

At a glance

About the HR Factbook 2024



Dear Readers,

Our world is changing at great speed. Confidence in institutions is waning all over the world, and this is a development that worries us as an employer. However, confidence in Deutsche Telekom continues unabated. In this respect, we are fully aware of our responsibility. At Deutsche Telekom, we are all about connecting people rather than excluding them. This commitment is reflected in our brand promise, “Connecting Your World,” and our purpose: “We won’t stop until everyone is connected.”

When we say “everyone,” we mean our customers – regardless of their individual backgrounds. Our goal is to provide all people with access to the digital world, making their lives easier and more fulfilling. We promote participation and connect our customers with whatever is important in their personal and professional lives.

“Everyone” also includes our employees – the people who give their best for Telekom every day. We’re committed to creating a work environment where everyone can realize their full potential. We firmly believe that our diverse workforce, which incorporates many different perspectives, leads to better decision-making and is a key factor in Telekom’s success. With the best team, we’re determined to remain successful well into the future.

2024 was another year of great challenges. Demographic change and the ongoing skills shortage require innovative strategies. After all, we want to strategically develop our workforce while also attracting and retaining talents for the long-term – both locally and globally.

A connected and digitally operating workforce is essential for a global company like Deutsche Telekom. Only with such a workforce are we able to meet the dynamic requirements of our industry and successfully develop new markets. Technological progress, especially with respect to the integration of artificial intelligence, presents us with excellent opportunities but also means we have to take new approaches to future-proof our company. To ensure our flywheel – our symbol for our new strategy – keeps turning, we must therefore keep reinventing ourselves.

We have over 198,000 employees in 33 countries and they are the key to our success in this dynamic environment. They are the brains and the heart of Deutsche Telekom. They provide Deutsche Telekom with numerous perspectives and skills that make us stronger as a global company. With their dedication and commitment, they all contribute to making us the Leading Digital Telco. Consequently, we have gained additional momentum this past year. Deutsche Telekom is the most valuable telecommunications brand and we remain Europe’s most valuable corporate brand – with the best networks, the best service, and a corporate culture in which every single person counts. After all, only an environment in which everybody can thrive and really make a difference gives us the platform we require to achieve our best together – for ourselves and for Deutsche Telekom. I believe this is what constitutes the best team.

We invite you to read our HR Factbook 2024 in which you can learn more about the developments, figures and challenges that shape our transformation. This is a reflection of our journey and illustrates our commitment to shape the opportunities offered by digital change – responsibly, innovatively, and with humanity.

Happy reading!

Best regards,

Birgit Bohle

Board of Management member for Human Resources and Legal Affairs, Labor Director

Scope

The figures in the report generally refer to the calendar year 2024 with a reporting date of December 31, 2024. Exceptions are highlighted accordingly. All figures are based on more detailed data. As some values are rounded, totals may differ slightly. Annual averages are used to form some ratios. The figures are often divided into the categories "Germany", "Internationally" and "Group". "Germany" refers to the location of employees in Germany (irrespective of the segment). "Internationally" refers to all employees at locations outside Germany, and "Group" refers to all employees. Some data is broken down according to our operating segments - i.e. Germany, USA, Europe, Group Development and the Systems Business. Group Headquarters & Group Services (GHS) includes all Group units that are not directly allocated to one of the operating segments.

The key performance indicators presented in the HR Factbook are based on the consolidated data of Deutsche Telekom AG and correspond to those of the Group Annual Report. Individual indicators are only collected for parts of the Group; for example, the data from T-Mobile US is not consistently included. Relevant limitations are indicated in the report.

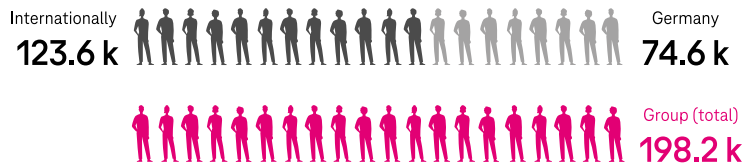
Deutsche Telekom is represented in 33 countries worldwide. Each country sets a different legal framework that we consider to be mandatory and comply with.

We point out that T-Mobile US, Inc., Hellenic Telecommunications Organization S.A. (OTE), Magyar Telekom Telecommunications Public Limited Company, and Hrvatski Telekom d.d. are independent publicly traded companies with their own legal personality and autonomous human resources policy.

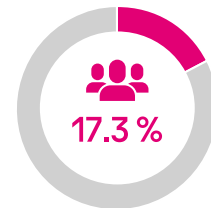
For better readability, we use the generic masculine in all headlines, graphics and footnotes. For all accompanying text, we use the neutral inclusive address. FTE stands for full time equivalents and is used in the Factbook as the unit of measurement for the size of the workforce. FTE therefore reflects the calculated number of full-time equivalents based on all full- and part-time staff.

Deutsche Telekom at a glance: The Group

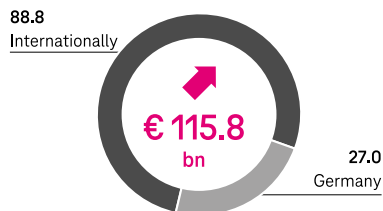
Employees (FTEs)



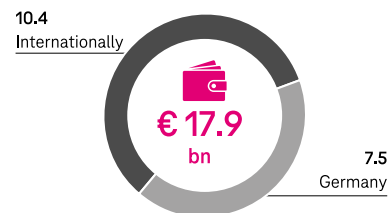
Total workforce quota



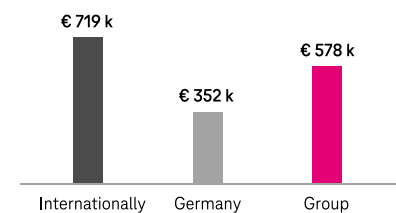
Net revenue



Personnel costs, adjusted



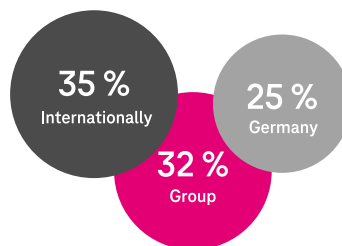
Revenue per employee



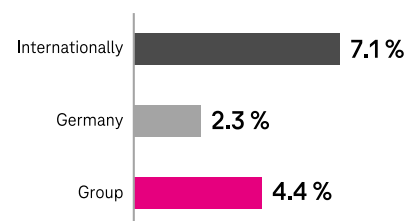
Average number of training days per employee¹



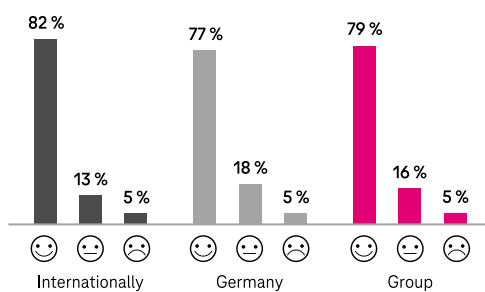
Women in middle and senior management



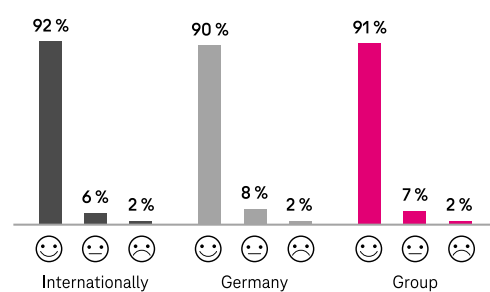
Unforced attrition¹



Overall employee mood (excl. managers)¹



Overall manager mood¹



¹Excluding T-Mobile US.

Deutsche Telekom at a glance: Germany

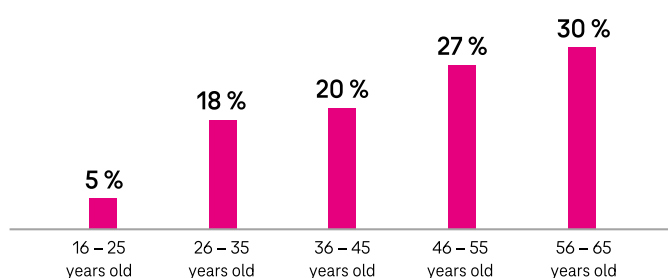
Employees (FTEs)



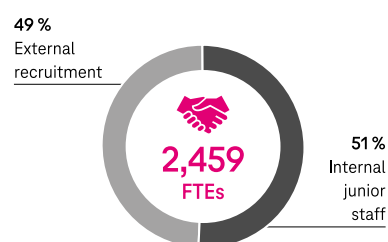
Apprentices and students



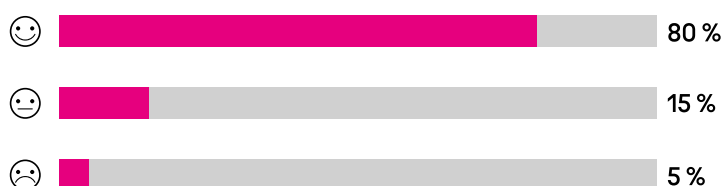
Age structure



Recruitment



Employee mood



Proportion of civil servants



Savings through employee ideas



Employees with severe disabilities

7.6 %

Health rate

