723**	**2,174**	**698**	**854**
Standard charging stations (≤ 22 kW)	**2,355**	**1,804**	**645**	**653**
Wall-mounted standard eCharging stations	506	429	386	296
Detached mounted standard eCharging stations (outdoor)	1,849	1,375	259	357
HighPower charging stations (> 22 kW)	**368**	**370**	**53**	**201**
Detached mounted high power eCharging stations (outdoor)	368	370	53	201

Technicians in action for e-mobility

Our partners – energy suppliers, electronics retailers, hardware and automotive manufacturers as well as providers of fleet solutions – and their customers benefit from the services of Deutsche Telekom Außendienst GmbH (DTA): It provides qualified technicians throughout Germany who carry out various mobility services on site at the customer's premises. More than 50 partners offer various eMobility services with the help of Technical Service. This includes services such as the installation of charging equipment as well as their fault clearance and maintenance.

- DTA carried out around 6,500 eMobility orders in 2025.

Looking ahead

Mobility is an important lever for achieving our climate targets. For this reason, we are consistently pushing ahead with the expansion of the charging infrastructure for our own fleet and beyond and creating mobility services that combine different forms of use.

Employee initiatives: working for a more sustainable future

Smart textile collection containers, upcycling of old advertising banners, a search engine that plants trees: all these projects – and many more – have been implemented in recent years at the suggestion of employees at Deutsche Telekom. Numerous colleagues around the world are involved in various initiatives and programs that address ecological issues or support local environmental initiatives. The commitment of our employees is an expression of a corporate culture that offers room for personal initiative and addresses sustainability issues related to our CR strategy.

Our employees are not only committed to the environment and climate, but also to social issues. You can find more about this here in the CR report on the Social engagement overview page and in more detail under Volunteering and financial commitment.

Milestones achieved, ongoing projects and goals

Since 2018, Deutsche Telekom has had official sustainability ambassadors – the "Green Pioneers". In the meantime, more than 300 employees are involved.

Where we come from

2018 The internal initiative "Stop wasting, start caring" was launched. It bundled existing and new projects to conserve resources in the workplace.

2018 The "Stop wasting, start caring" initiative gave rise to the internal sustainability ambassadors Green Pioneers. Their goal: to bring a wide range of ideas for improvements into the company.

2019 At the official launch of the Green Pioneers, they defined ten focus topics for their work, which are oriented towards their core business, including paper consumption and mobile phone collection campaigns.

2023 On the initiative of the Green Pioneers and our HR teams, our employees planted mini-forests ("Magenta Pocket Forests") at various locations in Germany.

2024 Up to this point, around 300 employees had been involved in the Green Pioneers.

2024 The Green Pioneers shared their knowledge with colleagues during our "Learning from Experts (LEX)" sessions.

2024 On the initiative of the Green Pioneers, Ecosia was set up as the default search engine on all Telekom computers. Ecosia uses its profits to finance reforestation projects.

Where we stand in the reporting year

2025 First ambassadors expand the Green Pioneers initiative to Mexico.

2025 Since the introduction of Ecosia as the group-wide default search engine in 2024, usage has increased significantly. In total, more than 25 million search queries had been carried out across the Group via Ecosia by the end of 2025. Ecosia uses its own proceeds to finance reforestation projects.

2025 On various occasions, such as Deutsche Telekom's 30th anniversary, the Green Pioneers process disused Telekom advertising banners into new bags and other utensils in upcycling campaigns. They donate the proceeds from the sale to a good cause.

Where we want to go

Ongoing The Green Pioneers are increasingly expanding their activities: Internationally, our sustainability ambassadors are networking more and more and are also exchanging ideas across countries and companies.

Green Pioneers: impulses for more sustainability in everyday working life

As internal sustainability ambassadors, the Green Pioneers are on the lookout for potential for improvement and initiate measures around topics such as resource conservation, circular economy, biodiversity and mobility. Whether it is swap meets, planting and garbage collection campaigns or an in-house carpooling service: With their initiatives, the Green Pioneers create concrete points of contact for colleagues to integrate sustainability into their own everyday work – for example, by offering the opportunity to order second-hand office supplies. In this way, existing materials can continue to be used across locations and unnecessary new purchases can be avoided. In 2025, the central office supplies warehouse in Bonn processed over 160 internal orders for used office supplies.

On the initiative of the Green Pioneers, we have set up the Ecosia 2024 search engine as the standard on all Deutsche Telekom computers for daily online searches. Ecosia uses its own proceeds to finance reforestation projects. By the end of the reporting year, more than 25 million searches had been carried out via Ecosia across the Group. According to the search engine operator, this corresponds to a contribution to the planting of over 500,000 trees.

The Green Pioneers also set impulses away from everyday office life. This is how her commitment gave rise to the idea of shredding cardboard boxes generated in logistics in Germany and reusing them as filling material. In the reporting year, the Green Pioneers implemented several upcycling projects, among other things, in which disused Telekom advertising banners made of PVC and polyester were sewn into everyday products such as bags, baskets and aprons. The products were offered through an online auction and a local bazaar. The proceeds of EUR 10,000 went to the organizations Ein Herz für Kinder e.V. and One Earth – One Ocean.

In Germany, for example, the Green Pioneers are currently involved in about 60 locations and in more than 30 working groups. Depending on their location, interests and know-how, they join together to form thematic or regional “hubs”. In some areas, we support their commitment with a small amount of time.

Smart technology for textile recycling

The Green Pioneers are also dedicated to the topic of textile recycling. In Germany, smart textile containers have been set up at around 40 locations since 2021 on her initiative to collect disused work clothing and other clothing with the Telekom logo, e.g., from our Love Magenta store. IoT (“Internet of Things”) technology is installed in the special collection containers, which displays the level of textiles in the Telekom cloud. This allows us to see when the containers are full and avoid unnecessary trips to empty them. The collected textiles are then professionally recycled. What was initially conceived as a pilot project has now become a regular process. As a result, all Telekom Deutschland employees now have the opportunity to hand in disused Telekom textiles. Since 2024, the concept has also been implemented in Austria.

The commitment of the Green Pioneers in numbers

More than 300 Green Pioneers in Germany and internationally.

More than 25 million search queries via the Ecosia search engine, which uses the profits to support reforestation projects.

Green Pioneers are currently implementing projects in five countries.

Promoting knowledge sharing

The Green Pioneers have extensive knowledge that they pass on as multipliers – including at team meetings, divisional meetings, works meetings or summer parties. In doing so, they provide information in various formats about a more sustainable (working) everyday life. Experts from T-Systems also contribute their expertise and perspectives on sustainability topics, for example in the so-called “Green Talks”. In the reporting year, the topics of the circular economy, opportunities for personal commitment and sustainability training were on the agenda. In addition, T-Systems employees can deepen their knowledge of climate change with the help of creative methods, such as in the “Climate Fresk” workshop.

Greece: collecting marine litter

Deutsche Telekom employees are also active in environmental protection away from the Green Pioneers: for example, together with the environmental organization ENALEIA in the COSMOTE BLUE initiative, which was successfully completed in 2025. The focus of the three-year initiative was on dealing with plastic waste in the Mediterranean Sea around Greece. In cooperation with local fishermen, the organizers of ENALEIA and employees of our Greek subsidiary collected marine waste during regular fishing trips and temporarily stored it in containers provided in the ports. In addition, ENALEIA organized further clean-up campaigns in particularly heavily polluted areas. The collected materials were then handed over to certified waste disposal and recycling companies. Over the course of the project, more than 94 tons of waste were collected, of which 54.6 tons were recycled and processed into new products, according to the project partner. Another component of the initiative was an accompanying training program for fishermen: ENALEIA sensitized more than 300 participants to responsible fishing and how to deal with marine litter as part of their daily work.

Looking ahead

For seven years now, the Green Pioneers in Germany have stood for a joint commitment of employees that provides impetus for sustainability in everyday work. In the future, international exchange will also become increasingly important – in order to share experiences, learn from each other and get to know different approaches.

Deep Dive for Experts

Management & Frameworks

The “Group Corporate Responsibility” (GCR) department organizes meetings, lectures and activities for the Green Pioneers and shapes the framework conditions.

Social

Social engagement: overview and measurement of success

Everyone should be able to participate in the information and knowledge society on an equal footing – and we at Deutsche Telekom want to make our contribution to this. We develop products with a focus on digital inclusion and are committed to media literacy and better interaction on the internet with various projects and initiatives. We also promote the voluntary commitment of our employees and support non-profit organizations in the fields of education, science, culture and sports through donations and volunteer work.

Our focus areas

Focus on digital society

The internet offers us endless possibilities: searching for information, communicating with friends and family, shopping, working and being entertained. Many digital applications are indispensable today. Nevertheless, there are still people who cannot participate fully in the digital world. We are committed to giving them access to the digital society.

At the same time, we are meeting the challenge that the internet is increasingly being used to spread hate and disinformation. With various initiatives, we therefore promote fair and respectful coexistence in the digital society: against opinion manipulation, exclusion and hate on the internet and for values such as equality, tolerance, equal opportunities, diversity and social cohesion.

In the reporting year, we revised our strategic approach to promoting digital inclusion and adapted it to current social and technological developments.

For more information, see Digital inclusion and Digital values here in the CR report.

Focus on the environment

The promotion of climate and environmental protection is part of our CR strategy – and also a focus of our social engagement. Some examples: the voluntary commitment of our employee networks, for example to strengthen the circular economy, the financial support of environmental organizations and membership fees to foundations for climate protection. You can find more information about the commitment of our employees under Employee initiatives.

Further voluntary and financial commitment

In addition to our focus topics, we also support other initiatives with different focuses. For example, we promote charitable and ecological causes through donations to non-governmental organizations (NGOs) or through the voluntary commitment of our employees. In acute crisis situations, such as environmental disasters, we act immediately – especially in the regions in which Deutsche Telekom itself is active.

For more information, see Voluntary and financial commitment in this CR report.

Measuring success: KPIs “Community Contribution” and “Beneficiaries”

Since 2015, we have been measuring our entire social engagement using the two KPIs “Community Contribution” (formerly: “Community Investment”) and “Beneficiaries”. Social engagement includes all voluntary and public welfare-oriented activities that we, our employees or partners implement beyond our core business. Activities without charitable motivation, purely economic measures or legally or contractually binding services are not included.

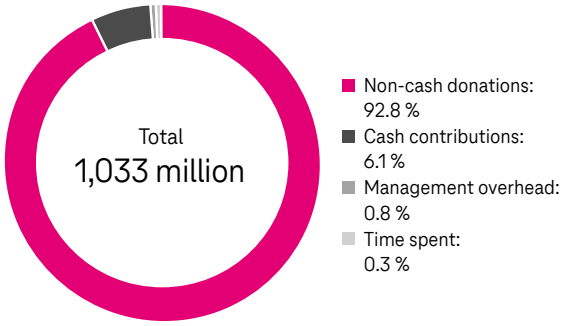
In the calculation, we are guided by the methodology of the Business for Societal Impact (B4SI) with the aspects “Input” (effort/commitment) and “Impact” (change). The KPI “Community Contribution” is the “Input”, while the KPI “Beneficiaries” represents the “Impact”.

“Community Contribution”

The KPI “Community Contribution” reflects Deutsche Telekom’s commitment in terms of finances, personnel and material resources. It includes donations in kind, monetary contributions, overhead costs and time contributions. We determine time contributions based on the volunteer hours of our employees that were completed within working hours as part of our corporate volunteering (monetized on the basis of an average hourly wage). We evaluate benefits in kind on the basis of lost sales.

KPI “Community Contribution” (Input Split)

in €



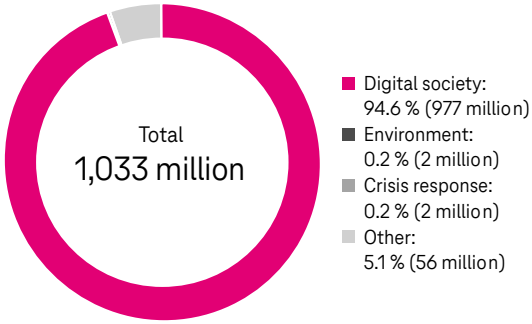
Data is partly based on estimates, assumptions and projections. If information is not available by the closing date, projections are made to determine year-end values. Figures are partly rounded.

In 2025, we focused 94.6 % (EUR 977 million) of our commitment on the area of “digital society”. These include activities that improve access to digital technologies, increase their affordability or increase digital skills – such as the provision of discounted devices, social tariffs and programs for the safe and responsible use of technology.

A further 0.2 % paid into the area of “environment”, 0.2 % into the area of “crisis response” and 5.1 % into other topics.

KPI “Community Contribution”

in €



Data is partly based on estimates, assumptions and projections. If information is not available by the closing date, projections are made to determine year-end values. Figures are partly rounded.

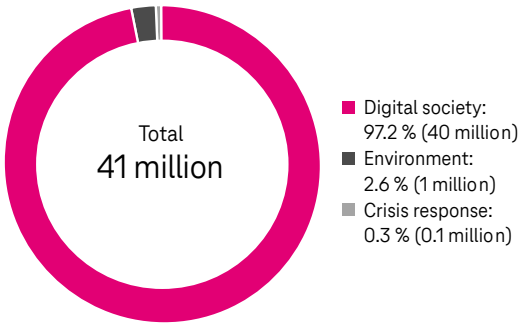
“Beneficiaries”

The KPI “Beneficiaries” shows the number of people who benefit from our commitment, both in the field of digital society and in environmental and crisis response measures. Our activities, primarily in the area of digital inclusion, enable beneficiaries to learn, for example, new skills, change attitudes or behavior or improve their everyday lives. In addition to direct beneficiaries, we also consider indirect beneficiaries according to a fixed key; this is the case, for example, with a multiplier concept (when one person passes on his or her knowledge to many others), or when a discounted connection is used by several people.

In 2025, around 41 million people benefited from our measures (2024: 38 million).

KPI “Beneficiaries”

number of persons



Data is partly based on estimates, assumptions and projections. Assumptions relate in particular to the consideration of indirect beneficiaries; the specific derivation may vary depending on the measure and data availability. If information is not available by the closing date, projections are made to determine year-end values. Figures are partly rounded.

Our goal is for more than 80 million people to benefit from our commitment to promoting the digital society in the period between 2024 and 2027. You can find more information on this under Digital inclusion here in the CR report.

Looking ahead

Social engagement has been a central pillar of corporate responsibility since Deutsche Telekom was launched more than 30 years ago. In the future, we want to focus even more strongly on where we can make a social impact with our products, services and core competencies in order to contribute to positive change in society. Our claim remains: We are only satisfied when everyone is involved.

Digital inclusion: overcoming the divide

The digital world is changing at an ever faster pace – currently driven primarily by rapid progress in the development of artificial intelligence (AI). At the same time, our personal, economic and social well-being depends heavily on digital inclusion. Against this background, Deutsche Telekom is committed to breaking down barriers and facilitating access to the digital world. We are investing massively in the further development of digital infrastructures, making sure that we also offer affordable services and implementing measures to strengthen the competent use of digital media.

We also deal with the topic of "digital inclusion" in detail in the audited Sustainability statement in the Annual Report 2025. Closely linked to this topic is also our commitment to better interaction on the internet, which we describe here in the CR report under Digital values.

Milestones achieved, ongoing projects and goals

More than 80 million – that is how many people are expected to benefit cumulatively from our commitment to promoting the digital society across the Group between 2024 and 2027: As beneficiaries, they learn new skills or adapt their attitudes or behavior. Vulnerable and disadvantaged groups are also taken into account. Our beneficiaries in the area of digital society include people who use our media literacy platforms, participants in workshops and users of free telephone counselling services and discounted rates (including household members). We measure our progress with the KPI "Beneficiaries – Digital Society". In the 2025 reporting year, we reached around 40 million people with our measures.

Where we come from

2007 Increased focus on promoting participation in the information and knowledge society in our social engagement.

2008 Launch of the EU initiative "Teachtoday" in many European countries, together with leading telecommunications companies and the European Schoolnet (EUN).

2014 Deutsche Telekom AG has taken over the "Teachtoday" initiative and has been running it independently ever since.

2015 For the first time, social engagement is measured using two KPIs: "Community Investment" (now "Community Contribution") and "Beneficiaries".

2019 Bundling of our measures to promote digital inclusion under the aspects of "access, affordability, ability".

2022 The commitment to a digital society that is based on our basic democratic values and enables all people to participate safely, competently and confidently is one of four focal points in the further development of our CR strategy. For more information, see CR Strategy.

2023 We have developed our "Design for All" guideline: It is intended to provide our employees with orientation so that they can design products and services to be as discriminatory and barrier-free as possible.

2024 With the launch of "Teachtoday International", we have bundled our Group-wide media literacy measures on one platform.

Where we stand in the reporting year

2025 We are revising our strategic approach to promoting digital inclusion and aligning it with current social and technological developments.

2025 We are introducing the AI smartphones T Phone 3 and T Phone 3 Pro and want to make AI accessible to a broad target group through comparatively affordable devices.

2025 We are expanding “Teachtoday” with detailed information materials for parents and guardians, including a media literacy test for children, young people and parents.

Where we want to go

2027 From 2024 to 2027, we want to reach more than 80 million people in the “Digital society” area across the Group.

Our approach to digital inclusion

To ensure that all people can participate equally in the networked society, we promote three dimensions in particular with our activities:

Access

In order to enable technical access, we are constantly expanding our network. We also cooperate with partners – especially in remote areas. In addition, we are driving forward the development of technology and products for various target groups. Our guideline **“**Design for All**”** is intended to provide orientation for design that is as barrier-free and non-discriminatory as possible.

Affordability

Affordability where it counts: We are committed to this with products and services, such as special rates for schools, affordable devices and reduced basic fees for various target groups.

Ability/Media Literacy

We support people in moving around the internet safely, competently and confidently. To this end, we offer free, easy-to-understand and entertaining materials and formats on the various aspects of media literacy.

Access: access through network expansion

Our investments in network expansion are crucial for ensuring that large parts of society have access to fast internet.

In the expansion of the mobile network, we are concentrating on the supply of 5G, which is currently the most powerful standard. In the fixed network, we are pushing ahead with fiber-optic expansion in order to provide our customers with a reliable connection at gigabit speeds. In the FTTH (Fiber to the Home) expansion, we run fiber-optic lines directly to households. In this way, we want to close gaps in care, especially in rural areas, while expanding in conurbations in line with demand. In addition, we offer hybrid solutions, for example by combining fixed network and mobile communications.

You can find out more about network expansion in our audited

Annual Report 2025

Our high power quality has been confirmed for many years in independent tests and awards. For more information, see CR Strategy in this CR report.

Access: AI-powered protection of critical infrastructure

Cyberattacks, system failures or undiscovered vulnerabilities can have significant consequences in highly networked areas of critical infrastructure – such as healthcare. In order to identify risks at an early stage and remain able to act even in crisis situations, Telekom MMS and the University Hospital Bonn have developed an AI-supported real-time situation picture. The solution continuously monitors sensitive IT environments and predicts potential undesirable developments before they escalate. In the long term, the solution is to be used productively in hospital operations; the approach can also be transferred to other areas such as energy, water or transport networks.

In addition, Deutsche Telekom uses AI-based network intelligence to detect and resolve disruptions in the network before they affect customers.

Access: “Design for All”

When developing products, services and other offerings, we take care to take into account the widest possible range of human diversity – in addition to different physical and mental abilities, this includes other dimensions of diversity such as age, gender or ethnic origin. The framework for this is provided by our guideline “Design for All”. Our claim: to create an inclusive environment that involves more people and excludes no one as far as possible – even beyond legal requirements for accessibility. For example, we offer parts of our website in plain language. Another example of this is an offer from Magyar Telekom for customers who prefer or need a stimulus-reduced environment: In the reporting year, our Hungarian subsidiary introduced a monthly “quiet hour” in all shops. Due to fewer acoustic and visual stimuli, neurodivergent customers in particular should be able to use our services with less barriers.

Our recent progress

In 2025, we tested and further developed our products and digital offerings for accessibility. For example, we have revised central solutions such as MagentaTV, our Europe-wide online shops and the Europe-wide customer service apps: for example, by adjusting contrasts, font sizes and operating sequences. In Germany, we have added additional accessibility information to our website and introduced a new process to make it easier for users to report barriers.

Reducing barriers: application examples

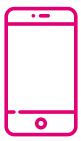
To make it easier for seniors to participate in the digital society, we offer special technology and products for them, such as large button settings, emergency call buttons and clear displays.

Deaf and hard of hearing people can take advantage of special counselling services, in Germany, for example, video-based live chats in sign language and text chats in simple language. We also offer discounted mobile and landline offers tailored to your needs.

You can find out more about **“**Design for All**”** in our audited Sustainability statement in the Annual Report 2025.

Affordability: digital inclusion through affordability

Affordability is also an important factor in enabling digital inclusion. For this reason, we offer various products and special rates.



Affordable devices

To ensure that as broad a proportion of the population as possible can benefit from our expansion of 5G networks, we have so far offered the 5G smartphones T Phone 3 and T Phone 3 Pro in ten European countries, and in 2025 we launched the third generation of them as AI phones. In the USA, similar products are available under the name REVVL. The T Tablet 2 comes from the same series, which is also available in ten countries in Europe and the USA. The models are aimed at a broad target group and provide selected AI functions directly on the device, including assistance and translation applications.

With these comparatively affordable devices, we want to give more people access to the digital world and AI.

Plans for different target groups

We offer social and subsidized tariffs throughout the Group. In this way, we enable eligible users to make free or discounted calls or surf the web. The offer differs from country to country and is designed differently in each case.

Our special rates are aimed in particular at:

- low-income individuals, single parents and families
- people with disabilities
- refugees in Germany and the USA
- people from systemically important occupational or social groups (e.g., employees of the German Red Cross or the fire brigade in Germany)
- pupils, students, teachers, school authorities and districts
- seniors
- start-ups (within the framework of special programs)

Focus on education

With special tariff offers, we promote the teaching of digital skills in educational institutions.

As part of the “Telekom@School” initiative, we offer broadband connections for educational purposes to all general and vocational schools in Germany. Depending on the bandwidth, schools receive the connections free of charge or significantly at a reduced price. In the reporting year, we supported the initiative with services worth around EUR 10.3 million. Around 6.6 million people benefited from this.

Since 2020, we have also been offering school authorities in Germany an education flat rate, which allows students to use unlimited data volume for educational content. Funding for this education tariff amounted to around EUR 6.6 million in the reporting year. About 138,000 people benefited from this.

United States segment: affordable internet in education

Through “Project 10Million”, launched in 2020 by T-Mobile US, the company has committed to offering free internet connections and mobile hotspots to up to 10 million eligible primary and secondary education student households in the United States. School districts can also get data plans at a reduced rate as well as access to affordable laptops and tablets.

In 2025, T-Mobile US continued to enhance “Project 10Million” to support students’ evolving connectivity needs. These included providing 5G hotspots to participating households, redesigning the online application and support pages for greater ease of use, and launching an onboarding campaign to help families maximize their connectivity benefits from day one.

In order to reach more students, T-Mobile US also continued its nationwide partnership with Boys & Girls Clubs of America (BGCA) throughout 2025. Together, they worked with 28 club organizations serving 433 total sites in 20 U.S. states to raise awareness of the program and ultimately get more student households connected.

Since the start of the project, T-Mobile US has done the following through “Project 10Million”

- connected nearly 6.7 million students to the internet and
- provided in-kind contributions in the form of products and services worth USD 8.3 billion (as of the end of 2025).

Ability: promoting media literacy

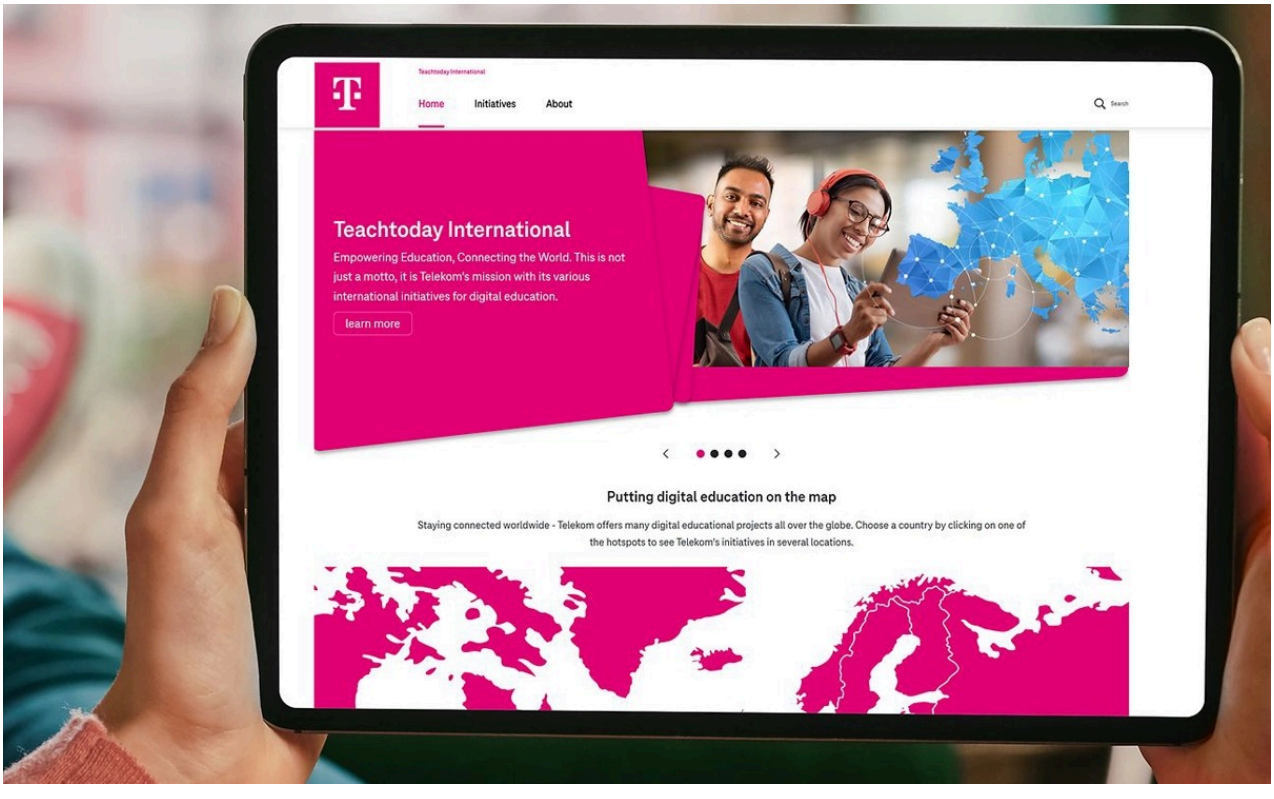
Media literacy means being able to use digital media safely and competently. This is not only about learning basic skills for safe use – but also about knowing how to protect your privacy or deal with hate and disinformation. Our measures are aimed at many different target groups, including vulnerable groups, such as people with special support needs. For more information on how to measure the success of our key initiatives to advance the digital society, click here.

Educating people on how to use technology in the most environmentally friendly way possible is also part of our media literacy: We want to show people how they can use digital solutions cleverly to reduce their greenhouse gas emissions or save resources. One example are the Teachtoday sustainability detectives: In this initiative for children, we explain in various videos how they can contribute to ecological sustainability in everyday life, for example by using a certain search engine or consciously streaming video.

In the reporting year, the Teachtoday sustainability detectives were awarded the GreenUp label for sustainable educational media. For more information, see CR Strategy here in the CR report.

Teachtoday International

The platform "Teachtoday International", launched in 2024, provides an overview of Deutsche Telekom's Group-wide media literacy initiatives. The platform is available in English.



The most important target groups of our media literacy offers:

- **Children and young people:** Young people today grow up in an environment that is strongly influenced by digital media. It is essential that they learn to move confidently and safely on the internet at the same time. We want to support them in this and promote their media literacy with numerous measures and initiatives: in Germany, for example, with our initiative “Teachtoday.de” and the interactive children’s magazine “SCROLLER”, which are aimed at young people and their adult caregivers. Our employees are also involved in corporate communities to promote more media literacy among children and young people. You can find more information under Voluntary and financial commitment in this CR report.
- **Parents:** Digital inclusion of children and young people can only succeed if parents, as the most important caregivers, have sufficient media competence and can teach their children how to deal with digital content safely, critically. That is why we want to dispel uncertainties about topics such as disinformation, cyberbullying or age-appropriate media use and strengthen parents in their role as companions, e.g. with a guidebook and a media literacy test on “Teachtoday.de”. Since 2023, our Hungarian subsidiary Magyar Telekom has been supporting parents on the digital platform “Hello Parent” in bringing their children closer to the digital world in an age-appropriate way.

Europe segment: Parents’ guide to digital media literacy (T-Mobile Czech Republic)

With a printed parenting guide and supplementary online content, T-Mobile Czech Republic wants to help parents better understand their children’s online lives, accompany them safely and promote conversations about digital topics. The focus of active parental support is on online safety and responsible media use. Almost 450,000 people benefited from this offer in 2025.

- **Seniors:** Together with partner organizations and through our own offers, we are committed to strengthening the media literacy of seniors: For example, we offer seminars and workshops on the safe and independent use of digital devices, for example in our shops. This is intended to help them make better use of digital services – such as telemedicine and health apps – to maintain social contacts more easily and to prevent loneliness in old age. You can find more information about current activities for seniors here.

Excursus: digital solutions for healthcare

Good medical care is by no means a matter of course. A shortage of skilled workers, complex bureaucratic processes and inadequate communication often stand in its way. How can these hurdles be overcome and better availability, higher quality and greater efficiency be ensured? Solutions from T-Systems for the healthcare sector are intended to make a contribution here.

For example, the start-up Fuse-AI, which is supported by T-Systems, develops AI-based applications to assist with medical diagnoses. They are intended to relieve radiologists of the burden of evaluating MRI images, increase the quality of diagnosis and reduce costs. The results from the AI analyses can help specialists, for example, to detect abnormalities such as potential cancers more reliably. For the comprehensive analyses, Fuse-AI draws on IT resources from T-Systems’ T Cloud Public.

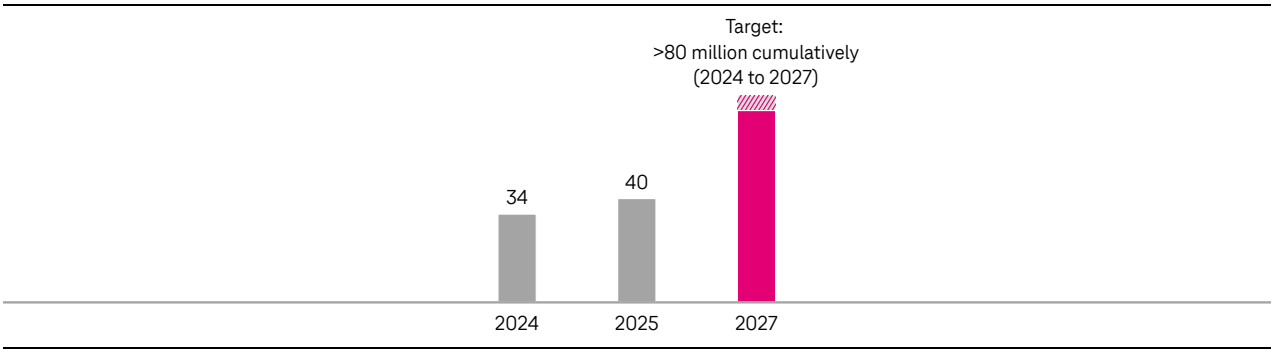
Measuring success in 2025: KPIs “Community Contribution – Digital Society” and “Beneficiaries – Digital Society”

EUR 977 million of our financial, human and material commitment contributed to the promotion of the digital society (2024: EUR 1,102 million).

Almost 40 million people have benefited directly or through multipliers such as parents or educators from our measures to promote the digital society (2024: around 34 million).

KPI „Beneficiaries – Digital Society“ (target)

in million persons



You can find more information on our performance measurement under Social engagement in this CR report.

Digital society initiatives at a glance

An overview of our most important initiatives to promote the digital society can be found here.

Looking ahead

Around 40 million people benefited from our commitment to promoting the digital society in 2025. This brings us a big step closer to our goal of reaching more than 80 million people cumulatively between 2024 and 2027. Based on this development, we expect to achieve the target as early as 2026. For next year, we have set ourselves the goal of supporting parents in particular in providing their children with a safe digital environment.

Deep Dive for Experts

Management & Frameworks

- In our "Corporate Digital Responsibility@Deutsche Telekom" framework published in 2022, we outline what we mean by digital responsibility. In doing so, we focus on people. As a cross-cutting topic, Corporate Digital Responsibility (CDR) creates added value for various areas and is taken up in existing structures: e.g., with Digital inclusion in the Group Corporate Responsibility (GCR) area. At the core of the CDR framework is our "House of Digital Responsibility", which is all about technology with people at the center.
- We are committed to upholding and promoting human rights – taking into account the responsibilities arising from technological change and digitalization. In our Code of Human Rights, we emphasize that our technologies are based on a humanistic value system.
- Our Guidelines for Artificial Intelligence (AI Guidelines) provide our developers and designers with clear guidelines for the responsible use of AI. In order to ensure the development of AI in the supply chain that meets our high ethical requirements, we have anchored the essential contents of the AI guidelines in our "Supplier Code of Conduct". In addition, we have provided the "Professional Ethics" guideline for our product developers and expanded our central quality assurance process to include a review of ethical AI requirements.

Impact measurement of ecological and social impacts

- Deutsche Telekom uses a multi-step impact measurement approach to assess the potential ecological and social impacts of selected products, services and digital solutions. The process was externally validated in 2023. Further information can be found here.

Relevant Standards

- GSMA-INC-03 (Digital skills training programs)
- GSMA-INT-03 (Online safety measures)

Further sources of information on digital inclusion

- We shape the digital society | Deutsche Telekom
- Corporate Responsibility Reporting Hub from T-Mobile US
- Leichte Spache (easy-read-language) | Deutsche Telekom (only available in German)

Activities to promote the digital society

This is an overview of our key initiatives to promote the digital society. Since some values overlap, we have not added them up. An overall presentation of the sum can be found in the KPIs “Community Contribution – Digital Society” and “Beneficiaries – Digital Society” under Digital inclusion here in the CR report.

Children, adolescents and parents

Activity	Cover	Description	Community Contribution (in €)	Beneficiaries (in persons)
Teachtoday and SCROLLER	Deutsche Telekom excluding T-Mobile US	The online service “Teachtoday.de” supports families and educational professionals in various languages with practical tips and materials on safe media use. In Germany, the digital children’s media magazine “SCROLLER” teaches children aged nine to twelve media literacy with numerous interactive offers.	433.3 thousand	12.6 million
MINT Creating the future!	Deutsche Telekom in Germany	Under the motto “MINT Zukunft schaffen” (Creating a MINT Future), we are working together with the association “MINT Zukunft e. V.” to improve teaching and teaching in the STEM subjects (mathematics, computer science, natural sciences, technology) at schools and universities. We are also promoting the digitalization of school education.	4.5 thousand	1.8 million
DIGITAL@School	Deutsche Telekom in Germany	“DIGITAL@School” is a corporate community of Deutsche Telekom that aims to enable children to help shape the digital age in a self-determined way. Committed employees teach them how to use digital media responsibly and use materials from the “Teachtoday” toolbox. In addition, the children can learn about STEM subjects and take part in programming workshops from our employees.	666.9 thousand	10.6 thousand
T-Labs & T-Challenge	Deutsche Telekom in Germany	In cooperation with international universities, we want to facilitate access to scientific innovation through the research and development institute T-Labs. We finance endowed chairs and contribute to the promotion of young talent in the STEM subjects with local campaigns and events.	2.6 million	10 thousand
Telekom@School	Germany segment	Since 2000, the Germany segment has been offering internet access for educational purposes to all general and vocational schools nationwide with the "Telekom@School" project, free of charge or at a significantly reduced price.	10.9 million	6.6 million
Education tariff	Germany segment	With this tariff, students can access digital learning content on the go, send homework or participate in video chats while homeschooling. The offer can also serve as a temporary substitute for an internal internet connection for schools. It is free to deploy and the data volume is unlimited.	6.6 million	137.6 thousand
Smart School and Experience IT	Germany segment	The Germany segment supports various initiatives of the digital association Bitkom e.V. The “Smart School” initiative promotes contemporary education and digital transformation in schools. Every year, schools that are pioneers of digital education are awarded the title of “Smart School”. With “erlebe IT”, the association has been strengthening digital skills in schools through interactive teaching materials since 2009.	53.1 thousand	210.8 thousand
AwareNessi – the fantastic Security Activity Book	Germany segment	“AwareNessi” is a digital magazine from Deutsche Telekom Security GmbH that playfully sensitizes children and adults to dangers on the internet. The regularly published issues are available in several languages and deal with current information security topics.	56.9 thousand	–
Project 10Million	Segment USA	Since 2020, T-Mobile US has been providing students with free or low-cost services and devices as part of the “Project 10Million” program.	– [a]	6.7 million [b]
Telekom 4 the University of Montenegro	Europe segment	Crnogorski Telekom provides free 1 Gbit/s internet access to the University of Montenegro. This allows all employees and students to become part of a larger scientific network and exchange data and information.	143 thousand	150
Tools for Modern Times	Europe segment	“Tools for Modern Times” is a program for safe children’s behavior on the internet by Hrvatski Telekom and the Faculty of Education and Rehabilitation Sciences of the University of Zagreb.	64.3 thousand	4.1 thousand
Hello Parent	Europe segment	“Hello Parent” (Hello Szülő) is a platform from Magyar Telekom for families. Launched in 2023, it supports parents in navigating the digital world. The site features articles, interviews, podcasts, videos, downloads, tips from professionals, and online games. In addition to the website, there are social media communities and a series of events on various parenting topics.	481.8 thousand	1.4 million

Activity	Cover	Description	Community Contribution (in €)	Beneficiaries (in persons)
EDUINO School Platform Support	Europe segment	In North Macedonia, Makedonski Telekom is supporting the digital education platform “EDUINO” together with UNICEF. This is based on crowdsourcing and can be used free of charge.	9.5 thousand	32 thousand
Wise up	Europe segment	“Wise up” (Zmudri) is a media platform funded by Slovak Telekom by and for young people. The content focuses on the impact of digital technologies on young people’s relationships, among other things.	40 thousand	14.9 thousand
#HejtOutLoveIn	Europe segment	T-Mobile Polska has launched an awareness campaign against hate on the internet together with the Sexed.pl Foundation. "HejtOutLoveIn" equips the young generation with tools and knowledge to counteract hate and focus on positive feedback – both online and offline.	403.3 thousand	652.6 thousand
ConnectedKids	Europe segment	In Austria, Magenta Telekom has been providing more digital literacy in the classroom since 2013 with “ConnectedKids”: The offer includes free digital workshops, technology such as tablets and mobile internet, and pedagogical expertise.	90.2 thousand	78.3 thousand
National STEM & Robotics Education	Europe segment	In Greece, the NGO for educational robotics and science WRO Hellas, in cooperation with the OTE Group, has once again hosted the “National STEM & Educational Robotics” competition. In the final of the competition, students from primary and secondary schools presented automation and technology solutions for a smart city that is friendly to people and environmentally friendly.	69.2 thousand	48.7 thousand
No Hate Speech Youth	Europe segment	In North Macedonia, Makedonski Telekom is working with UNICEF to support the youth movement “No Hate Speech”, which is supported by young people and addresses hate on the internet through educational work, formats of joint design, campaigns and concrete actions.	105.4 thousand	1.1 thousand
Graduates of Bullying	Europe segment	In Slovakia, Slovak Telekom offers support services against cyberbullying among students with “Graduates of Bullying” (Absolventi šikany) – from comprehensibly prepared information to psychological support.	40 thousand	48.7 thousand
Parental Guide	Europe segment	T-Mobile Czech Republic supports parents with a printed guide and supplementary online content to better understand their children’s digital lives and to accompany them safely and responsibly.	18.8 thousand	448.5 thousand
Connected Schools	Europe segment	In Greece, OTE Group provides high-speed nternet connections to 574 remote schools nationwide with “Connected Schools” and complements the connection with the provision of a T tablet.	1.2 million	23.6 thousand
Child Alert	Europe segment	“Child Alert” is a warning system triggered by the Polish police that accompanies T-Mobile Polska through information and social media measures; customers can voluntarily register for photo alerts via MMS to be informed in critical missing person cases.	37 thousand	68.8 thousand
Magenta Life – Schools of Tomorrow	Systems Business segment	In Slovakia, Deutsche Telekom IT Solutions Slovakia has been promoting media literacy among elementary school students since 2014 with “Magenta Life – Schools of Tomorrow”. The aim is to promote the responsible use of digital media and to prevent cyberbullying and disinformation on the internet.	16.9 thousand	2.7 thousand

[a] Value is not published at the project level.
[b] Value since program launch.

Seniors

Activity	Cover	Description	Community Contribution (in €)	Beneficiaries (in persons)
Telekom Academy	Germany segment	The Telekom Senior Citizens’ Academy, which has been in existence since 2022, makes it easier for older people to enter the digital world, for example with workshops, and supports them in using digital devices such as tablets.	– [a]	2.7 thousand
Network of generations	Europe segment	In Poland, T-Mobile Polska promotes the digital participation of senior citizens through the “Network of Generations” initiative, e.g. by equipping senior citizens’ facilities with laptops and providing free video courses and other training materials.	42.9 thousand	9.1 thousand
Courses to promote media literacy in senior centers	Europe segment	In the Czech Republic, T-Mobile Czech Republic volunteers supported courses to promote media literacy among senior citizens. They deal with topics such as the use of smartphones and apps as well as cybersecurity.	30.5 thousand	16 thousand

[a] Value is not published at the project level.

Civil Society and Non-Governmental Organizations (NGOs)

Activity	Cover	Description	Community Contribution (in €)	Beneficiaries (in persons)
No Hate Speech, media literacy workshops incl. Teachtoday, SCROLLER, Today we save the world! A little. and FIFA Fair Play Guide	Deutsche Telekom exluding T-Mobile US	With the initiative "No Hate Speech", we are working together with many partners to promote respectful coexistence on the internet. Our measures aim to sensitize society and enable it to live and defend basic democratic values on the internet. We provide multipliers with training material, e.g. on the "Teachtoday.de" platform.	344.4 thousand [a]	6.5 million [a]
Social tariff	Germany segment	In Germany, we offer low-income customers and people with disabilities discounted landline connections via the "social tariff".	2 million	45.3 thousand
Framework agreements for fire brigades and paramedics	Germany segment	In Germany, all fire brigade members (approx. 1.3 million nationwide in professional, factory, volunteer and youth fire brigades) can take out the fire brigade tariff at special conditions. The framework agreements for all members and volunteers of the German Red Cross (DRK) – a total of about 300,000 active members – also offer special conditions.	1.7 million	54 thousand
Number against grief and telephone counselling	Germany segment	Since 1991, we have been a cooperation partner of "Nummer gegen Kummer" in Germany. The association is a competent contact for children, young people and parents with worries and problems. All calls to the counselling hotlines are free of charge.	– [b]	1.7 million
Telekom Foundation	Germany segment	The Deutsche Telekom Foundation is one of the largest educational foundations in Germany. It has been supporting STEM projects in Germany for over 20 years. The foundation is committed to a modern education system that prepares young people for global issues such as digitalization, climate change, electromobility or biodiversity loss, and promotes cooperation between different places of learning.	5 million	–
Ukraine aid	Germany segment	We continued to support the Ukrainian population in the reporting year as a result of the Russian war of aggression on Ukraine: We continued to offer a special prepaid tariff for refugees from Ukraine in Germany.	2 million	351 thousand
Telekom Help Videos	Germany segment	The YouTube channel "Telekom Hilfe" and our landing page offer numerous videos on mobile communications, landlines, the internet and television, which provide users with practical tips and help to strengthen media literacy.	330.2 thousand	4.2 million
Chatting network	Germany segment	In Germany, we provide a free telephone number and technical infrastructure for the hotline against loneliness initiated by Malteser Hilfsdienst.	298.5 thousand	9 thousand
Be Now Generation	Europe segment	In Hungary, Magyar Telekom promotes intergenerational exchange on the topic of media literacy with "Be Now Generation" (Netrevalók): Secondary school students teach older people how to use digital tools.	26 thousand	8.6 thousand
Magenta Experience Center	Europe segment	In the Czech Republic, the Magenta Experience Center of T-Mobile Czech Republic offers various educational programs and events for schools and other interested parties on the topic of digital participation through media literacy.	–	10.5 thousand
Digital Academy for NGOs	Europe segment	T-Mobile Czech Republic's Digital Academy promotes the media literacy of NGO employees through free training courses.	9.9 thousand	3.8 thousand
Nohatespeech Campaign	Europe segment	In cooperation with the non-profit organization In IUSTITA, T-Mobile Czech Republic has been offering legal and social assistance to victims of hate crime since 2023. In addition, the partners jointly promote "Flaw in the Law": The campaign draws attention to the lack of legal protection for people exposed to hate crimes.	–	7.8 thousand
Safe on the internet	Europe segment	In Poland, T-Mobile Polska is raising awareness of the need for greater online security as part of its "Safe on the Net" initiative.	120.2 thousand	944 thousand

[a] Values refer only to Germany.
[b] Value is not published at the project level.

People with disabilities

Activity	Cover	Description	Community Contribution (in €)	Beneficiaries (in persons)
Design for All	Deutsche Telekom excluding T-Mobile US	With “Design for All”, we promote barrier-free and non-discriminatory access to our products and services. We strive to take into account a broad spectrum of human diversity in our product development process – in addition to different physical and mental abilities, other dimensions of diversity such as age or gender.	1.4 million	101.5 thousand
Service for deaf and hard of hearing people	Germany segment	In Germany, we offer deaf and hard of hearing people advice on products and services and on contract issues – via video-based live chat and in sign language.	292.4 thousand	3.3 thousand
Deaf tariff	Germany segment	Since 2007, the Germany segment has been offering a reduced rate for the deaf.	96.2 thousand	3.9 thousand
Special rate for people with disabilities and non-profit organizations that support people with disabilities	Europe segment	In Montenegro, Crnogorski Telekom promotes the digital participation of people with disabilities through reduced tariffs and free internet access. The offer is also aimed at non-profit organizations that support people with disabilities.	102.1 thousand	2.2 thousand
Program for the inclusion of hearing-impaired people	Europe segment	In the Czech Republic, all T-Mobile Czech Republic shop employees can communicate with hearing-impaired people via a speech transcription app. Thanks to voice transcription, the info line of our Czech subsidiary is also accessible for hearing-impaired people.	17.4 thousand	610

Start-ups

Activity	Cover	Description	Community Contribution (in €)	Beneficiaries (in persons)
TechBoost	Germany segment	In Germany, we support founders in their search for talent and the networking of people with our start-up program “TechBoost” and hold (digital) innovation workshops. In addition, the program helps start-ups in the areas of sales and marketing, provides access to our customer network and supports them with up to EUR 100,000 in credit for the Open Telekom Cloud.	1.9 million [a]	2.6 thousand
Hello Business	Europe segment	With “Hello Business” (Hello Biznisz), Magyar Telekom supports Hungarian medium-sized companies with challenges in the areas of business administration, human resources management, marketing, sales and finance.	–	374.8 thousand

[a] Value does not include overheads.

Women and girls

Activity	Cover	Description	Community Contribution (in €)	Beneficiaries (in persons)
#equalesports	Deutsche Telekom in Germany	Together with SK Gaming and the esports player foundation, we have been campaigning for equal rights and equal opportunities for female and non-binary players in Esports and gaming since 2021 with the “#equalesports” initiative. The goal of “#equalesports” is to create role models and thus bring about positive changes in society.	– [a]	2.6 thousand
Girls’Day	Deutsche Telekom in Germany	”Girls’Day” is a one-day career and study orientation project aimed specifically at 11- to 16-year-old girls. As part of the initiative, we hold workshops and other events in Germany every year to introduce the participants to scientific, technical and commercial professions.	223.8 thousand	1.1 thousand
Femtec	Deutsche Telekom in Germany	As a cooperation partner, we support “Femtec”: The initiative supports female IT talents with various measures such as special training and networking.	94.4 thousand	80
ENTER	Europe segment	In Slovakia, Slovak Telekom is campaigning for better content in IT lessons as part of the “ENTER” educational program. For girls in primary and secondary schools, our Slovakian subsidiary also organizes workshops and clubs on the subject of IT.	8 thousand	2.5 thousand

[a] Value is not published at the project level.

Digital values: for better interaction on the Internet

Interaction with each other has become noticeably rougher in recent years – both online and offline. Hatred, exclusion and looking the other way endanger social cohesion. This makes it all the more important to look, take a stand and stand up for each other. With initiatives to promote the digital society, Deutsche Telekom is committed to solidarity, cohesion and civil courage. We want to encourage people not to look away, but to support those affected and to actively work for a better togetherness.

We also address this topic in the Sustainability statement 2025. Closely linked to "Digital values" is also our commitment to digital inclusion, which we describe here in the CR report under Digital inclusion.

Milestones, initiatives, measures and goals achieved

For many years, we have been campaigning for respectful behavior online and against the spread of disinformation.

With the initiative "No Hate Speech", we have been campaigning since 2020 for an internet in which everyone can take advantage of the opportunities of the digital world without having to fear exclusion or hatred. The initiative began in Germany, but has since expanded significantly: Many of our national companies now implement their own programs against hate on the internet. We will continue this long-standing commitment beyond the reporting year.

Where we come from

2020 Our initiative "No Hate Speech" started with the campaign "Words must not become a weapon".

2022 Our "Influencer" campaign focused on dealing with hate in social media. Hate on the internet can affect anyone, minorities and marginalized groups as well as influencers are particularly affected.

2022 In our "Together #NoHateSpeech" campaign, we focused on the power of community. Under the motto "Be louder than the hate", we encouraged society to work together for respectful coexistence on the internet.

2022 In Austria, Magenta Telekom amended its general terms and conditions, where customers were informed about possible criminal consequences for spreading hate messages. Those affected also found tips and information on reporting offices.

2023 With the campaign "No Hate Speech – we decide!", we illustrated the effect that even a single positive comment against hate can have.

2023 Together with FC Bayern Munich, we called for more attitude in the digital space in two spots.

2024 In the "Lights on!" campaign, we emphasized the power of community. The light as a symbol showed: Each of us can actively take action against hatred, racism and anti-Semitism and make a difference.

2024 With the campaign "Let's question what we share", we called for the responsible use of information on the internet.

2024 In T-Systems' X-Creation innovation program, we worked with various partners, including NGOs, AI experts and start-ups, to develop digital approaches to competently counter disinformation.

Where we stand in the reporting year

2025 With our “Open your eyes!” campaign, we are making the increasing brutalization in the digital space visible and, with a campaign film, we are calling on people to take a look and take action against hate wherever it manifests itself.

2025 Together with FC Bayern Munich, we are calling for a responsible use of information on the internet in two additional campaigns. We encourage respectful behavior, fair play and civil courage and show ways to actively counteract hate and disinformation.

2025 Our initiative “No Hate Speech” is also growing outside Germany: In Slovakia, we are launching “Absolventi šikany” to prevent cyberbullying, while T-Mobile Polska’s campaign #HejtOutLoveIn is calling for online hate not to be accepted and to take an active stance. A total of six European national companies are participating in the initiative.

Where we want to go

Ongoing We intend to continue and further develop our commitment to combating hate speech on the internet beyond the reporting year. Among other things, we want to focus on children and young people, as they need special protection and orientation in the digital space.

With our measures, we are contributing to our Group-wide goal of reaching more than 80 million people cumulatively between 2024 and 2027 with offers to promote the digital society. For more information on this goal, see Digital inclusion in this CR report.

“Together – No Hate Speech”: open your eyes

In the reporting year, the initiative focused on the “Open your eyes!” campaign. It picks up on the increasing brutalization in the digital space and shows how much hate on the internet endangers our social interaction. A central campaign film transfers digital hostility into real everyday situations. This is to make it clear that looking the other way exacerbates the problem. The message: “Turning a blind eye is not a solution”. With it, we call on people to take a stand and actively take action against hate wherever it manifests itself The initiative is supported by our partners ichbinhier e. V. and the Internet-Beschwerdestelle.de. Parents and educators can find further materials and information via our media literacy platform Teachtoday.

Protecting those affected together

Together with partners, we support people who are affected by hate on the internet with concrete offers of help. In several countries, including Germany, Poland, the Czech Republic, Austria and North Macedonia, we work with organizations that specifically oppose exclusion and promote respectful cooperation on the internet.

You can find an overview of our partners in Germany on our website

Artificial intelligence (AI) in action against disinformation

Disinformation is a growing societal challenge. To counter it, we continued to work on digital solutions in 2025. This includes the further development of an AI-supported fact-checking app that is intended to support users in critically reviewing content before sharing. In the 2025 international innovation competition “T-Challenge”, we also awarded Resemble AI, whose AI solution can detect manipulated audio and speech content. This should help to better identify deepfakes and false information.

Further information on our initiatives for the responsible use of AI can be found in our audited Sustainability statement in the Annual Report 2025.

Europe segment: when online hate does not remain without consequences (Slovak Telekom & T-Mobile Polska)

Online hate often affects young people. In 2025, Slovak Telekom and T-Mobile Polska therefore continued their initiatives to support affected young people. In Slovakia, Absolventišikany.sk offers concrete help against cyberbullying among students, from understandable information to psychological support. In Poland, T-Mobile Polska is calling on #HejtOutLoveIn to stop accepting online hate, but to take a stand and actively stand up against it.

“Together – No Hate Speech”: what we achieved in 2025

Around 1.4 billion media contacts achieved [a]

More than 7.2 million people reached with our content – directly or through multipliers such as parents or educators

Multiple awards again

“Equal Esports”: for respectful interaction in gaming

In 2025, we continued to advocate for more diversity and respect in Esports and gaming. Our goal is to empower people who are particularly often confronted with hostility in Esports – especially women and non-binary people. Together with the Esports organization “SK Gaming” and the “esports player foundation”, we therefore launched the “Equal Esports” initiative in Germany in 2021. At our appearance at Gamescom 2025, we once again made our commitment visible.

Looking ahead

In 2025, more than 7.2 million people engaged with our content against hate online – directly or through multipliers such as parents or educators. At the same time, we see that especially in uncertain times, it is important to actively strengthen digital cohesion and digital skills. That is why we continue our commitment against exclusion, hatred and disinformation. In the future, we will focus even more on children and young people who need special protection and orientation in the digital space.

[a] The number of media contacts describes how often our communication measures on “No Hate Speech” were viewed in total within a calendar year. Individual persons can be counted several times. The determination of media contacts is based on external reach data from media studies as well as on data from marketers, platforms and internal evaluation systems.

Deep Dive for Experts

Management & Frameworks

- Both within the company and outside of it, we want to promote respectful and appreciative cooperation. This also applies to our communication culture. With our social media guidelines, we create transparency and security for all employees when using social media platforms. These principles apply to both internal and external Deutsche Telekom platforms as well as to privately used social media accounts of employees if posts published there have a reference to Deutsche Telekom. The principles also have a practical function, as they help to protect us from harm. In the digital space, there are numerous stumbling blocks that need to be considered and that we want to avoid.
- Deutsche Telekom's brand positioning provides a clear guideline for our communication: It translates our purpose and values into tonality and behavior – clearly, transparently and fairly. In this way, our statements remain consistent and comprehensible.
- In 2018, we were one of the first companies in the world to develop digital ethics guidelines on AI. They illustrate how we deal responsibly with AI. Our AI guidelines follow the approach of AI that develops around and for humans and refer to legal foundations as well as to our Code of Human Rights. In this agreement, we commit ourselves to respecting and promoting human rights and to assuming responsibility. T-Mobile US steers the responsible use of AI through its Responsible AI Policy and Guidelines.
- In our "Corporate Digital Responsibility@Deutsche Telekom" framework, we summarize how we understand digital responsibility. At the core of the CDR framework is our "House of Digital Responsibility", which is all about human-centered technology.

Relevant Standards

- GSMA-INT-03 (Online safety measures)

Other sources of information on the topic of digital values

- Topic special No Hate Speech | Deutsche Telekom
- No Hate Speech | Magenta Telekom (only available in German)
- Equal Esports

Voluntary and financial commitment: engagement for the common good

In 2025, our employees volunteered more than 215,000 volunteer hours, or the equivalent of around 27,000 eight-hour days. We are proud of the commitment of our employees and promote it as part of our corporate volunteering offers. In addition to our focus topics, such as the promotion of the digital society, we are committed to education, science, culture and sports, among other things. We cooperate with partner organizations and provide financial support in the form of sponsorship and donations. Last but not least, we provide emergency aid in crisis situations, e.g., after natural disasters.

Driving employee engagement

As part of corporate volunteering, our employees contribute their time and expertise to social and environmental causes. With their commitment, they strengthen social cohesion, broaden their perspectives and further develop their skills. This can have a positive effect on the team spirit in the company.

Volunteering highlights in 2025

At Living Culture Day 2025, our employees around the world showed how we live corporate volunteering at Deutsche Telekom. Under the motto “The Power of We – Together for Good”, our teams have been involved in social and environmental projects in the company – from education and health initiatives to local aid campaigns and fundraising campaigns. In addition, as part of the Living Culture Day, we carried out a Group-wide donation initiative in favor of “Aktion Deutschland Hilft”, which included a central donation of EUR 10,000 from Deutsche Telekom as well as other contributions from employees.

Another focus was the activities for the anniversary “30 Years of Telekom” in Germany. On this occasion, we have financially honored the voluntary commitment of our employees with donations to charitable projects and called for further voluntary activities with the initiative “30 Years of Telekom – 3,000 Good Deeds”.

Corporate Communities

In various corporate communities, our employees are committed to the focus topics of our CR strategy on a long-term basis.

Climate protection and the circular economy
are the focus of various environmental communities.

Helping to shape the digital society – this topic is at the heart of promoting inclusion in the digital world. This includes, for example, promoting media literacy.

Corporate culture and inclusion are also at the heart of our employee networks.

The “DIGITAL@School” community (only available in German), for example, stands for strengthening the media literacy of young people. The members of this community want to help children and young people understand the possibilities and dangers of the digital world. Teachers and parents are supported in building up knowledge. Whether at events or workshops in educational institutions, the Digital@School community makes innovative technologies accessible and at the same time wants to strengthen creativity, critical thinking, communication and collaboration. A special highlight in 2025 was the support of the “European Girls Olympiad in Informatics”: In cooperation with the nationwide computer science competitions (BWINF), the members of the DIGITAL@School community enabled girls from over 60 countries to participate in this computer science competition and expand their knowledge in workshops with experts from Deutsche Telekom.

Another example of our corporate communities is the human-centered technology community. Its goal is to put people at the center of the development and use of technology and innovations. The community organizes events such as barcamps that promote exchange among each other – mainly in Germany, but also internationally. In the reporting year, cross-border events such as a hackathon and the “Responsibility Campus” on the topic of responsible AI development took place. The human-centered technology community disbanded at the end of 2025, and its activities and results were integrated into operations.

This is how much our employees did in volunteer work in 2025

In the year under review, our employees volunteered a total of around 215,000 hours. [a]

Sponsorship for more social participation

As part of our sponsorship activities, we will continue to support numerous artists, athletes, event organizers, leagues and clubs in 2025. In doing so, we attach great importance to regional commitment at our locations. One focus is on the social sector, for example through partnerships in inclusive sports.

An overview of our diverse sponsorship commitment in Germany can be found on our **Website**

Inclusion through sport: breaking down barriers and bringing people together

Sport has the power to connect people, open up perspectives and break down barriers. That is why Deutsche Telekom has been involved in competitive and popular sports for many years – always with a special focus on inclusive and Paralympic athletes and sports projects. In doing so, we work closely with Sporthilfe, Team D Paralympics and Special Olympics. The aim is to make people with disabilities visible as role models, to honor their impressive achievements and to bring their stories closer to the general public.

A highlight of 2025 was the Special Hockey European Championship (EM) in Mönchengladbach. The German national special hockey team won the European championship title here. The finals took place parallel to the classic European Hockey Championship and were broadcast live by us via our platform. We were also the jersey sponsor of the winning team.

In 2025, the “Special Olympics Athlete of the Year” award, initiated by Deutsche Telekom, was presented for the first time as part of the renowned Athlete of the Year election in Baden-Baden. We were also a partner and host of the “Para Athletes of the Year 2024” award ceremony, which was held in April 2025 at the Telekom Forum in Bonn.

[a] The figure includes volunteer hours during and outside the working hours of our employees. We support the latter, for example, through premises, insurance or donations.

In the run-up to the 2026 Paralympic Winter Games in Italy, together with FC Bayern Munich, we set an example for greater visibility of ParaBiathlon. Two top athletes explained to the professional footballers at FC Bayern's training ground the technique, the procedures and the special challenges that their sport entails.

In the reporting year, we also worked to enable people with and without disabilities to meet people outside of major events. For example, we participated in initiatives with national wheelchair basketball players and national blind soccer players as well as other top athletes from the para sector.

You can find out more about inclusion through sport on our **website**

Partner of football

Our sponsorship in football is intended to further underline our role as a promoter of the sport. In Germany, we support various Bundesliga clubs and are involved in the German Football Association (DFB). We are present at matches of the German national team (men and women).

Corporate giving: help with donations

With our corporate giving, we support the work of aid organizations – preferably in long-term partnerships. We select organizations that share our values and mainly support our focus topics: in Germany, for example, the Deutsche Telekom Foundation, which is committed to improving education in STEM subjects. We also support the aid organization "Ein Herz für Kinder" of BILD hilft e.V., the "Nummer gegen Kummer" and the "Telefonseelsorge" as well as the "Federal Association of Senior Citizens' Organizations e.V." (BAGSO) for many years. In addition, we work with some partner organizations in campaigns, e.g., against hate on the internet. We also provide financial support to organizations in which our employees are active on a voluntary basis.

You can find more detailed information about our cooperations on our **website**

As part of our social engagement, we have also been supporting the "Plaudernetz" in Germany since the summer of 2025 – a hotline against loneliness launched by the aid organization Malteser. We provide a free phone number and technical infrastructure. Since its launch, more than 10,000 telephone calls have already taken place via the hotline. Originally, the chat network was initiated in Austria, where it has been active since 2020 and is being implemented by Caritas of the Archdiocese of Vienna together with Magenta Telekom and the Kronen Zeitung.

Information on the total financial sum of our social engagement in the reporting year can be found under Social engagement here in the CR report.

Responding directly in the event of a crisis

In the event of acute crises, we act immediately, especially where Deutsche Telekom has its own locations and where employees are also affected. With our core business activities and strategic partnerships, we are engaged locally to achieve the greatest possible impact. Our employees can voluntarily contribute their time and skills where they are needed – and are released from work for an agreed period of time after consultation.

Support for those affected by natural and fire disasters in Europe

In Greece, we provided free voice and data packages to customers in areas affected by natural disasters, especially floods and fires, in 2025.

In North Macedonia, Makedonski Telekom made a donation to the Red Cross to help the families of the more than 60 dead and nearly 200 injured following a fire disaster at a discotheque in the town of Kočani. In addition, employees also took part in an internal fundraising campaign.

Accessibility ensured during wildfires and flash floods in the USA

In early 2025, severe wildfires in Southern California caused significant damage in Los Angeles County. T-Mobile US responded with rapid support for those affected and emergency services. The company automatically adjusted around 12,000 antennas to keep the mobile networks in the affected areas functional. In addition, T-Satellite, the satellite-to-mobile service, was made available ahead of its commercial launch, enabling 198,000 users to send and receive text messages and emergency alerts.

Additionally, the company supported relief efforts by setting up a Mobile Command Center to provide connectivity to emergency teams on the ground and activated T-Priority for many first responders. T-Priority is the first 5G network slice offering for first responders in the United States. Through T-Priority, a portion of the network's bandwidth is reserved in the existing mobile network, which enables first responders, such as police, firefighters and paramedics, to communicate reliably and quickly even in the event of network congestion.

Six months later, T-Mobile US supported relief and recovery efforts after severe flash floods hit communities in Central Texas. The T-Satellite service was deployed for emergency alerts and essential text messaging and a mobile radio station (SatCOLT), was used to improve network coverage on site. Drones also helped with search and rescue operations.

As part of the company's ongoing support to the first responder community in the United States, they also donated USD 2 million to the Tunnel to Towers Foundation, which supports families of emergency responders through initiatives such as scholarships for children of emergency responders who died in the line of duty.

T-Systems: coordination of spontaneous aid in the event of a crisis or disaster

How can clubs, associations and committed citizens be better involved in coping with crises and disasters? The Software-as-a-Service platform KatHelfer is intended to significantly simplify the coordination of spontaneous offers of help for authorities and organizations with security tasks.

KatHelfer uses communication channels that many people already have on their smartphones: via RCS, WhatsApp or Telegram, potential helpers can contact us directly via their smartphone and provide information on location, availability and skills. The AI compares the information with the need, identifies suitable people for spontaneous help and informs them about the operation.

KatHelfer was developed by T-Systems in the "KatHelfer PRO" project together with stakeholders from civil protection, science and industry and funded by the German Federal Ministry of Research, Technology and Space. Since December 2025, the platform has been used by the first customers at the state level.

You can find out more about our disaster recovery management in our audited

Sustainability statement in the Annual Report 2025

We are there when we are needed. This is also reflected in our "Community Contribution" KPI in the "Crisis response" area: In 2025, we supported those affected by natural disasters, among other things, with a total of more than EUR 1.8 million. Of this, we donated over EUR 250,000 in cash and made a further EUR 1.6 million in the form of donations in kind. The remaining share was accounted for by the monetary value of the volunteer hours worked and by the overhead costs.

Looking ahead

In recent years, our commitment has been in demand again and again – for example, in the event of sudden natural disasters or as a trustworthy partner for society. These experiences have deepened the exchange with key stakeholders and helped us to identify needs at an early stage and jointly develop viable solutions.

In the future, we want to continue to be an anchor of stability in uncertain times and continue our commitment reliably. In doing so, we can count on the support of our employees, who have proven their great willingness to help time and again worldwide.

Deep Dive for Experts

Management & Frameworks

- Deutsche Telekom's donation policy is intended to ensure a uniform and consistent commitment to donations in Germany. It defines guidelines and framework conditions for assessing and managing donations legally, bindingly and transparently.
- The sponsorship policy specifies Deutsche Telekom's sponsorship strategy and defines the decision-making process for specific sponsorship measures. It is intended to ensure that funds are used efficiently, that the relevant departments are involved and that all parties involved are legally protected.

Further sources of information on our voluntary and financial commitment

- Telekom Sponsoring (Germany)
- Compliance Guidelines | Deutsche Telekom
- Topic special Special Olympics

Employees: promoting co-determination and strengthening employer attractiveness

Deutsche Telekom's approximately 200 thousand employees are of crucial importance to our business success. We offer them competitive remuneration, attach great importance to participation and promote fairness-oriented cooperation. In addition, we operate a systematic health management system.

We deal with these and other employee topics in more detail in our audited Sustainability statement in the Annual Report 2025 and in the HR Factbook 2025. Here in the CR report you will also find further information on Employee development as well as on Corporate culture and inclusion.

Key employee figures 2025

The collectively agreed coverage rate was 41.2 %. (Germany: 75.4 %). [a]

Employee satisfaction increased by one percentage point to 81 % compared to the previous year. [b, c]

Almost 45,000 employees took part in our employee share program "Shares2You".

The health rate including long-term illnesses in Germany was 94.6 %.

You can find more key figures about Deutsche Telekom's employees in the HR Factbook 2025. In our audited Annual Report 2025, we also provide detailed information on the development of the workforce.

Dialogue & co-determination

We maintain an open dialogue with our employees. We work together with employee representatives and trade unions throughout the Group in a spirit of trust and constructiveness. Because there are different legal and contractual requirements in the individual countries, we manage co-determination issues in a decentralized manner – and always together with the company and inter-company stakeholders.

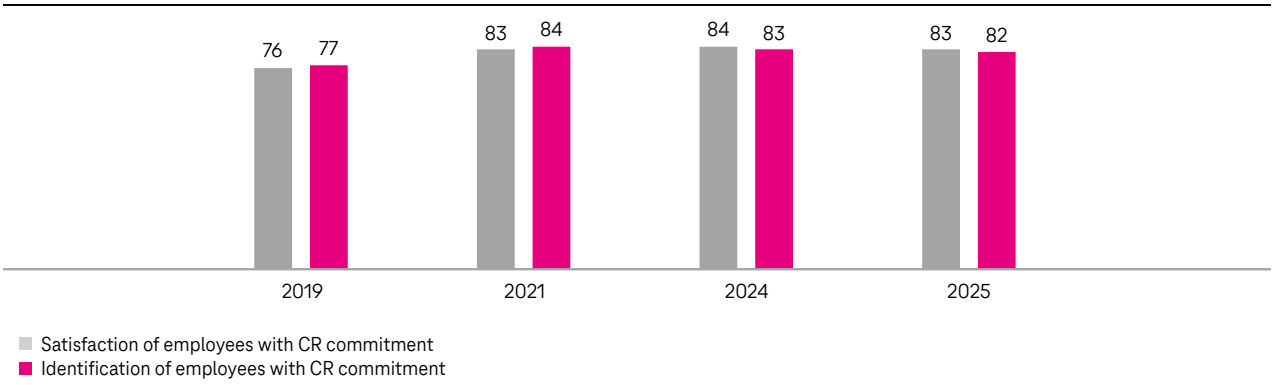
You can find out more about dialogue and co-determination in our audited Sustainability statement in the Annual Report 2025. Further information on the mood in the Group can be found in our HR Factbook 2025.

Our employee survey shows how strongly our employees identify with Deutsche Telekom's CR commitment and how satisfied they are with it. In the reporting year, 83 % of respondents believed that Deutsche Telekom was taking its responsibility for society and the environment seriously. 82 % said they identified with our commitment.

[a] The figure covers all companies with at least 100 FTEs.
[b] Agreement value regarding the mood in the Group determined as part of the pulse survey in November 2025.
[c] Excluding T-Mobile US.

KPI "Employee Satisfaction CR"

in %



Data is partly provided by external service providers.

Compensation & benefits

We offer our employees competitive and performance-related remuneration that is based on the respective national labor market. Collective agreements and other collective bargaining regulations support transparent and gender-neutral remuneration. The "Global Compensation Guideline" regulates the remuneration of senior executives.

You can find out more about compensation in our audited

Sustainability statement in the Annual Report 2025

Excursus: salary developments in Germany

In the 2024 collective bargaining round, we also agreed on salary developments for employees covered by collective bargaining agreements with the trade union ver.di for 2025. The collective wage agreements can be terminated for the first time at the end of 31 March 2026 [d]. The key results of the collective agreements for 2025:

Deutsche Telekom in Germany (excluding the T-Systems companies)

- August 2025 [d]: permanently EUR 190 more per month

For trainees and dual students, the social partners agreed on a 6 % increase in remuneration from August 2025.

We agreed on the following increases for non-tariff (AT) employees:

- January 2025: additional budget for salary increases equal to 3 % of the total salary; Managers were able to distribute this individually and performance-related to the AT employees (excluding T-Systems companies).
- October 2025: increase of the "Benefit Budget" introduced in 2024 by a further 1 % of total remuneration.

System solutions segment (T-Systems companies in Germany)

In 2024, we agreed and implemented the following salary development for 2025 for all T-Systems employees covered by collective agreements in Germany:

- August 2025: permanently EUR 190 more per month

For T-Systems employees in Germany, we implemented the following in 2025:

- October 2025: additional budget for salary increases amounting to 2.5 % of the salary bill for the non-employee employees of the T-Systems companies; managers were also able to distribute this sum individually and performance-related to AT employees.
- October 2025: increase of the "Benefit Budget" introduced in 2024 by a further 1 % of total remuneration.

[d] For Group companies with different terms from their respective company collective agreement, the implementation will be delayed.

[d] For Group companies with different terms from their respective company collective agreement, the implementation will be delayed.

In addition, we offer our employees more extensive benefits, for example through discounted share purchases as part of the “Shares2You” program. The program is now open to employees of participating Group companies in 17 countries (as of the end of 2025). In 2025, Belgium, Greece and North Macedonia were added.

In Germany, around 39,000 employees took advantage of the offer in 2025; more than 90,000 employees were eligible to participate. Outside Germany, more than 6,000 of almost 39,000 eligible employees took part.

You can find more information about “Shares2You” in our audited

Annual Report 2025

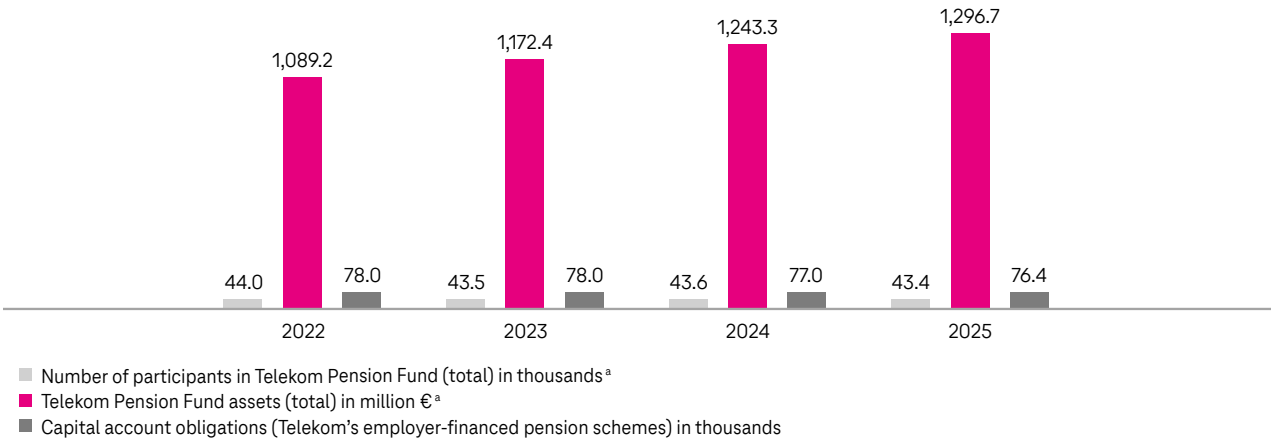
In addition, we offer our employees in Germany discounts on landline and internet connections. There is also the possibility of leasing bicycles via salary conversion. For more information, see Mobility here in the CR report.

An overview of additional financial benefits and other benefits for our employees in Germany can be found on our

Website

Provision for old age

Company pension scheme at Deutsche Telekom in Germany



[a] The volume comprises the assets of the Telekom Pension Fund in the 2001 pension plan.

The company pension scheme for employees in Germany is made up of two main components: Employer-financed pension commitments can be implemented via the capital account plan. In addition, employees can have part of their salary converted into pension benefits for old age and risk protection as part of gross and/or net deferred compensation via the Telekom pension fund. The company pension scheme in Germany is usually based on collective bargaining commitments.

We also offer pension and risk commitments within the Group outside Germany.

The design is based on country-specific regulations and customary market conditions, with the aim of supporting an adequate standard of living and financial security in old age.

You can find out more about the company’s own pension fund on the

Telekom Pension Fund website (only available in German)

EU segment: digital support in everyday work (Magyar Telekom)

With the Intelligent Digital Assistant (IDA), Magyar Telekom uses an AI-based HR chatbot that supports employees in their everyday work with administrative and HR-related issues. IDA automatically answers general HR questions around the clock, such as holidays, benefits, deadlines or other work-related topics, and is available regardless of office hours. This reduces routine activities and provides information quickly and easily. This relieves employees in their everyday lives and creates freedom for tasks that require personal expertise, creativity or conceptual work.

Health & occupational safety

The health and safety of our employees is an essential part of our responsibility as an employer. That is why we attach the highest importance to safety in the workplace. Occupational health and safety are firmly anchored in our structures through certified management systems and binding policies and guidelines.

In addition, we promote health awareness and competence among our employees with a wide range of target-group-specific offerings. As part of workplace health promotion, we offer numerous health programs and measures – around topics such as exercise and fitness, nutrition, addiction, stress prevention and mindfulness.

More on the topic of health and occupational safety

- Sustainability statement in the Annual Report 2025
- HR Factbook 2025

Looking ahead

In 2025, 81 % of our employees were satisfied with Deutsche Telekom as an employer – a result that confirms the direction of our work. At the same time, the value spurs us on not to let up in our commitment to transparent dialogue, fair remuneration, reliable preventive care and broad health promotion in the future.

Corporate culture and inclusion: valuing diversity and respecting needs

We are committed to enabling fair opportunities and are committed to inclusion. Our value-based corporate culture is characterized by diversity, equal opportunities and participation. It not only influences how we work, but also the satisfaction of our employees and our business success.

We present these topics in detail in the audited Sustainability statement in the Annual Report 2025 and in the HR Factbook 2025.

Lived values: facts and figures 2025

We want to offer all our employees the opportunity to develop professionally and develop individually – regardless of age, nationality and ethnic origin, gender and gender identity, physical and mental abilities, religion and ideology, sexual orientation or social background. Our employees are committed to these diversity dimensions in various communities and actively shape our corporate culture.

We implement legal requirements that we encounter in the area of equal treatment with various measures.

The following key figures from the reporting year show where we stand in terms of corporate culture and inclusion:

1. **Women on the Board of Management and Supervisory Board:** As in the previous year, the proportion of female members on the Supervisory Board was 45 %. The proportion of women on the Board of Management of Deutsche Telekom AG was 25 % (2024: 37.5 %). In addition to the proportion of women, different international experiences and professional backgrounds contributed to broadening the range of perspectives on the Executive Board.
2. **Employees with severe disabilities:** The proportion of our workforce in Germany was 7.7 % (2024: 7.6 %).
3. **Part-time:** 10.1 % of our employees (excluding T-Mobile US) used part-time models (2024: 11.9 %). In Germany, the figure was 11.6 % (2024: 12.2 %).
4. **Employee networks:** Over the course of the year, employees (excluding T-Mobile US) once again committed themselves to our corporate culture in over 50 communities.

We are continuously working to strengthen diversity, equal opportunities and participation. In addition, we want to ensure that our employees also find support in their private lives. We want to relieve them so that they remain healthy and productive and can develop individually.

Reconciling work and private life

With flexible working models, we want to make it easier for our employees to reconcile work and private life and help to prevent possible symptoms of overload. Our regulations are diverse and cannot be presented in full for the entire Group at this point. In Germany, the focus is on the following measures:

Promotion of part-time and partial retirement

Employees in Germany can reduce their number of hours in accordance with the legal requirements, provided that there are no operational reasons against it. You can return to your original weekly working hours at any time. Trainees and dual students can also be trained part-time or complete their studies under certain conditions. In principle, partial retirement can be started from the age of 55.

You can find out more about partial retirement in our

HR Factbook 2025

Mobile working

Mobile working is established at Deutsche Telekom. Our employees in Germany, but also in other European countries, can arrange their work flexibly at their location. In Germany, the regulations on mobile working are anchored in collective law. In addition, since 2024, employees in Germany have had the opportunity to work remotely from other EU countries for up to 20 working days per year.

Time off from work

With a lifetime working time account, most employees in Germany can save up a credit balance and use it for a sabbatical, an earlier exit from working life or the top-up of a part-time salary. At the end of 2025, almost 18,000 employees were using the model. In addition, employees in Germany can take unpaid leave from work at short notice, e.g. to raise or care for children, care for relatives or to work for another employer.

With the employee-financed "Buy Vacation" model, all employees in Germany have had the option of financing additional days off through their salary since January 2024. In contrast to the lifetime working time account, it is more flexible, because there are neither application deadlines nor savings periods. More than 1,200 employees applied for the model in the reporting year.

To study or do a doctorate, employees in Germany can take up to four years of so-called educational leave. During this time, the employment relationship is suspended and no remuneration is paid.

Holistic support for families and challenges using Germany as an example

As a family-friendly employer, we take the everyday requirements of our employees seriously and want to support them in mastering them with a wide range of offers.

- **Childcare:** In addition to company-owned daycare centers, employees at many Deutsche Telekom locations can use parent-child offices, e.g. if regular childcare is canceled. In addition, we support our employees all year round in their search for childcare options, even for the holiday periods. As part of this, Deutsche Telekom is offering additional holiday offers during the summer holidays. If, for example, regular care is cancelled, emergency care can be organized at short notice.
- **Parental leave**: Through the "Stay in contact" network, which is anchored in Germany, employees on parental leave have the opportunity to stay in touch with the company and also receive support in re-entering working life. Our "Fathers' network" promotes the open exchange of experiences between fathers. In addition, we offer (expectant) mothers and fathers in our company the option of being digitally accompanied on their "parental leave journey" with a specially designed app. Support in balancing the work-life cycle is also provided by the counselling and mediation services on care, support and household-related services.
- **Inclusive working environment:** In order to equip the working environment of our employees in a way that is accessible to the disabled and also inclusive, we promote physical and digital accessibility with various measures, e.g. by providing technical aids.
- **Programs for better work-life balance**: We offer various training courses and workshops that are specially tailored to employees in the early family phase. In the reporting year, for example, we once again implemented the mentoring program "Careers with children". In addition, we have provided learning opportunities such as the lecture "Parent couples between kitchen table and laptop" as well as lectures on the topic of menopause.
- **Support in dealing with professional and private challenges**: For concerns from everyday professional and personal life, our employees are supported by the Employee and Management Advisory Service (MFB) throughout the Group. For example, our employees can turn to MFB's external experts in the event of stress at work, private changes, but also problems in the partnership, in the family or with children.
- **Family Fund and Social Fund**: In Germany, we also support our employees with financial resources: As a start-up aid, the Family Fund supports employee projects that make it easier to reconcile work and private life – such as specially established childcare services, parent coaching or courses for family caregivers. Employees in an economic emergency can receive support from the Social Fund. We also subsidize recreational measures for children with severe disabilities.

You can find out more about our workplace health promotion measures in our audited

Sustainability statement in the Annual Report 2025

- **Betreuungswerk**: We support our employees in Germany in emergency situations and in regeneration. They can turn to the care center in the event of family deaths, serious illness, social emergencies or natural disasters, for example. For example, we offer courses for women with cancer. We also provide help for the children of employees who are students.
- **ErholungsWerk**: The ErholungsWerk offers inexpensive holidays in attractive European holiday regions, e.g. in one of the 16 own holiday resorts.

Looking ahead

For 30 years, our values have formed the basis of a corporate culture in which we want to empower everyone to reach their full potential. Our brand, the “T”, stands for connection and cohesion – both externally and internally, today and tomorrow.

Deep Dive for Experts

Management & Frameworks

- Our values form the basis for our corporate culture: We have laid them down in our Guiding Principles. They form the basis for our internal cooperation, but also for cooperation with our customers, shareholders and the public.
- Based on this, the codes of conduct of Deutsche Telekom and T-Mobile US define the rules for our daily work – both internally and externally. In this way, they bridge the gap between the corporate guidelines and the many different guidelines in the Group as well as the legal requirements.
- Our Diversity, equity, and inclusion policy and our Code of Human Rights provide the basis for promoting the various dimensions of diversity and eliminating discrimination within Deutsche Telekom (excluding T-Mobile US).

Relevant Standards

Global Reporting Initiative (GRI)

- GRI 2–7 (Employees)

Other sources of information on corporate culture and inclusion

- Initiatives for culture and inclusion | Deutsche Telekom
- Sustainability statement in the Annual Report 2025
- How we work

Employee development: promoting digital skills and showing future prospects

A future without digitization has long been unthinkable, neither in private nor at work. That is why Deutsche Telekom places a clear focus on the requirements of the digitalized world of work in the further development of its employees. We offer individual training and development opportunities, create jobs in growth areas and develop the skills of our employees in a targeted manner. We also deal with the topic of employee development in detail in our HR Factbook 2025.

Milestones achieved, ongoing projects and goals

We want to anticipate technological trends at an early stage and promote a culture of continuous learning within the company. To this end, we are constantly creating new offers for our employees. Our goal is to support the transformation of professional skills, especially because digital expertise, in particular AI, is becoming increasingly relevant.

Where we come from

2014 Launch of the digital learning platform Magenta MOOC (Massive Open Online Course). In addition to the transfer of knowledge by video lecturers, the focus is primarily on virtual collaboration between participants in small teams.

2019 to 2022 With the “youlearn” initiative, we developed Deutsche Telekom into a learning organization. At the same time, we increasingly switched our training to digital learning.

2020 By the end of 2020, we had held around 3,000 sessions as part of our employee initiative “Learning from Experts” (LEX).

2020 For the first time, we determined the proportion of digital experts in our Group (excluding T-Mobile US): 13.2 %. At the same time, we set ourselves the goal of increasing the value to 17 % by 2024 and took steps to create the necessary framework conditions for the acquisition of digital skills in our company.

2021 Offer of so-called Explorer Journeys: These programs are intended to prepare as many employees as possible for future skill requirements in the areas of big data, digital marketing, artificial intelligence (AI) and software development.

2023 66,000 employees took part in training courses on AI.

2024 Over 15,000 employees took part in the Explorer Journeys.

2024 We trained 30,000 internal users on how to use AI effectively (prompting skills).

2024 The proportion of digital experts among our employees (excluding T-Mobile US) rose to 22.7 %, significantly exceeding our original target of 17 % by 2024.

2024 We launched the Telekom Sustainability Campus: Web-based training courses are intended to familiarize our employees with challenges, tools and solutions in the field of sustainability.

Where we stand in the reporting year

2025 We expand our offerings for dealing with AI: 30,000 employees acquire prompting skills as a standard competence. This allows us to increase the efficiency of our workflows, especially in areas such as HR and finance. We also train our teams specifically on how to make the most of internal AI tools.

2025 LEX is being expanded: With over 6,500 sessions, we promote the continuous exchange of knowledge and record 52,000 participations in sessions on the topic of AI alone.

2025 Our digital learning offerings are firmly anchored in everyday work: 47,000 active users regularly use our “Percipio” learning platform, and the number of digital qualification days per employee increased from 3.2 to 3.5 compared to 2024 – thus strengthening “Percipio” as a central learning ecosystem and thus creating an integrated, scalable learning environment for the Group.

Where we want to go

2026 The productive use of AI is to be anchored in everyday work: 90 % of our employees (excluding T-Mobile US) are to use AI tools regularly.

2027 We want to further increase the proportion of digital experts to 25 to 30 % by 2027.

2028 We want to achieve complete AI competence in the Group: 100 % of our employees (excluding T-Mobile US) should have the necessary skills to use AI confidently, responsibly and in a way that adds value.

Our approach

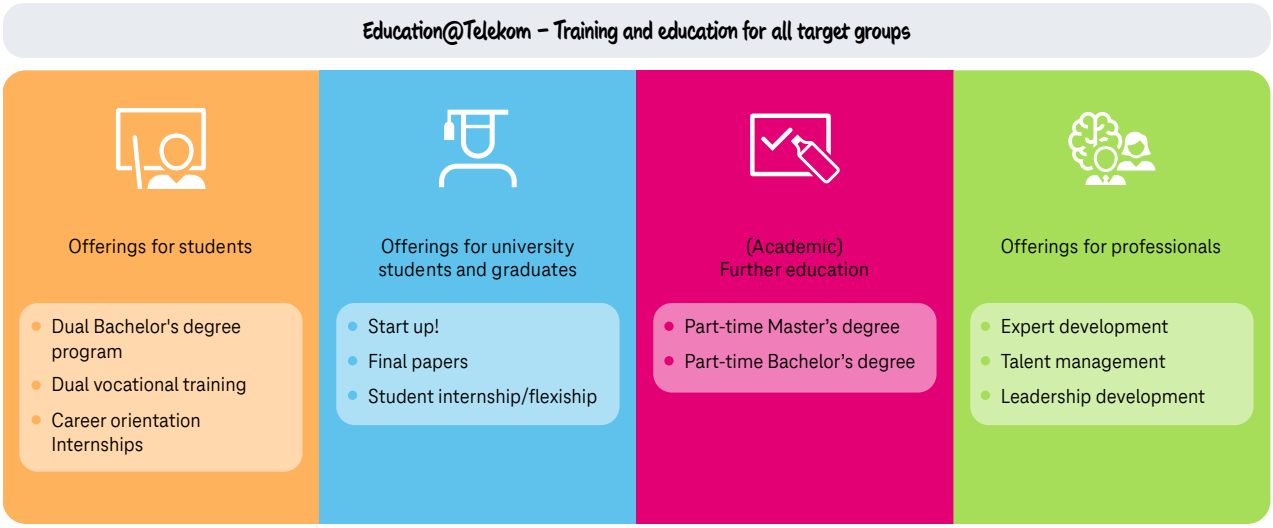
We promote lifelong learning and accompany our employees on their individual learning path. In the reporting year, we strategically developed the approach to lifelong learning and aligned it more closely with our Group strategy. For example, we have expanded the “Percipio” learning platform.

Teaching technical and digital skills is at the heart of our qualification strategy. Various programs help to expand our own candidate pool – including the Explorer Journeys: They equip employees with knowledge and skills, e.g., around AI, software development or digital marketing.

For more information on our progress in advancing digital expertise, please visit the

HR Factbook 2025

We support young people in entering the world of work through comprehensive technical and commercial training and dual study programs. With “Bologna@Telekom”, we also enable our employees in Germany to complete bachelor’s and master’s degree programs alongside their jobs.



Approaching training and development individually

Our employees can largely manage their further training themselves with the help of digital learning opportunities and integrate it into their everyday working life.

On our learning platform "Percipio", all full- and part-time employees of Deutsche Telekom (with the exception of T-Mobile US) can access educational offers, including training materials for online courses at university level, anytime and anywhere via desktop or app. T-Mobile US provides its employees with alternative training opportunities.

You can find out more about our learning culture in the

HR Factbook 2025

LEX Learning from Experts

Another example of self-determined and self-organized learning is our employee initiative "Learning from Experts" (LEX). Experts from the Group pass on their knowledge to their colleagues in various ways. In the reporting year, our experts conducted over 6,500 LEX sessions with over 52,000 participants.

Progress 2025 (excluding T-Mobile US)

94 % of the training courses that could be booked throughout the Group were available digitally.

Employees invested an average of 4.8 training days in their own training.

The proportion of digitally conducted qualification days was 70 %.

Identifying needs and expanding skills: skill management

We want to align our learning and development opportunities with the knowledge and skills of our employees. In doing so, we are pursuing the goal of becoming a "skill-based organization". We can use an intelligent tool to identify skills gaps as part of our skill management and provide our employees with targeted training. Suitable learning opportunities and clearly defined target profiles support personal development. After a pilot phase lasting several years, we have been applying skill management throughout the Group and across divisions since 2023 (Deutsche Telekom without T-Mobile US). So far, around 70,000 employees have successfully completed the skill management process.

In 2025, we anchored the AI-based platform "growth hub" centrally in personnel development. It bundles processes such as recruiting, skill, talent and resource management and offers personalized development offers, including jobs, training, projects, talent programs as well as mentoring or experience days. At the official launch in November 2025, 110,000 users were registered. In 2026, the services will be gradually expanded to other units globally.

T-Systems: competencies for the digital future

With “HerCode”, T-Systems launched a targeted support program for female IT talents in 2025. Twelve participants were selected from 40 applicants from nine countries, who will go through a structured development journey with training, coaching, mentoring and global networking within 12 to 18 months.

In addition, since 2023, Talents@T-Systems has been the first global talent initiative to annually support selected talents worldwide on the basis of transparent criteria and uniform governance. Impact measurements show a high level of satisfaction, faster career progress and significantly higher internal mobility: around 40 % of talents achieve measurable development steps within a year.

With the Career & Growth Day 2025, T-Systems also set an example for transparent career development: Around 4,000 employees worldwide were given insights into career paths, development opportunities and future prospects. Supplementary specials deepened these impulses in the course of the year.

Training sustainability

In 2024, the “Deutsche Telekom Sustainability Campus” started with web-based training courses on ESG (environmental, social, governance) aspects for our employees. In our segments, our own continuing education programs complement the portfolio. One learning opportunity in this context is called “Climate Fresk”: Since 2024, ten trained moderators have been offering online workshops on climate change for all employees. In addition, T-Systems developed a training program on “Green IT” in 2024 in collaboration with external partners such as universities. The aim is to provide employees with knowledge of ecological aspects in the development of IT solutions. Sustainability issues are also an integral part of onboarding at T-Systems: New employees learn about the sustainability strategy and how they can get involved in the environment and society right from the start.

Developing talent and promoting individual careers

We always keep an eye on the increasing demand for qualified workers, especially IT and tech experts, and face the competition for the best talent. We conduct targeted recruiting for our apprenticeships and dual study places, internships, trainee programs or the entry of experts. Investing in our own junior staff is another pillar for securing skilled workers.

We also promote the compatibility of career and private life. Further information can be found here in the CR report under Employees and under Corporate culture and inclusion.

You can find out more about careers at Deutsche Telekom

website

Excursus: Cyber Security Professional training initiative

Experts in IT security are still rare on the German labor market. Since 2014, we have been offering the two-and-a-half-year part-time IHK training to become a cyber security professional and are continuously developing the program to take into account current and future IT security requirements. The topic of AI is included in all modules of the program.

Our highlights:

- In 2025, the program entered its twelfth year with another cohort with a total of 20 participants.
- In the reporting, 19 participants passed the IHK certificate examinations for cyber security professionals.
- At the end of 2025, we had a total of 196 participants and 134 certified graduates.
- 96 % of the graduates remained employed by Deutsche Telekom.
- Many graduates continue to work as specialist coaches, thus strengthening knowledge management.
- Since 2018, the Cyber Security Professional training course has also been open to employees of external companies and authorities; a total of 17 external participants have taken part so far.

Further information on the topic of IT security can be found under Cybersecurity and data protection here in the CR report.

How we identify and develop talent

Our fundamental goal is to develop talented employees specifically for important positions in the Group. To this end, we connect talents and managers, create transparency in our talent pool and establish direct contact with potential managers.

We identify and empower talent according to our performance development approach “WeGrow”, based on the four criteria of achievement, ambition, attitude and ability. As part of “WeGrow”, we organize the “People Days” every year. This is where leadership teams meet to identify talent among their employees.

Magenta Exchange program with T-Mobile US

In 2024, we conducted the Magenta Exchange program for the first time as a cross-company exchange between Deutsche Telekom and T-Mobile US. High-potential leaders from both companies gained new insights into the business and culture of the other organization. In the reporting year, we developed the program in a targeted manner: The focus was on certain key business areas, and virtual pre-sessions were also introduced to optimally prepare participants for the subsequent attendance phase. A total of 15 talents took part in 2025.

Promoting experts and managers

Our program “levelup! NEXTGEN” is aimed at future managers as well as tech and digital experts. In 2025, more than 1,100 participants from all segments and 20 countries started the predominantly virtual training on leadership and collaboration topics. The proportion of international talent increased from 39 % to 54 % compared to the previous year.

In the global talent initiative “Global Talent Hub”, we promote (prospective) managers. In 2025, 220 talents with potential for an executive role participated in the program. In addition, we filled 21.5 % of our executive positions with “Global Talent Hub” talents (excluding T-Mobile US).

You can find out more about our development programs in the

HR Factbook 2025

System solutions segment: Performance Management – “Unfolding Performance” trainings

T-Systems launched the “Unfolding Performance” initiative four years ago to strengthen managers in performance management and promote employee development. To this end, the segment has created a comprehensive wiki for executives that provides practical instructions and the necessary knowledge for effective cooperation and support of the team members. In “Enabling Leaders” events, managers received an overview of all performance management measures at T-Systems.

- To date, more than 1,800 executives in 16 countries and across 9 time zones have been qualified.
- The events met with a high level of approval: 87.2 % of the participants rated them positively.

In the future, the training courses are to be provided in a digital tool that is available at all times.

United States segment: learning and career development

T-Mobile US continued to invest in career development programs in the reporting year. They aim to help employees stay ahead of emerging learning and development trends, acquire sought-after skills and open up internal career opportunities.

This is how the Magenta Accelerator program started: This eleven-week internal internship allows employees to gain experience in other business areas outside of their current team or department. Following the internship period, high-performing participants are given the opportunity to move into new permanent positions.

In addition, T-Mobile US piloted the Opportunity Marketplace in 2025, a platform that makes internal, project-based assignments visible. Employees can use this platform to build new skills or contribute existing skills to other areas of the company. A company-wide rollout is planned for 2026.

In addition to these new initiatives, T-Mobile US continues to offer various professional development programs and tools. These include Magenta U, a learning platform with on-demand access to thousands of courses, as well as job shadowing and stretch assignment offerings to explore different career paths. In addition, the company’s Level Up Library provides learning materials for particularly sought-after fields of expertise.

Offers for the skilled workers of tomorrow

As one of the largest training companies in Germany, we support pupils, students and graduates in choosing a career and starting a career. In a career orientation internship, young people gain valuable insights into the everyday work of a telecommunications company.

In 2025, we offered almost 1,700 apprenticeships in Germany: more than 1,200 places for vocational training and around 470 places for dual bachelor’s programs.

You can find out more about training and career entry in the HR Factbook 2025

Top graduates get to know how to get to know their skills as part of the individually configurable trainee program “Start up!” within 18 months. You will gain practical experience through challenging projects and customer-oriented assignments. In the reporting year, 43 new trainees started, 37 % of whom were women.

In addition to our training and internship offers, we launched the strategic initiative Fit4Future in Germany in 2025. This program specifically strengthens young people in key future skills – with a focus on mental health, financial literacy, media literacy and personal attitude. Practical, interactive and designed by young employees for young talents, Fit4Future is intended to promote resilience, self-efficacy and optimism about the future. In this way, we want to make a concrete contribution to a modern, responsible training culture. In cooperation with the start-up trainees from our Board of Management, we were able to offer 26 sessions on 20 different topics in the reporting year, which were attended by young people a total of around 2,600 times.

Investments in our employees and future skilled workers: successes in 2025

We were able to fill 53 % of our open positions with internal candidates (2024: 56 %; 2023: 51 %, 2022: 33 %).

In addition, we have once again received several awards as an attractive employer.

Strategic personnel restructuring and transfer management

The increasingly digitalized world of work is also accompanied by a complex personnel restructuring. We are creating new jobs in growth areas and building up qualified personnel for them. In other business areas, we are adapting structures and reducing the number of employees. We have always designed all measures for staff restructuring to be socially responsible for our employees. In the reporting year, we made particular use of instruments such as committed retirement, partial retirement and severance payments.

You can find out more about staff restructuring and fluctuation in the

HR Factbook 2025

Finding perspectives in close exchange

In Germany, we have a holistic personnel restructuring and transfer management system. The goal: to win over employees for career changes at an early stage. If tasks are eliminated in the short or medium term or other qualifications become necessary, we advise the affected employees in advance on the possibilities of professional reorientation. Together with the managers, internal and external employment alternatives are considered and personal labor market profiles are developed. In addition, we support individual application processes and offer qualifications where necessary.

Since 2018, we have advised around 3,400 employees nationwide in the Germany segment. Around 65 % of them were able to open up new career options through this advice.

Looking ahead

We want to further promote the digital skills of our employees and place a clear focus on using AI sensibly in everyday work. Our aim is to enable all employees to use AI responsibly and add value. At the same time, we pay attention to the balanced interaction between technology and people: In addition to AI skills, we specifically strengthen key future and soft skills. In this way, we create the basis for long-term success in the digital world of work.

Deep Dive for Experts

Management & Frameworks

- Important foundations for the various training, further education and development measures are laid down in our Code of Human Rights and in our Guiding Principles. For many areas of Deutsche Telekom, there are concrete agreements with the social partners and the works councils on the subject of further training.

Governance

Compliance: acting lawfully and fairly

Deutsche Telekom is committed Group-wide to compliance with applicable law and to the ethical principles set out in its internal regulations. These principles guide us in our daily actions and form the binding framework for our decisions.

We deal with the topic of compliance in more detail in our Sustainability statement 2025 and on our website.

How we understand compliance

Deutsche Telekom has implemented a compliance management system (CMS) to minimize risks from systematic violations of legal or ethical standards. These risks can lead to administrative or criminal liability of the company, its board members or employees or cause significant damage to their reputation. The CMS is based on three building blocks: culture, trust and simplicity.

Culture

Culture is the basis of our cooperation. Compliance cannot be successful without a good and open corporate culture in which each and every individual is willing to take responsibility, deal constructively with mistakes and point out risks.

Trust

Trust goes in two directions: Our compliance team provides trustworthy advice and works together with the business units to find solutions for dealing with compliance risks. Conversely, however, trust also means that compliance requirements are focused on those areas where it is necessary from a risk point of view.

Simplicity

Simplicity means that we want to make it as easy as possible for everyone in the company to follow the rules and implement compliance requirements. This includes that rules should be clear and simple and reduced to the essentials.

Compliance in a dynamic business environment

Increasing regulatory requirements, new digital business models, intensified international competition – all of these are influencing our compliance strategy. That is why we have to constantly review, develop and adapt our CMS. Our goal: We want to build a “Leading Digital Compliance Management System” (Leading Digital CMS). A Leading Digital CMS

- integrates compliance requirements into business processes as seamlessly as possible,
- shows existing compliance risks in an up-to-date and transparent manner,
- and actively embraces new regulatory or business developments, addresses these changes and uses the findings for continuous improvement.

Compliance management: digital into the future

Under the heading “Compliance Digital Transformation”, we are further developing our compliance processes with the help of IT tools and AI applications. The aim is to make these processes even more efficient. This is supported by the “ICARE Check” – a simple self-test with five questions for critical situations. The test is designed to help our employees navigate difficult situations and assess whether advice should be sought before deciding how to proceed.

Success with networking

The compliance officers in the international Group companies exchange views on strategic compliance topics. In 2025, Deutsche Telekom’s International Compliance Days took place in Budapest.

Other examples of compliance work across divisional and company boundaries include:

- There is a regular exchange between central and decentralized compliance departments.
- At the international level, virtual “Compliance Community Calls” are held on compliance strategy and current projects. The central and decentralized compliance officers take part in this.
- Deutsche Telekom’s compliance officers are also part of cross-company expert groups on compliance issues and contribute to the further development of compliance standards and management systems with specialist lectures, publications and other contributions.

Involvement in anti-corruption initiatives

Deutsche Telekom is actively involved in national and international associations and organizations that focus on compliance issues – such as the German Institute for Compliance (DICO e.V.). For years, we have taken the United Nations’ International Anti-Corruption Day on December 9 as an opportunity to draw attention to the issue of bribery and corruption within the Group.

Looking ahead

Responsibility, vigilance and dialogue within and outside Deutsche Telekom make our compliance management fit for the future. On this basis, we are continuously developing our CMS and strengthening our culture of integrity and transparency.

Deep Dive for Experts

Management & Frameworks

- Our compliance management system (CMS) is based, among other things, on the Compliance Risk Assessment (CRA), a procedure that can be used to identify and evaluate compliance risks and initiate appropriate preventive measures. The companies participating in the CRA are selected on a risk-based basis.
- Deutsche Telekom regularly has its CMS audited by independent auditing firms in accordance with the Institute of Public Auditors’ Auditing Standard 980 (IDW PS 980) for its effectiveness against corruption. After audits at Deutsche Telekom AG and eight of its subsidiaries in 2024, further audits of twelve international subsidiaries followed in 2025. In addition to compliance processes, the focus was on other activities with an increased risk of corruption (e.g., in the areas of purchasing, sales, events, donations, sponsoring, mergers & acquisitions and human resources). As in the previous audits, the effectiveness of the CMS with a focus on anti-corruption was once again confirmed by all audited companies.

Other sources of information on compliance

ⓘ Compliance Deutsche Telekom

Risks and opportunities

Deutsche Telekom has a Group-wide risk and opportunity management system. With this system, we systematically record and evaluate risks and opportunities as well as emerging risks for the company. It helps us manage potential threats, seize opportunities, and increase resilience to unpredictable events. In addition, the system supports strategic decision-making.

You can find more detailed information on the risk and opportunity management system in our Annual Report 2025.

Taking a closer look at emerging risks

New or foreseeable risks for the future, the risk potential of which is not yet known with certainty and whose effects are difficult to assess, are referred to as emerging risks. These include, for example, geopolitical tensions, new technologies or macroeconomic factors. While these risks may already be impacting our business today, their effects may increase within three to five years and affect us much more severely in the future.

If we want to protect our company and our customers from emerging risks, we must identify and evaluate them at an early stage and initiate risk mitigation measures as part of our risk and opportunity management system. In order to reduce negative impacts, we may also need to adapt our strategy or business models.

Our 5 Emerging Risks

Cyber attacks

New technologies, in particular AI

Geopolitical instability

Climate change

Increasing regulatory complexity

Cyber attacks

Cyberattacks and cybercrime continue to increase and become more complex and effective. Rapid technological progress, for example, through artificial intelligence (AI), can favor increasingly efficient and sophisticated attack methods that could partially overtake existing security measures. At the same time, the number of possible points of attack is increasing because companies are increasingly networked and data and processes are increasingly running via digital systems, external service providers and Internet-based applications. Geopolitical tensions, evolving threat actors, and the ongoing cybersecurity skills shortage can exacerbate the risk landscape and make it difficult to effectively manage cyber risks.

The potential effects of this risk include, but are not limited to:

- System failures and business interruptions
- Loss of customer data, which can lead to loss of trust, reputational damage, and legal consequences
- Financial losses, particularly due to ransomware attacks and related ransom payments
- Rising costs for cybersecurity, such as prevention and protection measures, responsiveness and qualified personnel

Our risk mitigation measures include:

- To further develop integrated cyber and AI risk governance and strengthen prevention, detection and response, including AI-powered security solutions
- Secure and regularly update IT systems, identity and access management, and reduce the attack surface.
- Promoting a risk-aware security culture, cooperation along the supply chain and supplementary protection against financial risks, for example through cyber insurance

You can find more information on cybersecurity here in the CR report.

New technologies, especially AI

New technologies such as AI are rapidly gaining in importance and are increasingly influencing how business models are designed, processes are controlled and decisions are made. AI can open up new opportunities, but it can also bring with it risks, such as automated decisions that are difficult to understand, inadequate protection of sensitive data, and increasing regulatory and liability requirements. The rapidly growing volume of data could make it even more difficult to control and monitor data sets consistently. In addition, AI-enabled applications could facilitate the spread of misinformation, enable new forms of cybercrime and have an environmental impact due to their energy requirements. If technological change is not properly managed, opportunities cannot be exploited effectively.

The potential effects of this risk include, but are not limited to:

- Increasing cyberattacks, amplified by new technologies
- Liability and compliance risks due to non-transparent or distorted AI systems
- Increasing skills gaps due to new qualification requirements

Our risk mitigation measures include:

- Strengthening governance and security measures for the use of new technologies, in particular AI
- Continuous investments in the qualification and further development of our employees as well as the promotion of a risk-conscious corporate culture

Geopolitical instability

Increasing geopolitical tensions and political unpredictability are threatening the stability of the global economy and financial markets. Economic nationalism, protectionist measures and strategic technological rivalries between states can create new trade barriers and affect international supply chains. At the same time, geopolitical alliances are constantly changing. Existing and potential conflicts can increase the risk of further market dislocations, supply shortages and a global economic slowdown.

The potential effects of this risk include, but are not limited to:

- Destruction or impairment of network infrastructure through political uprisings, sabotage, or geopolitically motivated attacks
- disruptions or delays in the supply chain, for example as a result of geopolitical conflicts, trade restrictions or protectionist measures; this concerns, among other things, the availability of critical raw materials
- Increased uncertainty in strategic and financial planning, coupled with rising costs and increasing market volatility

Our risk mitigation measures include:

- Close monitoring of policy developments and adaptation of our shoring strategy
- Integrating geopolitical risks into the company-wide risk assessment and developing/validating corresponding contingency plans
- Development/review of scenario planning activities

Climate change

Advancing climate change can increase the frequency and intensity of extreme weather events. This is associated with phenomena such as warming of the oceans, higher temperatures and humidity, as well as severe storms and heat waves. These developments can promote natural events such as floods and droughts.

The potential effects of this risk include, but are not limited to:

- Damage to the network infrastructure
- Higher costs due to increasing regulatory requirements and necessary investments in physical protective measures
- Delivery delays and rising delivery costs due to disrupted supply chains

Our risk mitigation measures include:

- Further development of the business model to reduce CO_2 emissions, in particular through the expansion of circular economy approaches such as recycling and waste avoidance as well as through the most resource-efficient product and network design possible
- Prepare and regularly review contingency and preparedness plans, including the assessment of critical systems and resources
- Implementation of physical protective measures at our own sites as well as along selected parts of the supply chain with regard to extreme weather events

Further information on our approach to environmental and climate protection can be found under Climate protection and Circular economy here in the CR report and under “Climate change” and “Resource use and circular economy” in our audited Sustainability Statement.

Increasing regulatory complexity

The regulatory requirements for telecommunications companies are continuously increasing and at the same time becoming more complex. In addition to traditional regulatory fields, new areas such as AI, digital markets, data protection and environmental, social and governance aspects (ESG) are gaining in importance. Different national requirements, stricter audits and new enforcement mechanisms can increase the pressure to adapt, legal risks and compliance costs.

The potential effects of this risk include, but are not limited to:

- Additional financial burdens due to fines, sanctions and rising legal and procedural costs
- Limited strategic room for maneuver and distortions of competition due to different regulatory requirements in individual markets
- Increased operational effort and need to adapt processes and business models as a result of new regulatory requirements

Our risk mitigation measures include:

- Early monitoring of regulatory developments and continuous dialogue with the relevant regulatory authorities
- Further development of our compliance management system, including clear responsibilities, sufficient resources and regular review
- Integration of regulatory requirements into company-wide risk and continuity planning in order to address impacts at an early stage

Looking ahead

In order to strengthen Deutsche Telekom's resilience and minimize the risks described, we are taking targeted measures. At the same time, we use the early understanding of these topics to further develop and strengthen our ecological, social and economic sustainability performance in the long term.

Deep Dive for Experts

Management & Frameworks

- Our Group-wide risk and opportunity management system is organized in a decentralized manner. The methods for the system and for the associated reporting, in particular the Group Risk Report, are specified by the Group Risk Governance department. All operating segments as well as the Group Headquarters & Group Services segment are connected to the central Group system via their respective risk and opportunity management systems. In the segments, the respective managers are responsible for identifying, evaluating and continuously monitoring the risks. Opportunities are taken into account by management in the annual planning process and continuously developed in the course of the operational business.

Other sources of information on risks and opportunities

Annual Report 2025 – Risk and Opportunity Management

Compliance and internal Group rules

Cybersecurity and data protection: secure systems, protected privacy

On average, third parties try to gain access to Deutsche Telekom's systems up to 45,000 times per minute. Not least in view of AI-generated attacks, cybersecurity and the protection of personal data are essential fields of action for us. The highest standards of IT and data security as well as data protection are part of our brand identity.

We cover privacy and security issues in detail under "Consumers and End Users" and "Cybersecurity" in our audited Sustainability statement 2025.

Evaluating attacks with AI

With the help of artificial intelligence (AI), our security experts analyze around 5 billion security-relevant data from around 1,400 data sources every day. They detect attacks in real time and immediately take the necessary steps to neutralize or ward off attacks. In 2025, we registered around 65 million attacks per day on our honeypot systems. Honeypots are intentionally set traps for attackers. In Europe, we are a pioneer in the proactive fight against botnets in the Deutsche Telekom network. This is how we protect our infrastructure – and thus also the data of our customers. In this way, we contribute to trust in our networks and systems.

You can find out more about cybersecurity in our

Sustainability statement in the Annual Report 2025

In 2025, we employed more than 280 cybersecurity analysts and more than 30 specialists in our Cyber Defense and Security Operations Centers (SOC) worldwide. Among other things, they work on the detection of threats, the treatment of security incidents and digital forensics, i.e., the analysis of digital traces in order to be able to understand and solve security incidents.

Security and commitment combined: Deutsche Telekom Security GmbH

We also offer our services against cyber attacks to other companies: More than 150 DAX and medium-sized companies in Germany use the services of Deutsche Telekom Security GmbH for their own protection. As one of the world's largest providers of digital security and the market leader in Germany, Austria and Switzerland, Deutsche Telekom Security GmbH bundles cybersecurity expertise throughout the Group and has been securing our own infrastructure and that of our customers for many years. In order to further improve cooperation in digital hazard prevention, Deutsche Telekom Security GmbH is involved in numerous organizations and associations. It also works with other ICT service providers in Germany and at EU level.

We also address the topic of children's online safety through offers from Deutsche Telekom Security GmbH. These include educational offers such as AwareNessi, which are intended to teach children basic skills for the safe use of online media. More information on our approach to protecting minors when using digital media can be found here in the CR Report under Consumer protection.

Deutsche Telekom Security GmbH offers part-time training to become a cyber security professional and other career opportunities. Detailed information on this topic is provided in the CR report under Employee development.

Training for employees: targeted qualification

In order to sensitize our employees to data protection, information protection and cybersecurity, we use various learning formats that we regularly develop. For example, every two years (most recently in 2025), employees are obliged to protect data and information. Participation is mandatory for full- and part-time employees and takes place throughout the Group (currently excluding T-Mobile US). In the reporting year, this mandatory training course consisted of content on data protection (4 modules) and information protection (2 modules).

You can find out more about training and awareness measures on our

website

Progress in 2025: impact of our actions

In the latest update of our mandatory training on data and information protection, we have integrated a systematic evaluation of the level of data protection – both at the Group level (excluding T-Mobile US) and at the level of the individual companies. On this basis, strengths and concrete fields of action can be identified and targeted improvement measures can be derived. The new evaluation replaces the “Data Protection Award” last recorded in 2022, which we used to evaluate our data protection measures. In the year under review, more than 80 % of our employees successfully completed the mandatory training at the first attempt. This result serves as an indication of the effectiveness of our measures to raise awareness of data protection issues.

We also conduct regular surveys to determine the security awareness of our employees on a random basis. On this basis, we evaluate the effectiveness of our cybersecurity measures (excluding T-Mobile US). A central instrument is the Online Awareness Survey (OAU). We derive the Security Awareness Index (SAI) from their results. The SAI maps how employees perceive and assess IT security in the Group. A higher percentage stands for a more positive rating.

The OAU was last held in 2024. The SAI increased from 80.6 % in 2023 to 81.0 % in 2024. No survey was conducted in the year under review, as we systematically reviewed and further developed content and issues after OAU 2024. On this basis, it is planned to restart the revised OAU in 2026. In this way, we want to derive measures from the results in an even more targeted and data-based manner in the future.

Looking ahead

Our intentional traps for cybercriminals were attacked 65 million times a day in the reporting year. This figure underscores the importance of continuously improving our cybersecurity activities. With innovative processes, the increased use of AI and the expansion of our protection centers, we are committed to protecting our infrastructure and the data of our customers in the future.

Deep Dive for Experts

Management & Frameworks

- We have established a security organization centrally and in all entities of the Group. The “Security” policy establishes fundamental principles for data protection and cybersecurity and is aligned with the ISO/IEC 27001 standard. In addition, the Group’s information security management system as well as the majority of Deutsche Telekom’s Group entities are certified in accordance with ISO/IEC 27001 and are subject to regular internal and external audits (excluding T-Mobile US).
- Since 2020, CERT has been officially certified according to the SIM3 (Security Incident Management Maturity Model) standard.
- Our group companies are subject to specific data protection regulations, such as the GDPR in the EU. Where national legal requirements permit, the companies in the Group have also committed themselves to complying with the “Binding Corporate Rules Privacy”. This guideline is intended to ensure a uniformly high level of data protection in accordance with ISO/IEC 27701 for our products and services.
- On our website, we provide comprehensive information about our data protection activities. We also publish an annual Transparency Report. In our Status Report on data privacy, we also report on major data protection-related processes and corresponding measures.
- Our customers in the United States receive information about the data protection practices of our U.S. subsidiary via the Privacy Center of T-Mobile US. It provides consumers with information about how the company collects, uses, shares, and protects personal customer information; additional information about the types of data collected and the programs that individuals can enable and disable; what types of data are used internally and under what circumstances data may be sold or disclosed to third parties; and more information about how data is stored and backed up.
- T-Mobile US has policies, procedures, and review processes, including a structured intake process for cybersecurity service requests, to ensure data security. T-Mobile US also conducts a comprehensive data inventory of its systems.
- We want to ensure the lawful processing of personal data while respecting general human rights. In our Code of Human Rights, we (excluding T-Mobile US) are committed to the fundamental right to data protection and informational self-determination that applies in the EU and would like to promote its recognition worldwide.
- In our Guidelines for the ethical use of AI, we (excluding T-Mobile US) have set out how we use AI responsibly in our products and services. T-Mobile US is steering the issue with its Responsible AI Policy and Guidelines.
- We expect our suppliers to comply with all applicable data protection and data security requirements. By recognizing our Supplier Code of Conduct, they commit to transparently documenting their data processing and AI processes and disclosing them upon request. They must also ensure that their AI systems are non-discriminatory, transparent and barrier-free and can be stopped or switched off at any time by a responsible person.

Relevant Standards

Sustainability Accounting Standards Board (SASB)

- TC-TL-230a.2 (Data security)

Other sources of information on privacy and security

- Deutsche Telekom’s data protection and security activities
- Laws and corporate rules
- Corporate Responsibility Reporting Hub from T-Mobile US
- T-Mobile Privacy Center

Consumer protection: ensuring safety and transparency

With our commitment to consumer protection, we want to minimize legal risks and strengthen the trust of our customers. We are continuously working to ensure that consumers can use our products and services as safely as possible. We are also committed to the protection of fundamental digital rights and other consumer policy issues with various initiatives.

You can find more detailed information on the topic of consumer protection in our Sustainability statement 2025.

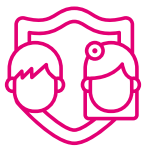
Our most important topics in terms of consumer protection

Our commitment to the interests and protection of our customers has various focal points. In doing so, we are always guided by the requirements and challenges of the countries in which we operate.

Data protection and data security are extremely important to Deutsche Telekom. That is why we take strict requirements for the protection and security of data into account both in the development of our products and services and in the use of them by our customers. For more information, please see our Sustainability statement, on our website and here in the CR Report under Cybersecurity and data protection. There we also discuss how we measure the impact of our measures.

We continuously take into account new scientific findings on the topic of mobile communications and health. When planning and operating our mobile networks, we are guided by the recommendations of the International Commission on Radiological Protection. We take appropriate precautions to ensure that the electromagnetic fields always remain below the legal limits. The aim is to meet legal requirements and make a contribution to health protection. In addition, we provide understandable and professionally verified consumer information on the effect of electromagnetic fields – both on our mobile network and on the use of mobile devices.

For the mobile phones and smartphones we sell, we provide information on specific absorption rates (SAR values), among other things. The SAR value is a measure of the electromagnetic fields recorded in the head, which are emitted by a mobile phone or smartphone during a phone call. This is how we provide information about compliance with the applicable device safety requirements. For more information, please see our Sustainability statement and our website.



We want to protect children and young people when using digital media and support them in handling digital content safely. To this end, we provide age-appropriate offers and provide parents or guardians with additional information and guidance. In addition, we work closely with law enforcement agencies, NGOs and other partners from business, politics and society. Further information on our measures can be found in our Sustainability statement, here in the CR report under Digital inclusion and on our website.

Digital fundamental rights and protection of minors online

In the reporting year, the European Commission commissioned Deutsche Telekom and the Swedish ID specialist Scytáles to develop a prototype for a privacy-compliant app for age verification. This app is intended to enable users to prove their age online without revealing personal data. This is intended to help protect minors when using age-restricted online content. The app was completed in 2025 and published as an open-source reference application at EU level.

In addition, we are committed to strengthening fundamental digital rights and respectful interaction in the digital space – for example as part of our “No hate speech” initiative. For more information, see Digital values here in the CR report.

Consumer policy commitment

We are politically engaged in helping to shape the framework conditions for consumers. Our key consumer policy issues are:

- Simple legal framework as the basis for a positive customer experience in service
- Commitment to consistent and understandable communication with customers
- Protection of customer interests in telecommunications (e.g., when switching providers in fixed networks and mobile communications)
- Strengthening comprehensive and cross-technology protection of minors at national and EU level
- Continuous continuation of consumer data protection (e.g., in the online advertising industry)

In doing so, we stand for a balanced, constructive and solution-oriented approach that is geared to both consumer needs and corporate interests.

For more information about our commitment to consumer policy, please visit our website.

Looking ahead

We remain committed to data and network security and want to further strengthen the protection of minors in particular. To this end, we are developing technical solutions that are intended to enable them to participate safely in the digital world.

Human rights and supply chain: taking responsibility

“Act with respect and integrity” is part of our guidelines and thus a requirement for all Deutsche Telekom employees. We are committed to respecting human rights where we operate – including along our supply chains and with our business partners. We want to continuously develop our commitment. To this end, we have implemented a human rights and environmental due diligence process.

You can find more detailed information on human rights under “Own workforce” and “Workers in the value chain” in our audited Sustainability statement 2025, and on our website.

Milestones achieved, ongoing projects and goals

The protection of human rights and environmental concerns is an integral part of our business activities and corporate governance. What initially began on a voluntary basis is now also subject to legal requirements, especially with regard to the supply chain. As part of our due diligence process, we regularly analyze the risks and impacts of our business activities with regard to human rights and environmental concerns. We use the knowledge gained to systematically address risks.

Where we come from

2000 We became a founding member of the UN Global Compact and were one of the first ICT companies to commit ourselves to complying with social and environmental standards and to disclosing them.

2003 We committed ourselves to acting responsibly in our “Social Charter”.

2007 We put our Supplier Code of Conduct into effect.

2010 Together with two other European telecommunications companies, we founded the international industry initiative “Joint Audit Cooperation” (JAC) (since 2023: Joint Alliance for CSR) for the sustainable development of suppliers in the ICT industry.

2016 For the first time, we introduced a comprehensive human rights and environmental due diligence program.

2017 We further developed the “Social Charter” into the Declaration of Principles “Code of Human Rights and Social Principles”. With the update, we reaffirmed our commitment to the goals of the German Federal Government’s “National Action Plan on Business and Human Rights”.

2023 For the first time, we carried out a risk analysis for 248 Group companies and around 20,000 direct suppliers in accordance with the requirements of the German Supply Chain Due Diligence Act (LkSG). The results were published for the first time in our “Annual report LkSG”, which has been published annually since then. Together with the Human Rights Code, which has been further developed, the “Annual report LkSG” and the Human Rights Code form our basic declaration of human rights.

2023 We updated our existing human rights training and made it available in 12 languages on Deutsche Telekom’s online training platform (excluding T-Mobile US).

2024 134 Group companies implemented the “Human Rights Code” and thus updated their human rights policy statement. In addition, we have published a legal report on the implementation of due diligence obligations in accordance with the LkSG (BAFA report).

Where we stand in the reporting year

2025

Since the introduction of the updated human rights training, we have recorded a total of around 30,000 training completions. In response to positive feedback from the participants, we are making the training available in two more languages, bringing the total to 14 languages.

2025

At the end of 2025, 141 Group companies had implemented the updated Human Rights Code – that is 97 % of all Group companies over which Deutsche Telekom AG exercises decisive influence within the meaning of the LkSG. For more information, please see "Own workforce" in our audited Sustainability statement.

2025

We want to further develop how we deal with human rights risks in grid expansion in Germany and to this end, we are participating in the Energy Industry Dialogue of the Federal Ministry of Labour and Social Affairs with guest status.

Where we want to go

2026–2027

We will prepare for the further development of human rights due diligence processes in line with the European Supply Chain Act (CSDDD) and explore participation in other industry initiatives to jointly address identified human rights risks.

Creating awareness: training for employees and suppliers

In order to sensitize all Deutsche Telekom employees (excluding T-Mobile US) to human rights and to enable them to actively protect others and themselves in their own working environment, we offer human rights training on our online training platform. The training also includes information on complaint and redress procedures for discrimination and harassment.

Selected suppliers receive training on our human rights and environmental requirements. In addition, procurement employees are trained on risks in the procurement process.

You can find out more about our human rights training in our audited

Sustainability statement in the Annual Report 2025

Audits: results in 2025

Through our auditing programs, we regularly review the working conditions at our suppliers' production sites. The audits are carried out, among other things, as part of the Joint Alliance for CSR (JAC) industry initiative, which enables broad coverage of relevant suppliers. The figures for 2025 at a glance:

166 Audits
- 127 on-site social audits as part of JAC
- 24 audits as part of the Validated Assessment Program (VAP) of the Responsible Business Alliance
- 15 surveys

Supplier levels of the JAC and VAP audits
- 59 direct (Tier 1) suppliers
- 92 indirect suppliers (75 Tier 2, 16 Tier 3 and one Tier 4 supplier)

Suppliers in 31 countries
(Focus: Asia)

794 Anomalies
in terms of supplier requirements (2024: 661)

The audits found anomalies in the following areas: 392 anomalies in the area of occupational health and safety, 117 in the area of working hours, 92 in the area of environmental protection, 80 in the area of business ethics, 56 in the area of wages and performance-related pay, 47 in the area of working conditions, six in relation to freedom of association, three in the area of discrimination and one anomaly in the area of disciplinary measures.

As part of the industry-wide collaboration, all identified anomalies are recorded in a corrective and preventive action plan and their timely implementation is tracked.

The results of the audits are incorporated into our annual risk analysis in accordance with the LkSG. Anomalies in Deutsche Telekom's area of responsibility are recorded, prioritized and followed up on the basis of binding action plans in audit management: At the end of 2025, 95 % of our suppliers' corrective measures had been fully implemented, while 5 % were still being implemented.

In addition, in the year under review, we also carried out independent audits of identified risk areas within the meaning of the LkSG, such as grid expansion in Germany.

You can find out more about the audits under the JAC initiative in our audited

Sustainability statement in the Annual Report 2025

Key figures: Human rights and environmental protection in procurement

We use various measures and processes to address human rights and environmental risks along the supply chain. We use various key figures to monitor and control progress.

For more information on our approach along the supply chain, please see our audited

Sustainability statement in the Annual Report 2025

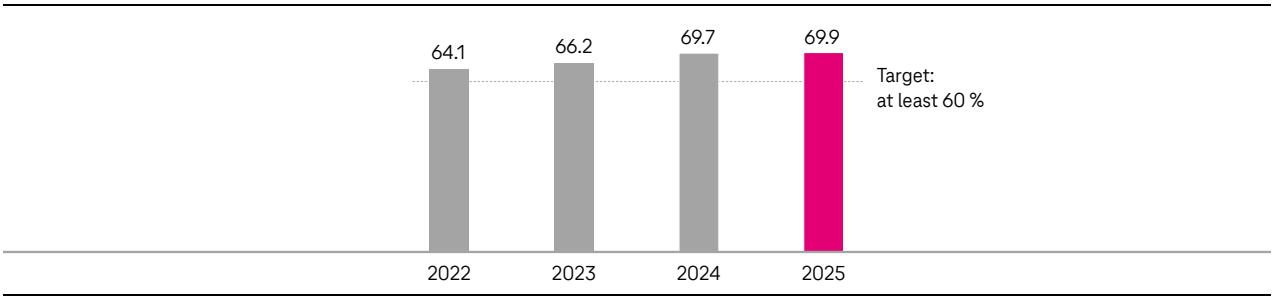
Key figures for purchasing volume

We use the KPI "Purchasing Volume Verified as Non-Critical" to measure the proportion of our purchasing volume from suppliers that have been audited for social and environmental criteria – for example, in the course of standardized sustainability assessments such as EcoVadis, CDP, social audits or other supplier visits. The target of 60 % by the end of 2025 was exceeded again in the year under review with a share of 69.9 %.

We calculate this KPI using data from the uniform purchasing reporting system for the audited Group-wide purchasing volume (excluding T-Mobile US and excluding the "Network Capacity" category).

KPI "Procurement Volume Verified as Non-Critical"

in %

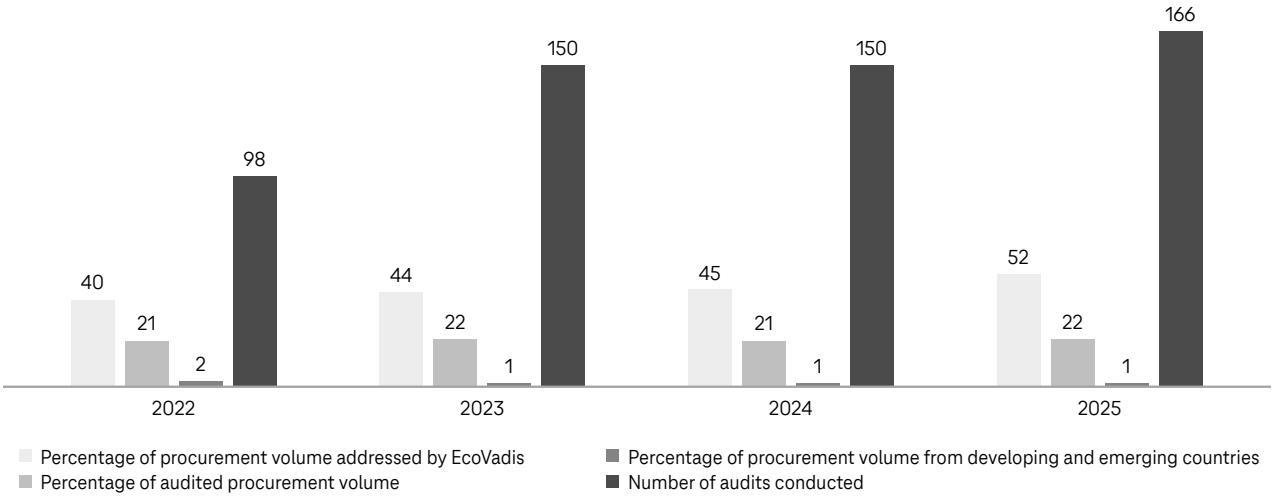


Other key figures we collect include the number of audits, the proportion of the procurement volume audited in the course of audits and the proportion of the procurement volume covered by EcoVadis. The number of audits in the year under review was 166 (2024: 150). Audits include both internal and external reviews, including surveys, on-site social audits and follow-up-audits.

The share of the procurement volume audited rose from 21.1 % in the previous year to 22.3 % in 2025. The share of procurement volume covered by EcoVadis increased to 52.3 % in the reporting year (2024: 45 %).

Audited purchasing volume and number of audits

in % and number



Excl. T-Mobile US and without the category “Network Capacity”.

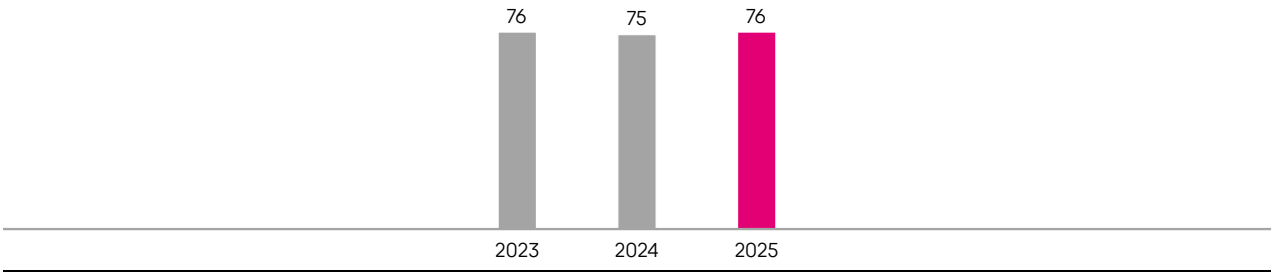
KPI on risks related to direct suppliers

To implement the legal requirements of the Supply Chain Due Diligence Act (LkSG), we introduced the “LkSG Supplier Risk Score” KPI in 2024. The KPI is used to identify potential human rights and environmental risks at Deutsche Telekom’s suppliers (excluding T-Mobile US). The basis for this is the risk assessment of an external data provider.

In the year under review, 76 % (2024: 75 %) of our direct suppliers were classified as low-risk. The share of direct suppliers with increased risk was 24 % (2024: 25 %).

KPI “LkSG Supplier Risk Score”

in %



Against the backdrop of regulatory developments on corporate due diligence, we want to further develop the underlying KPI system for the risk-based assessment of suppliers. At the same time, we are examining how the existing KPIs can be further developed in order to map social and environmental audits in the supply chain in an even more differentiated way in the future.

In addition to these issues, climate protection is also a central field of action in our supply chain. In this context, we determine the KPI “CDP Supply Chain Program”, which we report here in the CR report under Climate protection.

Looking ahead

Prevention is becoming increasingly important in our human rights due diligence processes. In doing so, we are focusing in particular on supplier industries with a higher risk profile. Through exchange with stakeholders, participation in industry initiatives and other joint activities, we are further developing our prevention approaches.

Deep Dive for Experts

Management & Frameworks

- Our Human Rights Policy Statement consists of two parts: our Human Rights Code and the Annual report LkSG. The principles and expectations described in the Code of Human Rights are aimed at employees, suppliers and business partners. In the Annual report LkSG, we publish prioritized human rights and environmental risks and the measures and expectations derived from them every year.
- In addition to human rights standards, the Supplier Code of Conduct also regulates environmental requirements for suppliers: This includes, among other things, the more economical use of resources, the reduction of emissions, the safe handling of chemicals and waste, and compliance with relevant environmental laws and standards. In addition, we expect suppliers to continuously minimize their environmental impact and provide transparent data on their greenhouse gas emissions.
- Both the Human Rights Code and the Code of Conduct for Suppliers are based on the requirements of the German LkSG.
- T-Mobile US does not fall within the scope of the LkSG and has its own Human Rights Statement and Supplier Code of Conduct. In addition, the T-Mobile US Responsible Sourcing Policy covers the procurement of goods that use raw materials that are potentially mined in conflict-affected or high-risk regions. As a U.S. listed company, T-Mobile US also conducts a company-specific enterprise risk assessment using its own methodology.
- Via the whistleblower portal "TellMe" and the T-Mobile US "Integrity Line", all employees and outsiders can report violations of legal provisions and internal company regulations – anonymously if desired. This also includes references to human rights or environmental risks and violations.

Relevant Standards

Global Reporting Initiative (GRI)

- GRI 406 3–3 (Non-discrimination)
- GRI 407–1 (Freedom of association and the right to collective bargaining)

GSM Association (GSMA) Indicators for Telecom Providers

- GSMA-SUP-02 (Supplier assessment)

Other sources of information on human rights

- Sustainability statement in the Annual Report 2025
- Human rights at Deutschen Telekom
- Social and environmental aspects in the supply chain
- Corporate Responsibility Reporting Hub from T-Mobile US

Sustainable finance: decisions for the future

Investors pay attention not only to financial performance metrics when selecting stocks, but also to ESG criteria: that is, they consider how a company acts in the areas of environmental (E), social (S) and governance (G). In order to create transparency for financial market participants, we have our sustainability performance assessed by external rating agencies. We also incorporate ESG criteria into our own investments. When it comes to taxes, we rely on transparency and trust vis-à-vis the tax authorities.

Our approach

As a public limited company, we are dependent on the capital market and the financial market participants. We want to respond to this target group in a forward-looking and transparent way. To this end, we map our performance using environmental, social and governance indicators, participate in ratings and rankings, and regularly participate in investor dialogues. We also take environmental, social and governance aspects into account in our own financing decisions – for example when making capital investments or investing in research and development initiatives.

Our focus areas in sustainable finance:

- Climate protection
- Circular economy
- Cybersecurity
- Artificial Intelligence (AI) and ESG
- Social aspects (e.g., equal treatment, fair pay)
- Corporate governance

The T-share in sustainability ratings

For more than two decades, we have been successfully participating in various ESG ratings with our share (T-share). The ratings we select depend on their financial market relevance, independence, analysis quality and the strategic relevance of the results. If Deutsche Telekom receives a good ESG rating from rating agencies, the T-share will be listed in corresponding sustainability indices on the financial market.

In 2025, the T-share was again listed in important sustainability indices. These included the Climate A list and CDP's classification as a "Supplier Engagement Leader".

Listings of the T-share in sustainability indices or predicates

		Successfully listed in index			
Rating agency	Indexes/ratings/ranking	2025	2024	2023	2022
CDP	STOXX Global Climate Change Leaders	✓	✓	✓	✓
	Supplier Engagement A-List	✓	✓	✓	✓
MSCI	ESG Universal Indexes [a, b]	✓	✓	✓	✓
	EMU Climate Action Index	✓	✓	✓	✓
ISS-ESG	Prime Status (Sector Leader)	✓	✓	✓	✓
Bloomberg	Gender Equality Index [c]	✓	✓	✓	✓
	ESG "Leading" status	✓	✓	✓	✓
Sustainalytics	STOXX Global ESG Leaders [a]	✓	✓	✓	✓
	STOXX® Europe ESG Leaders 50 Index	✓	✓	✓	✓
	DAX ESG Target	✓	✓	✓	✓
FTSE Financial Times Stock Exchange	FTSE4Good Index Series [a]	✓	✓	✓	✓

✓ listed

a Listed in other indexes in the relevant universe.

b Renamed in the reporting year.

c Classification for the reporting year is based on the evaluation from 2023.

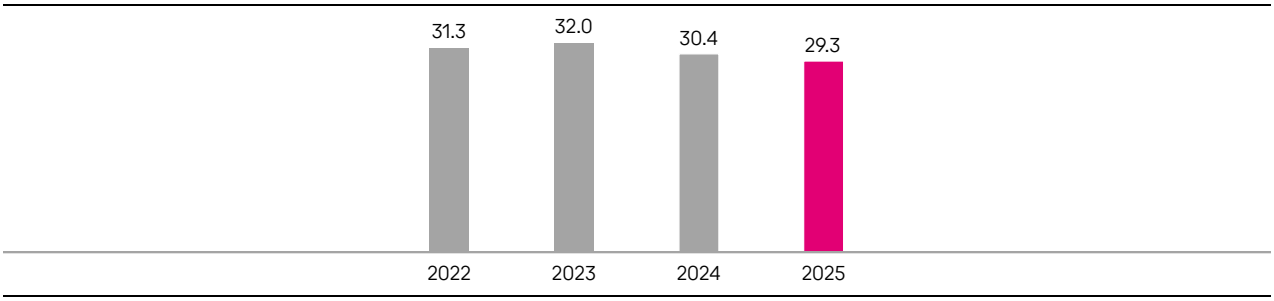
T-share in sustainability-oriented investment strategies

Investment products in the area of SRI (Socially Responsible Investments) consist of securities of companies that are successfully screened according to ESG criteria. The development of demand for the T-share in this investment category serves as an indicator of how our sustainability performance is perceived by investors.

The ESG KPI “Sustainable Investment” indicates the proportion of T-shares held by institutional investors with SRI investment intentions. As of December 31, 2025, this stake was around 29.3 % of T-shares (Source: Nasdaq).

KPI „Socially Responsible Investment (SRI)”

in %



T-shares held by institutional investors that consider environmental, social and governance criteria in their investment choices.To ensure comparability with other companies, we relate the total number of these shares to Deutsche Telekom’s free float.

ESG criteria for investments

We want to make our investments financially attractive and at the same time in line with ESG criteria – both for funds that we invest as an investor and for bonds that we use to raise debt capital for investments. To this end, the Corporate Responsibility and Treasury (financial management) divisions regularly evaluate sustainable and attractive financing models.

Since 2019, Deutsche Telekom’s capital investment (the so-called DT Trust) has been based on ecological and social standards. DT Trust is guided by the criteria of the National Pension Fund of Norway (“Norges”). In doing so, we exclude, among other things, companies that violate human rights, produce banned weapons such as nuclear weapons, or whose core business is considered harmful to the environment.

Our commitment to research and development

As a future-oriented telecommunications company, we work closely with universities, other industries and partners and also participate financially in innovations, including a focus on AI. Here is a selection:

- Together with Nvidia, we started building an industrial AI cloud (“AI factory”) in Germany in the year under review and developed a partner ecosystem with companies and research institutions for this purpose. You can find out more about the AI factory under Energy here in the CR report.
- At the end of 2025, we announced a multi-year collaboration with OpenAI to be able to offer advanced AI applications in Europe. In close cooperation, we will design new AI-powered products and expand communication options for customers. The first pilot projects started in the first quarter of 2026.
- As part of the Global Telco AI Alliance, we agreed in 2024 together with international partners to establish a joint venture to develop telco-specific, multilingual Large Language Models (LLMs) for applications such as digital assistance and customer service solutions.

For more insights into specific AI use cases at Deutsche Telekom, please visit our

website

- Climate change increases the risk of heavy rainfall events. Together with the software specialist Spekter, we have developed an IoT-based early warning system for cities and municipalities that collects precipitation and water level data and is intended to inform the population and emergency services at an early stage in the event of critical developments.
- Together with companies from the high-tech, hardware and chemical sectors, we have developed an approach to reuse components from old equipment for the production of new equipment. A first prototype is the NeoCircuit router: It uses central electronic components from old smartphones. More details about the router can be found here in the CR report under Circular economy.

Further information on our innovations can be found in the Annual Report 2025.

Managing taxes transparently

Deutsche Telekom AG and its Group affiliates companies comply with applicable tax regulations in all countries and territories in which they conduct business. This means that tax compliance requirements are met in the respective countries and taxes owed are paid properly.

Group Tax and local tax functions ensure that the Group affiliates companies have an efficient tax structure within the framework of German and foreign tax laws as applicable in each country. In the view of Group Tax, it is essential to cooperate transparently and trust-based with local tax authorities to achieve sustainable tax efficiency, for example, in connection with operationally advisable company reorganizations.

In addition, the aim of the tax strategy developed by Group Tax is to contribute as much as possible to the success of Deutsche Telekom's operations, e.g., by providing detailed advice regarding new business models or innovative technological developments. In particular any unresolved issues related to tax law are clarified directly and practical solutions to meeting all applicable tax requirements are provided.

This tax strategy (incl. tax policy) – "Tax Compliance, Sustainable Tax Efficiency, Tax as Valued Business Partner" – has been approved by the Deutsche Telekom AG Board of Management.

For detailed information on the work of Group Tax, its principles, and its responsible approach to taxation, please refer to the detailed document "Tax Strategy."

Further information with regard to taxation of Deutsche Telekom

Additional information with regard to such taxes – for example, about our country-based reporting, and additional details about tax rates – is provided in the documents on Country-by-Country Reporting and the Cash Tax Rate Reconciliation.

For some years now, Deutsche Telekom has determined "Total Tax Contribution" figures for our key national companies in the telecommunications sector. This specialized approach and further information are explained in the document on Total Tax Contribution. These reports will also be prepared and published in the coming years.

Looking ahead

In the future, we will continue to have the T-share evaluated in sustainability ratings and rankings and take ESG criteria into account in our investment decisions. We want to further intensify the dialogue with investors, analysts and relevant initiatives in order to exchange best practices, address expectations at an early stage and contribute to the further development of standards in the capital market.

Deep Dive for Experts

Management & Frameworks

- Deutsche Telekom is guided by the EU Sustainable Finance Disclosure Regulation (SFDR). It primarily applies to financial companies that are required to incorporate sustainability factors into their investment decision-making processes and collect corresponding data on the sustainability impact of their investments. However, companies outside the financial sector are also affected. For this reason, we have tabled the most important potential adverse impacts (PAIs) on sustainability aspects for our investors and financial service providers. In view of the ongoing review and possible revision of the SFDR at EU level, we closely followed regulatory developments in the year under review in order to be prepared for future requirements at an early stage.
- The EU Taxonomy Regulation aims to promote investment in companies that are responsibly managed and engage in environmentally sustainable economic activities. Its goal is to create a uniform understanding of sustainable activities and investments. Currently, the EU Taxonomy does not include criteria for the economic activity “Provision and operation of electronic communications networks and services”, which is the essential part of our business model. Therefore, we have not yet been able to demonstrate our contribution to climate protection in the area of network expansion and operation for fixed networks and mobile communications within the framework of the EU Taxonomy. Consequently, we welcome the easing of reporting requirements for companies whose business activities are not significantly covered by the EU Taxonomy, which has been in force since January 2026. In line with the materiality thresholds set out in the Omnibus Regulation, we have refrained from reviewing our taxonomy-eligible economic activities, which together account for only 2.5 % of our revenues and 1.6 % of our investments, for taxonomy compliance in 2025. In addition, we have refrained from disclosing taxonomy-relevant operating expenses for 2025, as these are not material to our business model. We are closely monitoring a possible expansion of the EU Taxonomy to include additional economic activities in order to prepare for the fulfilment of new regulatory requirements at an early stage. Detailed information on the EU Taxonomy can be found in our Sustainability statement 2025.

Relevant Standards

Task Force on Climate-related Financial Disclosures (TCFD)

- Key metrics for measuring and managing climate-related opportunities and risks

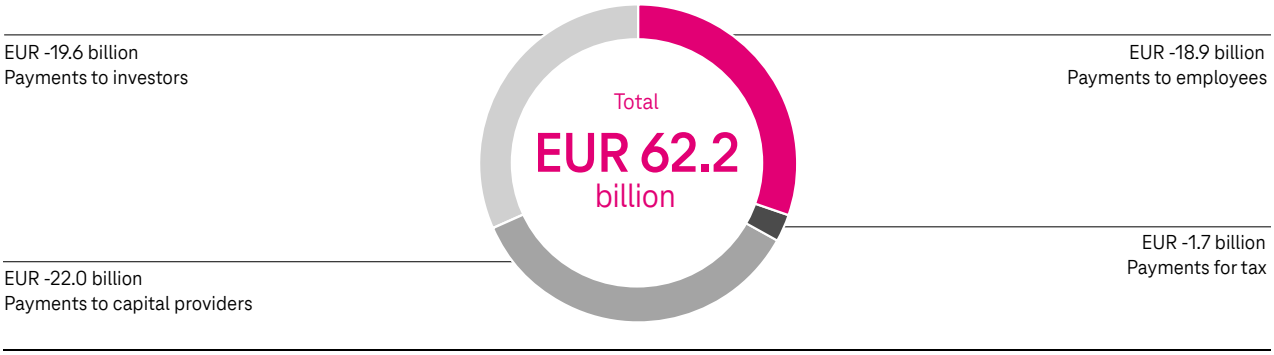
More about taxes

- Tax strategy
- Country-by-Country Reporting
- Cash Tax Rate Reconciliation
- Total Tax Contribution

Net value added

In the year under review, we recorded a net value added of EUR 62.2 billion. The year-on-year decline (EUR 65.2 billion) is mainly due to significantly lower repayments to investors. In contrast, payments to employees increased. The increase is mainly due to the United States operating segment, due to higher average headcount and higher restructuring expenses. In the Germany operating segment and the Group Headquarters & Group Services segment, lower headcount had a negative impact on personnel expenses. Overall, investments in intangible assets and property, plant and equipment were at the previous year’s level. In the case of intangible assets, capital expenditures decreased due to the high level of investment in spectrum licenses in the previous year. Investments in property, plant and equipment, on the other hand, increased due to further network modernization and network expansion (broadband, fiber-optic and mobile communications infrastructure).

Net value added



In contrast to the income statement, only actual cash flows are included in the net value added account. This means that, for example, deferred tax expenses and the recognition of provisions do not affect the net value added in the reporting year. Although these expenses reduce the consolidated net income in the income statement, they are not associated with a payment to a stakeholder group, as is the case with net value added. The payments for this will only be made in the future and can therefore only be taken into account in the net value added in the following years.

Other sources of information on sustainable finance

- Sustainability statement in the Annual Report 2025
- Key financial figures in the Annual Report 2025
- Special Innovation | Deutsche Telekom

Political advocacy

Deutsche Telekom stands for political advocacy based on ethical principles and legal requirements. We are committed to the core interests of our company – in terms of business models and operational concerns. The focus will also be on topics such as digital innovations or the interaction between climate protection and digitalization. Our claim: We always act in accordance with our values and guidelines.

We deal with our consumer policy commitment separately under Consumer protection here in the CR report. We address other stakeholder groups such as employees and investors in our Sustainability statement 2025.

Our approach

In principle, all employees are obliged to comply with our existing Group guidelines. The following requirements apply in particular to employees in the field of political advocacy:

- Principles for donations in the political sphere
- Acceptance and Granting of Benefits Policy
- Anti-Corruption and Other Conflicts of Interest Policy
- Consultant Policy
- Sponsoring Policy
- Donation Policy

This overall set of rules forms the basis for open, transparent and legally compliant political representation of interests.

Values and instruments for political representation

When working with parliaments, governments and social organizations, objective communication, competence, credibility and integrity are important to us. Our Code of Conduct states that our partners in politics, associations and other social groups must maintain their independence and integrity. Donations to political institutions, parties and elected officials, for example, are prohibited.

Deutsche Telekom is registered in the EU public transparency register for interest representatives. In Germany, we have been registered with the German Bundestag and the Federal Government since the introduction of the lobby register for the representation of interests. As part of our participation in associations and corresponding committees, we are of course committed to complying with ethical principles and legal requirements.

Central topics for our advocacy in 2025:

- Fiber-optic and 5G expansion
- Public safety/resilience and cybersecurity
- European and sovereign cloud ecosystem
- Platform regulation
- Green ICT
- Fair Share (fair cost distribution in grid expansion)
- Artificial Intelligence
- Future of digital network infrastructure
- EU Taxonomy
- Industrial electricity price

Transparency on lobbying expenditures

Through membership fees and donations, we support associations and other associations, for example, financially. So far, there is no overarching definition of lobbying expenditure. That is why we publish our lobbying expenditures in accordance with the applicable transparency requirements:

- In Germany at the federal level (in accordance with the Act on the Introduction of a Lobby Register for the Representation of Interests vis-à-vis the German Bundestag and the Federal Government [Lobbyregister Act – LobbyRG – only available in German]) and
- in the federal states of Baden-Württemberg and Bavaria (in accordance with the Transparency Register Act [TReg – only available in German] in Baden-Württemberg and in accordance with the Bavarian Lobby Register Act [BayLobbyRG – only available in German]),
- in Brussels (in accordance with the Interinstitutional Agreement of 20 May 2021 on a mandatory Transparency Register), and
- in Washington for T-Mobile US (under the Lobbying Disclosure Act [LDA]).

An overview of our lobbying expenses can be found on our **website**

Support for associations

Active participation in associations is a central component of our representation of interests. Therefore, most of the expenditure in this area is accounted for by membership fees for top, professional and industry associations. In the following overview, we transparently show our highest contribution payments over the past three years:

Category	Institution	2025	2024	2023	2022
Annual total monetary contributions/ donations (in EUR)	Trade associations	< 5,000,000 [a]	< 5,000,000 [a]	< 5,000,000 [a]	< 5,000,000 [a]
	Political parties	–	–	–	–
Largest single annual contributions (in EUR)	(Deutsche) Industrie- und Handelskammer (IHK/DIHK)	3,061,847	3,649,643	2,908,695	2,608,477
	Bundesverband der deutschen Industrie (BDI e.V.)	450,007	474,995	474,995	476,928
	Bundesvereinigung der Deutschen Arbeitgeberverbände (BDA)	443,789	443,000	443,000	400,407
	Bitkom e.V.	399,124	376,833	376,833	368,284

[a] The above figures for contributions to trade associations mean “less than 5 million euros per year” (the actual values may vary from year to year; the value given is a rounded maximum value). Deutsche Telekom does not make contributions, grant advantages or give benefits of any kind, directly or indirectly, to political parties, political movements, or trade unions or their representatives or candidates, except as required by applicable laws and regulations.

Our commitment to an open Internet

We are committed to the EU regulations for an open Internet. In order to cope with the rapidly growing data traffic and enable innovation, we are constantly expanding our infrastructure. This will enable us to meet the increasing demand for high-quality services and meet the expectations of online content and application providers.

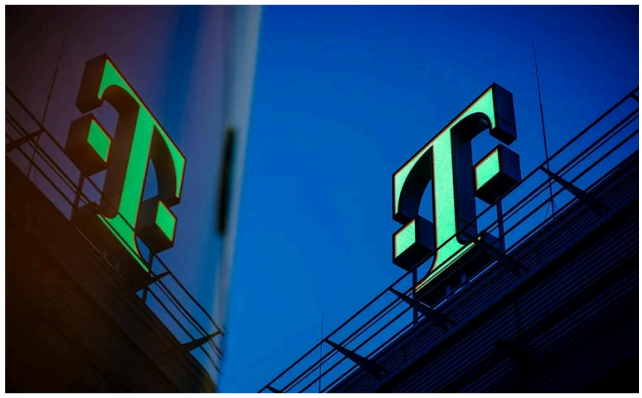
Together with other telecommunications companies, we offer the latest network architecture – 5G networks – nationwide, which use network slicing to better and more flexibly map the different transmission quality requirements of specific services. In this way, we meet the expectations of business and politics and promote innovation in the services offered via our networks. There is no control of content. In the future, we will continue to rely on cooperation with competitors for services with guaranteed quality features.

Our contribution to the EU Green Deal

The telecommunications industry can use innovative technologies and modern digital infrastructure to promote sustainable solutions and help reduce greenhouse gas emissions. In this way, telecommunications companies are also contributing to the goals of the EU Green Deal. Our ambitious climate targets support the principles of the Green Deal. We are continuously investing in grid expansion and enabling the development of a resilient infrastructure – the basis for digital solutions to protect the climate. We are also constantly improving the Energy and resource efficiency of our grids and data centers and are working on circular products. Further information can be found here in the CR report under Products and services.

Looking ahead

Against the backdrop of upcoming reforms at EU level, the EU is currently preparing adjustments to key telecommunications law frameworks. The amendment concerns in particular the Digital Networks Act and the further development of existing telecommunications laws and is expected to require adjustments to the respective national legal frameworks. We would like to support these legislative processes with our expertise in order to help shape reliable and innovation-friendly framework conditions.



Deep Dive for Experts

Overview of Memberships and Cooperations

Business and industry associations

- Bitkom e.V.
- Federation of German Industries (BDI)
- Connect Europe
- Forum for Sustainable Development of the German Economy (econsense)
- GSM Association (GSMA)
- Next Generation Mobile Networks (NGMN)
- International Telecommunication Union (ITU)
- TM Forum

Climate and environmental protection organizations

- B.A.U.M. e.V.
- Climate Neutral Data Center Pact
- Eco Rating Consortium
- European School of Management and Technology (ESMT)
- Global e-Sustainability Initiative (GeSI)
- Joint Alliance for CSR (JAC)
- RE100
- UN Global Compact

Social organizations

- Aktion Deutschland Hilft e.V.
- Amadeu Antonio Foundation
- Bundesarbeitsgemeinschaft der Seniorenorganisationen (BAGSO) (German Association of Senior Citizens' Organizations)
- Alliance against cyberbullying
- Business Council for Democracy (BC4D)
- Diversity Charter
- Charta digitale Vernetzung e.V.
- CORRECTIV
- The NETZZ
- Germany Safe on the Net (DsiN)
- Digital Heroes
- DKMS
- EDAD Design für Alle e.V.
- Employers for Equality GmbH
- eSports Player Foundation
- feelee
- FemTec
- Freunde fürs Leben e.V.
- Show your face! For a cosmopolitan Germany e.V.
- HateAid
- hatefree
- ichbinhier e.V.
- JUUUPORT e.V.
- Competence Center Technology-Diversity-Equal Opportunities (kompetenzz)
- Malteser Hilfsdienst e.V.
- Managerfragen.org
- 100% HUMAN
- Number against grief
- REspect! Reporting office
- Sozialhelden e.V.
- Telephone Counselling
- UN Women Deutschland e.V.
- Violence Prevention Network
- WEISSER RING (German WHITE RING)

Research institutions

- Ben-Gurion University
- German Aerospace Center
- Fraunhofer
- Leipzig Graduate School of Management
- Fraunhofer Heinrich Hertz Institute
- Leipzig University of Applied Sciences
- Environmental Campus Birkenfeld
- University cooperation: University of Freiburg, University of Paderborn, University of Stuttgart, Technical University of Munich, Technical University of Berlin, Technical University of Dresden

Relevant Standards

Global Reporting Initiative

- GRI 2–28 (Membership associations)
- GRI 2–29 (Approach to stakeholder engagement)
- GRI 3–3 (Management of material topics); GRI 415: Political influence
- GRI 415–1 (Political contributions)

Other sources of information on political advocacy

Code of Conduct Deutsche Telekom

Glossary

3G
3G stands for the third-generation mobile communications standard, which enables much faster transmission speeds than its 2G predecessor. The leading global 3G technology is the Standard Universal Mobile Telecommunications System (UMTS).

4G
Refers to the fourth-generation mobile communications standard (see LTE).

5G
Refers to the mobile communications standard launched in 2020, which offers data rates in the gigabit range, mainly over the 3.6 GHz and 2.1 GHz bands, converges fixed-network and mobile communications, and supports the Internet of Things.

AA1000
The AA1000 (AccountAbility1000) standard developed by the non-profit organization Institute of Social and Ethical AccountAbility has the goal of promoting the credibility and quality of sustainability reporting and improving reporting processes and systems. The core element of the modules offered by AA1000 is the integration of stakeholders into the internal sustainability process of the company/organization. To achieve this goal, the standard encourages compliance with three principles 1. Inclusivity: Integration of relevant stakeholders in the development and implementation of CR activities 2. Materiality: Definition of essential topics and their relevance and significance for the organization and its stakeholders 3. Responsiveness: The response to topics which are relevant for its stakeholders within the scope of corresponding actions and activities as well as accompanying communications measures.

Agile methods
Agile methods are designed to support agile working and to enable continuous adaptations to meet new expectations and requirements.

Agile working
Agile working enables companies and teams to achieve successful results by adapting to rapid changes and responding quickly.

Agility
“Agility” means being able to adapt to new expectations and requirements at any time.

AI – Artificial Intelligence
AI describes the ability of a machine or software to imitate human capabilities, such as logical thinking, learning, and planning. Generative Artificial Intelligence (also known as GenAI) – as a branch of artificial intelligence – is used to generate new content, such as text, images, music, or videos.

App
App stands for application and denotes any type of application program. In the narrower sense, apps are programs that can be directly downloaded to a smartphone or tablet PC from an online shop. They offer diverse functions such as timetable information, games and translations.

AR – Augmented Reality
The computer-generated enhancement of the real world with perceptual information. The information can address all the human senses. However, augmented reality often only encompasses the visual representation of information, i.e., the augmenting of images or videos with additional computer-generated information or virtual objects using overlaying/superimposition.

Audit
An audit is a systematic examination of products, processes or systems. An audit checks whether the quality-related activities and their results correspond to the requirements and are suitable for achieving the set objectives. Audits are performed by internal or external auditors specifically trained for this purpose.

B4SI – Business for Societal Impact
B4SI refers to a framework that supports companies in measuring and evaluating their social investments and their impacts. B4SI provides a standardized methodology for capturing and reporting companies’ contributions, outputs, and impacts on society resulting from their business activities.

Bandwidth
Denotes the width of the frequency band used to transmit data. The broader the bandwidth, the faster the connection.

Blockchain
A transaction-recording system that is decentralized, i.e. sited throughout a network that can be accessed by multiple (or even many) users, and that, by virtue of its decentralized structure and accessibility, keeps records safe from forgery. Blockchains store transaction records as linear, chronological sequences of blocks. In each case, a blockchain is stored on large numbers of different computers, within peer-to-peer networks in which each new hub receives a complete copy of the blockchain and the task of checking and recording transactions.

Bonds
Bonds are promises of repayment that corporations and countries issue as a means of borrowing money. When a bond matures, i.e., reaches the end of its specified term, its face value must be repaid to the bondholder(s). During the bond's term, the bondholder(s) receive interest on their investment.

Botnets
Botnets are networks of devices infected with malware that are centrally controlled and used for malicious activities.

CAPEX
In financial accounting, the term capital expenditure (CAPEX) refers to investments in facilities and systems. These also include investments made to maintain existing facilities. CAPEX must be capitalized.

Carbon footprint
Carbon footprint describes the total of all greenhouse gases that are emitted directly or indirectly within a defined period. A carbon footprint can be calculated for a company, an individual or the life cycle of a product. All relevant emissions, from raw materials extraction to disposal, are included in these calculations.

CDP
An initiative by institutional investors that aims to promote dialog between investors and companies on climate change issues. The project counts the world's largest companies among its members. The companies disclose data on their greenhouse gas emissions and climate protection strategies. The CDP collects and publishes the data on an annual basis.

Cell broadcast
Cell Broadcast is a method for disseminating messages – such as public alerts – directly to mobile devices. Messages sent via Cell Broadcast automatically reach all devices that are located within the selected radio cells and are able to receive messages. Users do not require any particular apps in order to receive Cell Broadcast messages. Also, Cell Broadcast does not require any collection or processing of personal data. Subscribers can manage Cell Broadcast warning levels via their device settings. On the latest mobile devices, the highest warning level can no longer be deactivated, however.

Cloud computing
Refers to the dynamic provision of infrastructure, software, or platform services online. Apart from a high level of automation and virtualization, the services provided have to be multi-client-capable and include standardized hardware and software. Customers source these services on demand and pay based on actual usage. The communication infrastructure may be the internet (public cloud), a corporate network (private cloud), or a mix of the two (hybrid cloud). Dynamic Services is a T-Systems product for the flexible procurement of ICT resources and services.

Cloud of Things
The Cloud of Things is a cloud platform for remote control and administration of connected equipment and machinery.

Co-Creation
Co-creation is a collaborative process in which we help municipalities transition to smart cities. Our focus is on finding innovative, workable solutions with the aid of design thinking methods. Participation is a key aspect, with municipal authorities, businesses, scientists, and citizens working hand in hand. The first step in the process is to identify and prioritize the challenges faced by a city. This involves establishing goals and considering joint ideas to come up with a solution. Based on this, we develop and test prototypes that are ultimately implemented in the city.

CO_2e – Carbon dioxide equivalents
CO_2e indicate the greenhouse gas potential of various climate-damaging gases and clarify how much a specific quantity of a greenhouse gas contributes to the greenhouse effect. The reference value used here is carbon dioxide (CO_2).

Corporate Communities
The term "Corporate Communities" refers to a wide and diverse range of international initiatives and networks in which corporate employees work to advance social participation, including participation in online resources. Our Employee Resource Groups (ERGs) are one type of Corporate Communities. The two terms should not be used synonymously, however. The defining characteristic of ERGs is that they always focus on a shared identity or on a common experience of discrimination. Many Corporate Communities have a different kind of focus and thus are not ERGs. This is the case for DIGITAL@School, for example, one of the Corporate Communities found at Deutsche Telekom.

Corporate giving
Corporate giving refers to financial donations made by the company to social or ecological projects.

Corporate volunteering
Corporate volunteering describes the voluntary efforts of a company's employees in the social or ecological domain that are promoted by the employer.

Counterspeech
Counterspeech is a deliberate tactic for responding to online hate speech. It aims to encourage the people posting and reading this content to stop and think, turning the dialog into something constructive.

CPE
CPE, which stands for "customer premises equipment," refers to devices that customers operate on their own premises. Examples include modems, routers, repeaters, and TV receivers.

CR Policy
The CR Policy specifies the rights and obligations for the company units and functions. It covers the following areas – governance structures, sustainable business practices, a responsible supply chain, resource and energy efficiency, climate protection, social engagement and involvement in the community, and providing sustainable products and services for our customers. The policy also describes the Group's CR organization, with the Group Board of Management assuming overall responsibility for CR.

CSRD
The Corporate Sustainability Reporting Directive (CSRD) is an EU Directive that expands companies' reporting obligations with respect to sustainability-oriented activities and services. The CSRD, which entered into force on January 5, 2023, and which supplants the Non-Financial Reporting Directive (NFRD), applies to large companies and to SMEs listed in the EU. Reporting under the CSRD must conform to the European Sustainability Reporting Standards (ESRS), which apply throughout the EU. The purpose of this requirement is to enhance the quality and comparability of sustainability reporting, with a view to helping stakeholders make well-founded decisions.

Cyberbullying
Cyberbullying (also known as cyber stalking, e-bullying, etc.) refers to insulting, threatening, compromising or victimizing behavior via modern communication channels such as mobile communications or the Internet.

Cybersecurity
Security against internet crime.

Data rate
The data (transmission) rate, colloquially also called the transmission speed, describes the quantity of digital data which can be transmitted within a unit of time. It is measured in bps (bits per second).

Digital responsibility
Responsibility is the usually voluntary assumption of obligations and the assumption of liability for one's actions. Digital responsibility is the assumption of this responsibility in the digital world.

DJSI
Launched in 1999, the Dow Jones Sustainability Indexes (DJSI) are the leading global stock market indexes for sustainable capital investment. They measure and track the sustainability performance of companies. In cooperation with the Dow Jones Indexes, the STOXX Limited Index for Renewable Energy, and the ratings agency Sustainability Asset Management (SAM), they provide asset managers with important benchmarks to establish and manage sustainability portfolios. More than 300 companies are listed on the DJSI.

DSL
Available in Deutsche Telekom's service portfolio in various forms: ADSL (Asymmetrical Digital Subscriber Line) for consumer lines: Technology used to transmit data at fast rates (between 16 kbit/s and 640 kbit/s upstream, up to 8 Mbit/s downstream) via standard copper wire pairs in the local loop within a radius of approx. three kilometers. ADSL (Asymmetrical Digital Subscriber Line) for consumer lines: Technology used to transmit data at fast rates (between 16 kbit/s and 640 kbit/s upstream, up to 8 Mbit/s downstream) via standard copper wire pairs in the local loop within a radius of approx. three kilometers. ADSL2+: Successor product to ADSL that raises the maximum data rate to 16 Mbit/s downstream and 1 Mbit/s upstream. VDSL (Very high bit rate Digital Subscriber Line): VDSL is a new technology used to transmit very high data rates (10 Mbit/s upstream, 50 Mbit/s downstream) over a fiber-optic network.

E-health
"E-health" covers applications that harness the opportunities offered by modern information and communications technologies (ICT) for treating and providing care to patients. "E-health" is an umbrella term for a wide range of ICT-based applications in which information can be processed electronically, shared via secure data connections, and patient treatment and care processes can be enhanced. This covers areas such as communicating medical data that is made available using electronic health insurance cards, such as emergency data or medication plans, electronic health records, and telemedicine applications. [Source: Federal Ministry of Health]

E-learning
The term e-learning refers to all forms of learning that are supported by electronic media such as the Internet.

Easy-read language

Easy-read language is a special form of communication that is particularly easy to understand. Its purpose is to make it easier for people who, for various reasons, have limited language skills, to understand texts and make information more accessible. Easy-read language uses sentences with simple structures (no minor clauses) and tries to keep information concise and specific. Terms such as pre-paid or PIN are explained in detail and abbreviations like MMS are even written out. In contrast to plain language, easy-read language has a fixed set of rules developed by various institutions and organizations. Based on this, easy-read language simplifies more than plain language. Simplified language forms offer people worldwide an opportunity for equality. Therefore, there are versions of easy-read language or plain language in many other languages besides German.

EcoVadis

EcoVadis specializes in auditing companies on the basis of sustainability criteria. Twenty-one criteria are taken into account – from energy consumption and human rights all the way to corruption.

Emerging risks

Emerging risks are risks that, along with their potential impacts (on a company, for example) are difficult to predict. In addition, their long-term trends and development are subject to great uncertainty. Companies have no means of directly influencing events tied to such risks.

EMF

EMFs are comprised of a combination of electric and magnetic fields that spread in waves and transport energy. They are a natural phenomenon – light, for example, is an EMF. They are also produced wherever electricity is used, when blow-drying your hair or watching TV, for example. In radio technology, they are produced artificially to transmit information.

Employee Resource Groups

Employee Resource Groups (ERGs) are diversity networks that are organized by employees for employees. Membership and participation in ERGs are voluntary. ERGs focus on a shared identity or on a common experience of discrimination. In this regard, they differ from other employee groups and networks of the company that are oriented to shared interests or skills – and which in some cases are established by the company itself. ERGs have a clear basis in one or more diversity dimensions, such as age, gender or ethnic background. They work to promote a) a diverse, inclusive work environment, and b) visibility, understanding and support, throughout the company, for their concerns. Some ERGs also explicitly seek out and welcome allies who can bring added power to their efforts.

ESG

ESG describes a company's conduct from an environmental, social and governance perspective.

EU taxonomy

The EU taxonomy is a classification system that evaluates business activities in terms of their sustainability, with the focus currently mainly on environmental impacts. It is currently still in the draft phase: For two of a total of six ecological taxonomy goals, mitigation and adaptation to climate change, the EU intends to present technical evaluation criteria before the end of 2021. In order to define specific requirements for contributions to the six goals, the draft classification system is based on the Statistical Classification of Economic Activities in the European Community, NACE (Nomenclature statistique des activités économiques dans la Communauté européenne).

Fair share

In the present context, this term refers to equitable participation, by the largest producers of data traffic, in the costs of network-infrastructure expansion.

Fiber optics

Optical data transmission technology.

FTE

FTE (full-time equivalent) is an indicator used in human resources management. This indicator is used to convert the headcount into full-time positions. Each full-time position is assigned the value of 1.0 FTE. If a company employs 100 part-time employees at 50 percent of the collectively agreed/standard weekly work hours, each of these positions is scored as 0.5 FTEs. The indicator would therefore give a result of 50 FTEs.

FTSE4Good

FTSE4Good describes a group of stock exchange indexes. They are issued by the company FTSE, a joint venture of the Financial Times and the London Stock Exchange. The FTSE4Good indexes were developed to measure and communicate the performance of companies in accordance with globally recognized standards of corporate responsibility. The aim is to encourage institutional and private investors to invest in companies with responsible business practices. The indexes also represent a comparison base for companies that strive to take a leading role in CR.

FTTB – Fiber to the Building/Fiber to the Basement

In telecommunications, FTTB means that the fiber-optic cable is terminated in the user's house (basement).

FTTC – Fiber to the Curb

In the FTTC architecture the fiber-optic cable is not terminated inside users' homes (see FTTH) but in a cable distribution box (gray street cabinet). Existing copper technology is used for the last section of the connection to the user.

FTTC, FTTH

As part of our efforts, we are using FTTC (fiber to the curb) technology and are expanding FTTH (fiber to the home) as well. In the scope of the FTTC expansion, fiber optics are laid to the gray street cabinets on the curb. From there we can supply our customers with large bandwidths via existing infrastructure by means of super vectoring. With FTTH, the fiber-optic cables are taken right into the customer's home.

FTTH – Fiber to the Home

In telecommunications FTTH means that the fiber-optic cable is terminated right in the user's home or apartment

Fugitive emissions

Fugitive emissions refer to uncontrolled or unintended emissions of greenhouse gases that occur during the production, processing, storage, or transport of fossil fuels and other industrial processes. They can escape from leaky valves, pipelines, tanks, or other equipment.

Funds

Funds are pools of assets such as shares and bonds. By combining diverse ranges of assets, funds reduce investors' loss risks.

GenAI

GenAI refers to algorithms capable of creating new content such as texts, images, videos, or music. They learn patterns and structures from existing data, often used to generate creative and personalized results.

Germany segment

The Germany segment includes all the Deutsche Telekom units in Germany, which are under the German Board of Management. This refers to Telekom Deutschland GmbH, including the service companies and the new companies in consumer and business customer sales.

GeSI

As an industry association, the Global e-Sustainability Initiative (GeSI) has a vision of making society greener and more climate-friendly with the help of ICT solutions.

GHG Protocol

The Greenhouse Gas (GHG) Protocol divides emissions of greenhouse gases into the categories of Scope 1, Scope 2, and Scope 3, depending on their source.

Scope 1 includes all emissions directly generated in the Company, e.g., as a result of the consumption of fuel or fuel oil.

Scope 2 covers all indirect emissions associated with the generation of energy purchased by the Company from external sources, e.g., electricity and district heating.

Scope 3 applies to all other emissions generated along the corporate value chain. This comprises both indirect emissions in the company itself (e.g., business trips, commuting), and emissions from upstream value chain stages (e.g., procurement, logistics) and downstream stages (e.g., during customer use of products and services, during disposal).

Gigabit society

The term gigabit society refers to the trend toward increasing use of mobile Internet. The mobile data volume in Germany totaled 0.22 million gigabytes in 2005. By 2014 it had shot up to 393 million gigabytes.

GPS

GPS stands for Global Positioning System and is a satellite navigation system for geographical positioning and measuring time. It was developed in the 1970s by the U.S. Department of Defense and is now also being used for civilian purposes. Nowadays, GPS is also a component of cell phones.

Green Car Policy

In our Green Car Policy, we have committed ourselves to a CO_2-based selection process for company cars. Employees who choose a particularly low-consumption model receive a bonus based on the fuel cost savings. In contrast, drivers of high-consumption vehicles must make a financial contribution for the increased mobility costs and greater environmental impact.

Green ICT

ICT systems and equipment that are environmentally oriented and resource-efficient. Assessment of ICT products' "greenness" takes account of their entire life cycles, including production, use and recycling/proper disposal.

GSM

Global standard for digital mobile communications.

High-frequency electromagnetic fields
High-frequency electromagnetic fields are EMFs in the 100 kilohertz to 300 gigahertz range. In everyday life they occur primarily during wireless information transmission for radio and TV broadcasting, mobile communications and other communication technologies.

HotSpot
HotSpot is the term for an area where customers can access the Internet using public wireless local area networks (WLANs). HotSpots are realized jointly by T-Home and T-Mobile.

HSE
HSE denotes comprehensive health, safety and environmental management systems. Based on various management standards such as ISO 14001 (environmental management) and ISO 45001 (occupational safety and health), HSE provides tools for continually improving a company's performance.

ICNIRP
ICNIRP is an international association of scientists who are researching the effect of non-ionizing radiation on people's health. The association, headquartered in Germany, is associated with the German Federal Office for Radiation Protection but is legally independent from the latter organization.

ICT – Information and Communication Technology
Information and Communication Technology

IFRS financial reporting
Reporting in compliance with the IFRS International Financial Reporting Standards.

ILO
The ILO (International Labour Organization) was founded in 1919 and has been a specialized agency of the United Nations with its headquarters in Geneva since 1946. 182 states around the world are ILO members. They delegate government representatives as well as employer and employee representatives. The object of ILO is to advance the working and living conditions of all people in order to secure world peace. To this end, legally binding treaties and conventions as well as labor and social standards have been drawn up. The member states report regularly to the ILO on implementation of the treaties, and on the status of their national legislation relating to labor law and industrial safety legislation. On this basis, the ILO regularly compiles the Global 100 list of the world's most sustainable companies from the 1,800 corporate groups listed on the MSCI World index.

Index
A share index is a number that shows the change in value of a group of shares. Sustainability indexes are share indexes that take environmental or ethical criteria into account in their company selections. While they cover ranges of shares and securities, like other stock market indexes do, they only list companies that have particularly good environmental, social, and ethical credentials.

IoT – Internet of Things
The IoT enables the intelligent networking of things like sensors, devices, machines, vehicles, etc., with the aim of automating applications and decision-making processes. Deutsche Telekom's IoT portfolio ranges from SIM cards and flexible data rate plans to IoT platforms in the cloud and complete solutions from a single source.

IP – Internet Protocol
Non-proprietary transport protocol in Layer 3 of the OSI reference model for inter-network communications.

ISAE 3000
The ISAE 3000 standard of the International Federation of Accountants provides an international framework for testing non-financial information and can therefore also be used for sustainability reports. The principles of materiality, relevance and integrity are applied to the object under test, which is specified by the customer and the auditor in advance.

ISDN
Integrated Serviced Digital Network ISDN integrates telecommunications services such as telephone, fax, and data communications in a single network. ISDN digitizes the data, which improves transmission quality, enhances transmission speed compared to the previous analog transmission system, and enables packet-switched transmission.

ISO 14001
The international environmental management standard ISO 14001 formulates globally recognised requirements for an environmental management system. The focus is on a continuous improvement process with regard to the implementation of the environmental goals of companies and other institutions. Based on ISO 14001, environmental management systems can be certified by independent environmental auditors.

ISO 50001
ISO 50001 is a globally valid standard for the operation of energy management systems in companies.

ISO 9001
ISO 9001 is an international standard that specifies minimum standards according to which processes must be configured in a company. This ensures that customers receive the expected quality. ISO 9001 concerns the quality and reliability of services and deliveries but is not a product certification.

JAC – Joint Alliance for CSR
An association of telecom operators dedicated to examining and improving the labor and social standards at suppliers. Deutsche Telekom is a founding member of this initiative. Joint audits and shared assessments are intended to identify risks in the supply chain so that action can be taken to improve working conditions.

KPI
In business administration, key performance indicators are figures that are used to quantitatively measure the progress that an organization has made in the implementation of its main objectives.

LkSG – Act on Corporate Due Diligence in Supply Chains (Lieferkettensorgfaltspflichtengesetz)
A German act requiring companies to implement human rights and environmental due diligence in their supply chains.

Load management
Load management refers to targeted measures to adapt power requirements to the available capacities. Such measures are used in both the electricity and mobility sectors – in connection with charging of electric cars, for instance.

Location based
Location-based values are determined using the average emission factors of the area where power is being consumed.

LTE – Long Term Evolution
New generation of 4G mobile communications technology using, for example, wireless spectrum on the 800 MHz band freed up by the digitalization of television. Powerful TV frequencies enable large areas to be covered with far fewer radio masts. LTE supports speeds of over 100 Mbit/s downstream and 50 Mbit/s upstream, and facilitates new services for cell phones, smartphones, and tablets.

M2M – Machine to Machine
Communication between machines. The information is automatically sent to the recipient. For example, in an emergency, alarm systems automatically send a signal to security or the police.

Market-based
Market-based values relate to the emission factors of the electricity supplier or specific electricity contract.

Mbit/s
Unit of data transmission speed.

Media, sure! But secure.
The “Media, sure! But secure.” website pools our initiatives for greater media skills and provides support for proficient and secure use of digital media.

Meet & Connect Hubs
Meet & Connect Hubs are modern-day workspaces – meeting places where teams come together to collaborate creatively. With their state-of-the-art equipment suites, and the specialized modules they offer, such as desk-sharing zones, meeting rooms, workshop sections and “chill” areas, such hubs are ideal settings for hybrid working.

Minamata Convention
The Minamata Convention will take effect under the United Nations Environment Programme in 2020. From 2020, the highly toxic heavy metal mercury is to disappear from all light sources. Some nations – including Germany – have already undertaken to abstain from using mercury.

Mobility as a Service (MaaS)
Mobility as a Service (MaaS) combines public and private transportation offerings via a single access portal. The entire journey is booked, organized, and invoiced via a single portal, even when different suppliers and modes of transportation are selected.

Net node
Network nodes are devices that connect two or more transmission paths of a telecommunication network with each other.

Net zero emissions
Net zero refers to the point at which anthropogenic greenhouse gas emissions are no longer accumulating in the atmosphere. To achieve this balance, greenhouse gas emissions must be reduced to a minimum and any remaining emissions must be offset through measures that remove carbon from the atmosphere.

Network slicing
Network slicing is the division of shared physical network infrastructure into multiple virtual independent segments or slices, which are individually configured (data rate, latency, security, capacity) to serve different use cases. This is a key 5G technology that enables reliable, specialized end-to-end networks.

Non Fungible Token (NFT)
In this context, a token is a unit of data that represents a digital asset. Tokens can be either fungible (mutually interchangeable) or non-fungible (non-mutually interchangeable). Non-fungible tokens represent unique digital assets that are not mutually interchangeable.

OECD
The OECD, founded in 1961 and headquartered in Paris, is an association of 31 nations which promote democracy and a free market economy. It consists almost exclusively of industrial countries, and is dedicated to sustainable growth, employment and free world trade. It supports a best practice exchange and is seen as one of the most reliable sources for comparative studies on economic and social trends. In its guiding principles for multinational corporations, OECD defined the precepts for responsible corporate activities, thereby helping to establish the term corporate responsibility.

Offsetting
Offsetting means compensating for greenhouse gas emissions that are being or have already been generated. These are balanced out somewhere outside the organization through savings or storage (on moorland or in forests, for example).

OKR
Objectives by Key Results (OKR) is a management method used within the framework of agile working. By providing a system for setting and reviewing goals, it promotes transparency and individual responsibility in team efforts. In each case, “objectives” refers to the goals being striven for, while “key results” refers to measurable progress toward the goals.

Paralympics
The Paralympic Games are international sporting competitions for athletes with physical or intellectual impairments and are usually held shortly after the Olympic Games.

PASM
PASM (Power and Air Condition Solution Management GmbH) is a subsidiary of Deutsche Telekom AG. PASM is responsible for procuring, provisioning and delivering power, including the associated support services, within the Group.

PCF
The term “product carbon footprint” is defined and used differently by at the international level. In the given context, the term means the balance of greenhouse gas emissions along the entire life cycle of a product in a defined application and related to a defined unit of use.

Pension funds
Pension funds are funds that invest investors’ money in fixed-income securities only, which ensures investors a high level of security and a regular income. “Pension” in this context refers not to retirement provisions, but to regular interest-based income.

Plain Language
Plain language is aimed at people with reading difficulties, limited reading and writing abilities, or at individuals who use German as a foreign language. In contrast to easy-ready language, plain language does not follow fixed rules but is based on recommendations such as the standard DIN ISO 24495–1. Plain language uses simple sentence structures and an active style, but unlike easy-read language, it also allows subordinate clauses and everyday words without explanations. It is closer to the standard language and somewhat more complex than easy-read language, but it still aims to make texts more understandable. Simplified forms of language offer people worldwide a chance for equality. Therefore, there are versions of easy-ready or plain language in many other languages besides German.

PPA – Power Purchase Agreements
PPAs are individually negotiated, long-term electricity supply contracts between producer and consumer. Contracts may be concluded for electricity generated both from fossil fuels or from renewable sources. However, this term is more commonly used for agreements to purchase electricity generated from renewable sources. A more precise term in this case is green PPAs. By entering into long-term PPAs, energy-intensive companies in particular can protect their operations against volatility on the electricity markets and achieve competitive advantages through long-term price stability. Green PPAs also help companies to align their electricity requirements with their climate-related targets.

Promptathon
Prompt is the technical term for the task given to an artificial intelligence (AI) by users. The suffix “-athon” comes from “marathon”: In a Promptathon, tasks must be solved within a certain time using AI.

Prompting/Prompt
During prompting, users give a task or question to an artificial intelligence (AI) to receive a tailored response or reaction. “Prompt” is the technical term for the input or instruction given to the AI by the users. Through the prompt, the system generates an output.

PSTN (Public Switched Telephone Network)

Public Switched Telephone Networks (PSTNs) permit point-to-point voice communications between subscribers located at different sites. PTSN call pulses used to be transported solely via copper wires, but today they also move via fiber-optic cables, undersea cables and satellites. Calls are now established not by physical operators, but by exchanges. In PTSN calls, voice sounds are converted into electronic pulses for transport and then reconverted back into voice at the receiving end. Such conversions take place within the subscribers' telephones.

PUE – Power Usage Effectiveness

PUE is the ratio of the entire electrical energy consumed in a data center or network node to the energy delivered to the computing equipment.

RAN – Radio Access Network

The RAN is the part of a mobile network that connects an end device—such as a smartphone—wirelessly to the associated core network. It is also referred to as the radio access network.

RCS – Rich Communication Services

RCS is a communication standard in mobile networks. It is intended to replace the Short Message Service (SMS) and mobile instant messaging services such as WhatsApp, Signal, or Telegram. RCS enables, among other things, one-to-one chats, group chats, and file sharing.

RECs – Renewable Energy Certificates

RECs are tradable certificates that represent proof that a certain amount of electricity has been generated from renewable energy sources such as wind, solar, or biomass. RECs are used to document and market the environmental benefits of renewable energy generation.

Rectifier

Rectifiers are used in electrical engineering and electronics to convert AC (alternating current) into DC (direct current).

Responsible Business Alliance

The Responsible Business Alliance (RBA) is a nonprofit organization that includes companies from the electronics, trade, automotive, and toy industries. Its goal is the worldwide support of the rights and well-being of workers and associations that are part of the global electronics supply chain or are affected by it. RBA members are obligated to uphold a common code of conduct and make use of a series of training and evaluation instruments in order to further continual improvement of their supply chain regarding social, ecological and ethical aspects.

Roaming

Refers to the use of a communication device or just a subscriber identity in a visited network rather than one's home network. This requires the operators of both networks to have reached a roaming agreement and switched the necessary signaling and data connections between their networks. Roaming comes into play, for example, when cell phones and smartphones are used across national boundaries.

Scope 1 and Scope 2 emissions

The Greenhouse Gas (GHG) Protocol divides emissions into the Scope 1, Scope 2 and Scope 3 categories, depending on the degree to which they can be influenced by the reporting company: Scope 1 accounts for all direct GHG emissions. Scope 2 accounts for indirect emissions associated with the generation of electricity, steam, or heat purchased from external sources. Scope 3 allows for the treatment of all other indirect emissions associated with logistics, use of materials, supplies, and waste disposal, including emissions generated by service and manufacturing companies working for the reporting company and their upstream suppliers

Scope 1 emissions

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Scope 2 emissions

The Greenhouse Gas (GHG) Protocol divides emissions into the Scope 1, Scope 2 and Scope 3 categories, depending on the degree to which they can be influenced by the reporting company: Scope 1 accounts for all direct GHG emissions. Scope 2 accounts for indirect emissions associated with the generation of electricity, steam, or heat purchased from external sources. Scope 3 allows for the treatment of all other indirect emissions associated with logistics, use of materials, supplies, and waste disposal, including emissions generated by service and manufacturing companies working for the reporting company and their upstream suppliers.

Scope 3 emissions

The Greenhouse Gas (GHG) Protocol divides emissions into the Scope 1, Scope 2 and Scope 3 categories, depending on the degree to which they can be influenced by the reporting company: Scope 1 accounts for all direct GHG emissions. Scope 2 accounts for indirect emissions associated with the generation of electricity, steam, or heat purchased from external sources. Scope 3 allows for the treatment of all other indirect emissions associated with logistics, use of materials, supplies, and waste disposal, including emissions generated by service and manufacturing companies working for the reporting company and their upstream suppliers.

SD-WAN – Software-Defined Wide Area Network

SD-WAN simplifies the management and operation of a WAN by decoupling network hardware from its control mechanism. This concept is comparable to the way Software-Defined Networking applies virtualization technologies to improve the management and operation of data centers. A key use case of SD-WAN is to enable companies to build more powerful WANs using lower-cost, commercially available internet connections. As a result, organizations can partially or fully replace more expensive private WAN connectivity technologies.

SDGs – Sustainable Development Goals

The SDGs form the core of the 2030 Agenda, which was adopted by the member states of the United Nations in 2015 to achieve global sustainable development. The aim of the Agenda is to promote economic progress and prosperity worldwide – in alignment with social justice and with due regard to ecological limits of global growth. The Agenda applies equally to all countries worldwide. The 17 SDGs define goals to, among other things, reduce poverty and hunger, promote health and education, enable gender equality, protect the environment and climate, and foster responsible consumption.

SDH (Synchrone Digitale Hierarchie)

Synchronous Digital Hierarchy (SDH) is a standardized multiplex technology for telecommunications systems. SDH systems combine multiple individual data streams into high-bitrate streams (in a process known as “multiplexing”) and transmit them via optical media, such as fiber-optic lines. The various components of an SDH network operate synchronously, in sync with a common timing signal. This makes it possible to access individual data streams directly, and to replace individual streams within the collective multiplex signal with other individual streams.

Share

Shares are holdings in a company (a stock corporation). When an investor purchases a share of a company, they obtain a small interest in the company. A company’s shareholders share in the company’s profits via dividends, and they have voting rights at the company’s annual shareholders’ meeting.

Shared Services

Central departments at Deutsche Telekom. These bundle similar processes from different areas of the company and provide them to the entire Group as centralized, consolidated services.

Shoring strategy

As part of its shoring strategy, Deutsche Telekom continuously reviews and adjusts the location of its production and supply chain sites as needed to minimize geopolitical tensions and ensure stability in the supply chain.

Smart metering

The service consists of the reading, processing, presentation, and billing of electricity and water consumption, and other meters in industry and homes. Smart metering reduces costs considerably and paves the way for a mass-marketable service. In particular, it gives energy providers, meter operators, and the housing sector the opportunity to offer their customers innovative products and services, as it delivers consumption data virtually in real time.

Smishing

Smishing is when cybercriminals send fraudulent text messages to get recipients to reveal personal or financial information.

Sovereign Cloud

Data sovereignty is the central goal of the European initiative GAIA-X. With a European concept, companies of all sizes should be able to take advantage of the flexibility and innovative power of the complete cloud stack, while at the same time having the security of always remaining the master of their data. The Sovereign Cloud from GAIA-X relies on an open software ecosystem for its technical implementation, which on the one hand enables digital solutions and on the other hand can be operated on a wide range of infrastructures.

Special Olympics

The Special Olympics are an international sports movement for people with intellectual disabilities. They promote participation in sport and society through regularly organized competitions. In Germany, Special Olympics Germany e.V. is recognized as a non-Olympic umbrella organization within the German Olympic Sports Confederation (DOSB). The association provides more than 40,000 people with intellectual disabilities with opportunities for self-determined choice, ranging from disability-specific to inclusive sports and physical activity programs.

SRI

Socially responsible investment (SRI) refers to an investment strategy that is based not only on income potential but also on ethical considerations.

Stakeholders
The stakeholder approach is an extension of the shareholder value concept widely used in business management. In contrast to the shareholder value principle, which focuses on the needs and expectations of a company's shareholders, the stakeholder approach attempts to view the company in the context of its overall social background and reconcile the needs of the different stakeholders. In addition to shareholders, stakeholders include staff, customers, suppliers, the government, and the public at large.

STEM
STEM is an abbreviation that is made up of the first letters of the words "science", "technology", "engineering", and "mathematics."

STOXX ESG
STOXX Global ESG Leaders is a stock index that assesses companies based on environmental, social and governance (ESG) criteria. The index is based on a comprehensive list of sustainability criteria and allows investors to flexibly weight individual criteria.

Sustainability indexes
Sustainability indexes measure and track the sustainability performance of companies. Launched in 1999, the Dow Jones Sustainability Indices (DJSI) are the leading global stock market indices for sustainable capital investment. More than 300 companies are listed on the DJSI. In cooperation with the Dow Jones Indices, the STOXX Limited Index for Renewable Energy, and the ratings agency Sustainability Asset Management (SAM), they provide asset managers with important benchmarks to establish and manage sustainability portfolios.

T-Labs
The T-Laboratories (T-Labs) are a research and development institute that Deutsche Telekom opened in Berlin in 2005. It is an affiliated institute of Technische Universität Berlin and gives top scientists from all over the world the chance to work in an attractive research environment. The institute's work focuses on the development of innovative services and solutions for Deutsche Telekom customers.

TCFD
The United Nations Climate Change Conference hosted in Paris in 2015 saw the launch of the Task Force on Climate-related Financial Disclosures (TCFD), which sets out to develop voluntary, consistent climate-related financial risk disclosures. In 2017, the TCFD published specific recommendations for putting these disclosures into practice, which companies can use as a guideline to inform investors, lenders, insurers, and other interest groups about the risks climate change presents for their business model.

TCO
The total cost of ownership approach is used during product development. To understand customers' purchasing decisions, the total costs associated with a product – from purchase and usage all the way through to disposal – are taken into account.

Trenching
We are committed to continuing to drive forward fiber-optic network expansion using micro-trenching. This method uses milling technology to form narrow trenches and grooves in asphalt. It requires little space, is around four times faster than conventional methods, and enables rapid completion of fiber-optic routes. Excavation work is eliminated in many areas. Shorter excavation times minimize the disturbance for companies and local residents caused by construction sites.

TRI*M
TRI*M stands for measuring, managing, and monitoring. Numerous large companies use this international analysis system to measure customer satisfaction. Each year, the independent TNS market research institute interviews around 20,000 consumers and business customers at Deutsche Telekom in Germany. This involves assessing our performance, the intention to continue use and recommend to others, and the competitive edge of our offerings. The results are presented in the TRI*M index.

Vectoring/Super vectoring
Super vectoring compensates for electromagnetic interference that arises between the copper lines on the way to households. This enables significantly faster data transmission, with speeds of up to 250 Mbit/s. The technology for this is installed in cable distribution boxes.

Vectoring
Vectoring is a noise-canceling technology that removes the electro-magnetic interference between lines, enabling higher bit rates. However, in order to cancel noise, the operator must have control over all lines. This means that other operators cannot install their own technology in the street cabinets.

VR – Virtual Reality
A simulated experience of the real world and its physical characteristics in real time in a computer-generated, interactive virtual environment. Unlike AR, which focuses on enhancing the real world with visual representations of additional data, VR fully immerses the user in a virtual world.

Wearables
Wearables are web-enabled devices that have a built-in computer and can be worn on the body.

Impressum

Address:
Deutsche Telekom AG
Friedrich-Ebert-Allee 140
53113 Bonn, Germany
www.telekom.com

District Court of Bonn HRB 6794,
Registered Office Bonn
VAT ID No. DE 123475223

Contact:
E-Mail: impressum@telekom.de
Phone: +49 (0) 228 181–0
Please use our contact forms for questions about the company or products and services provided by our business areas.

Authorized representatives:
Timotheus Höttges
Dr. Feri Abolhassan Pur-Moghaddam
Birgit Bohle
Rodrigo Diehl
Dr. Christian P. Illek
Thorsten Langheim
Dominique Leroy
Claudia Nemat

Regulatory authority:
Federal Network Agency for Electricity, Gas, Telecommunications, Post and Railway
Tulpenfeld 4
53113 Bonn, Germany

Responsible:
Deutsche Telekom AG
Michael Hagspihl
Head of Global Strategic Projects and Marketing Partnerships
Friedrich-Ebert-Allee 140
53113 Bonn

Concept:
Deutsche Telekom AG

Consulting, editing, design & technical implementation:
Forvis Mazars ESG GmbH & Co. KG
nexxar GmbH, Vienna – online annual and sustainability reports