



ESG REPORT 2024

T-Mobile Czech Republic a. s.



FOREWORD

Responsibility to society and the environment is an integral part of everything we do. We build our business on sustainable foundations and strive to get our employees, customers and business partners to take a responsible approach.

As the largest mobile operator with more than 6.5 million customers, we believe in digitalisation and innovation, which can move individuals, businesses, communities and the country forward. However, the use of technology must go hand in hand with increasing digital and media literacy, care for mental health and cultivation of the online environment.

Melinda Szabó

CEO of T-Mobile Czech Republic

“ We want to be more than just a mobile operator for our customers, employees and business partners. We want to be a brand they can identify with and we want them to know our values. Under the #MeziSvémi (#Belonging) communication platform, we show what we really care about. We are active in the fight against hate speech that has no place on the internet. We support democratic values in society and that's why we joined the Freedom Connects Us campaign to mark the 35th anniversary of the Velvet Revolution. These values are just as important in our corporate culture. It's essential to us for everyone at T-Mobile to feel like themselves. We place great emphasis on professional development and also support a healthy work-life balance. I would like to thank all our employees for their diligence, creativity and innovative spirit – qualities that help us win our customers' hearts. And I thank our customers for choosing us and placing their trust in T-Mobile.

”



ESG FRAMEWORK

Our CR Strategy and Topics



Corporate Responsibility Report of Deutsche Telekom Group 2024

Annual Report of Deutsche Telekom Group 2024 including the sustainability report pursuant to the CSRD

THE UN SUSTAINABLE DEVELOPMENT GOALS WE FOCUS ON

The Sustainable Development Goals (also known as the SDGs), adopted by the United Nations in 2015, are a basic global framework for sustainable behaviour by countries and companies. For T-Mobile Czech Republic the SDGs are the cornerstone of our sustainable business. Through our activities, for example, we contribute to better quality education, gender equality, decent working conditions and the sustainability of cities and municipalities.

We work with all segments of society to meet our sustainability goals through specific content: with public administration, professional and sectoral associations, academia, non-profit organisations, media and other companies. We build on the belief that if we perceive the world and society around us, we will have the opportunity to address social issues. This will make us more economically stable and enable us to grow faster.



WE ARE MEMBERS OF THE FOLLOWING ASSOCIATIONS AND BODIES:



ENVIRONMENT

We focus on minimising the environmental impact of our activities through innovation, investment in renewables and digitalisation. We search for ways to reduce emissions and measure our carbon footprint. We strive to stick to the principle of circularity and recycle as much as possible. In the field of the environment, we have set the following targets across the Deutsche Telekom group:

2021

100% OF ELECTRICITY
FROM RENEWABLE SOURCES

2025

CLIMATE NEUTRALITY
IN SCOPE 1-2

2040

CLIMATE NEUTRALITY
IN SCOPE 1-3

Year-on-year comparison

ENVIRONMENT



An interactive version of the infographic can be found at this link.

Carbon Footprint

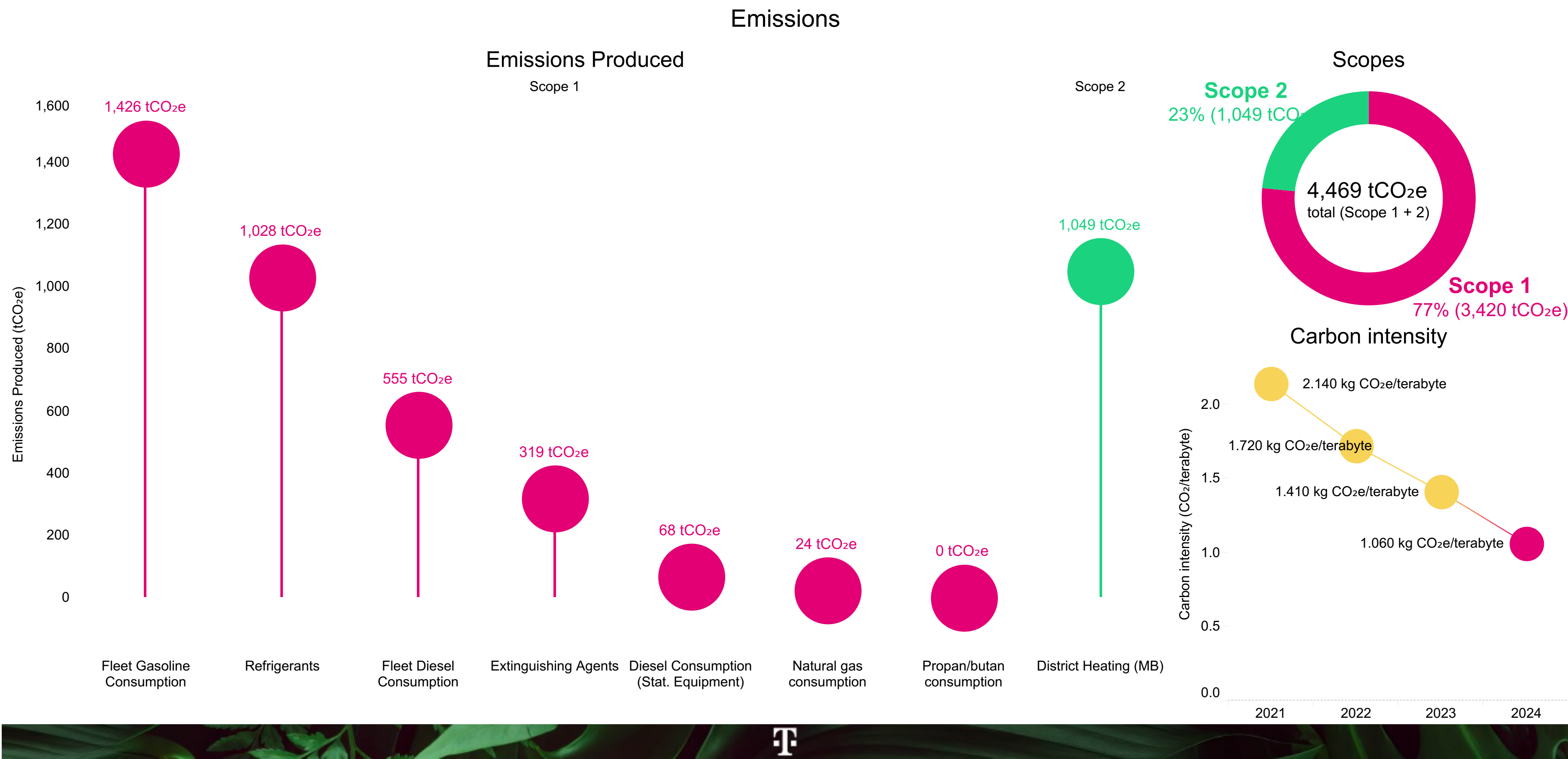
Measures to mitigate climate change are a priority for us. We are ISO 14001 (EMS) certified and are audited annually by the accredited certification company TÜV SÜD.

As a part of the Deutsche Telekom group, we are committed to substantially reducing our carbon footprint by 2025 (Scope 1 and 2) and to climate neutrality (Scope 1-3) by 2040 at the latest, where we want to get rid of at least 90% of our emissions completely, and a maximum of 10% of non-removable emissions will then be addressed through offsets by selected projects for CO₂e capture and storage.

ENVIRONMENT

Carbon Footprint

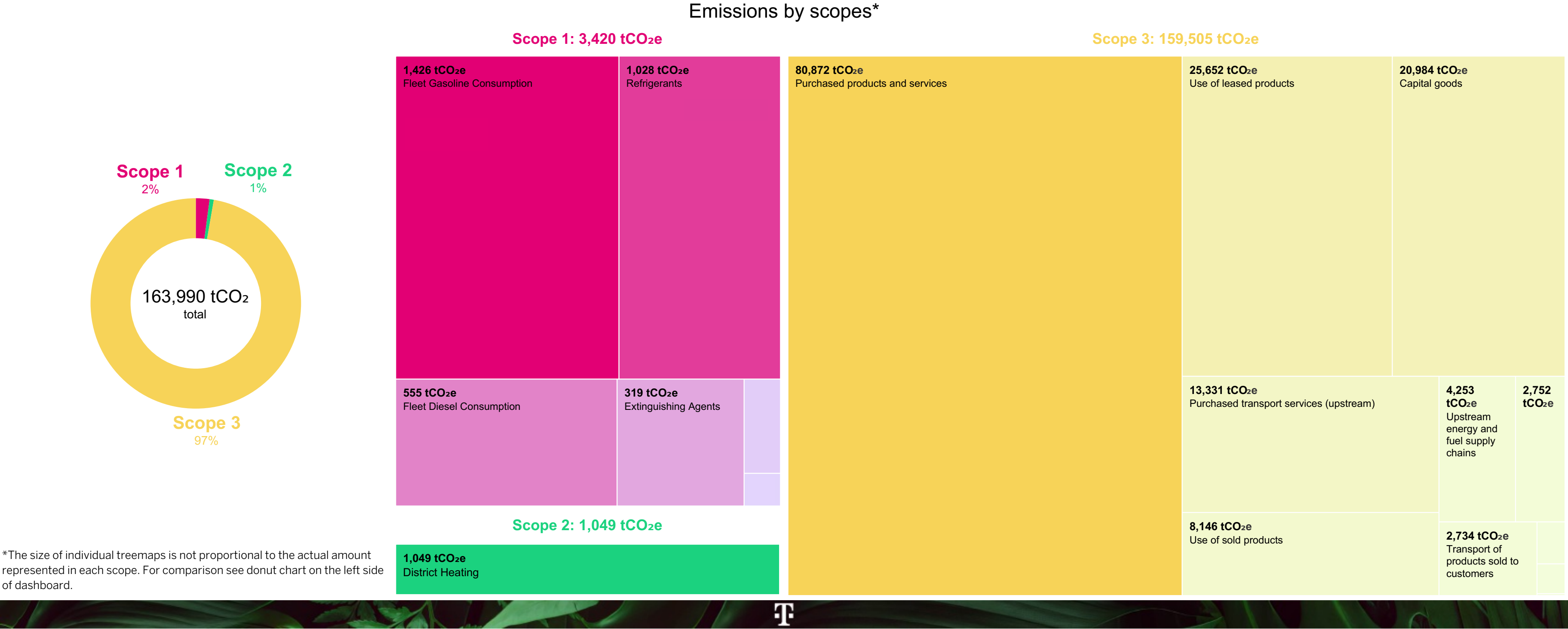
ENVIRONMENT



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Carbon Footprint

ENVIRONMENT



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ENVIRONMENT

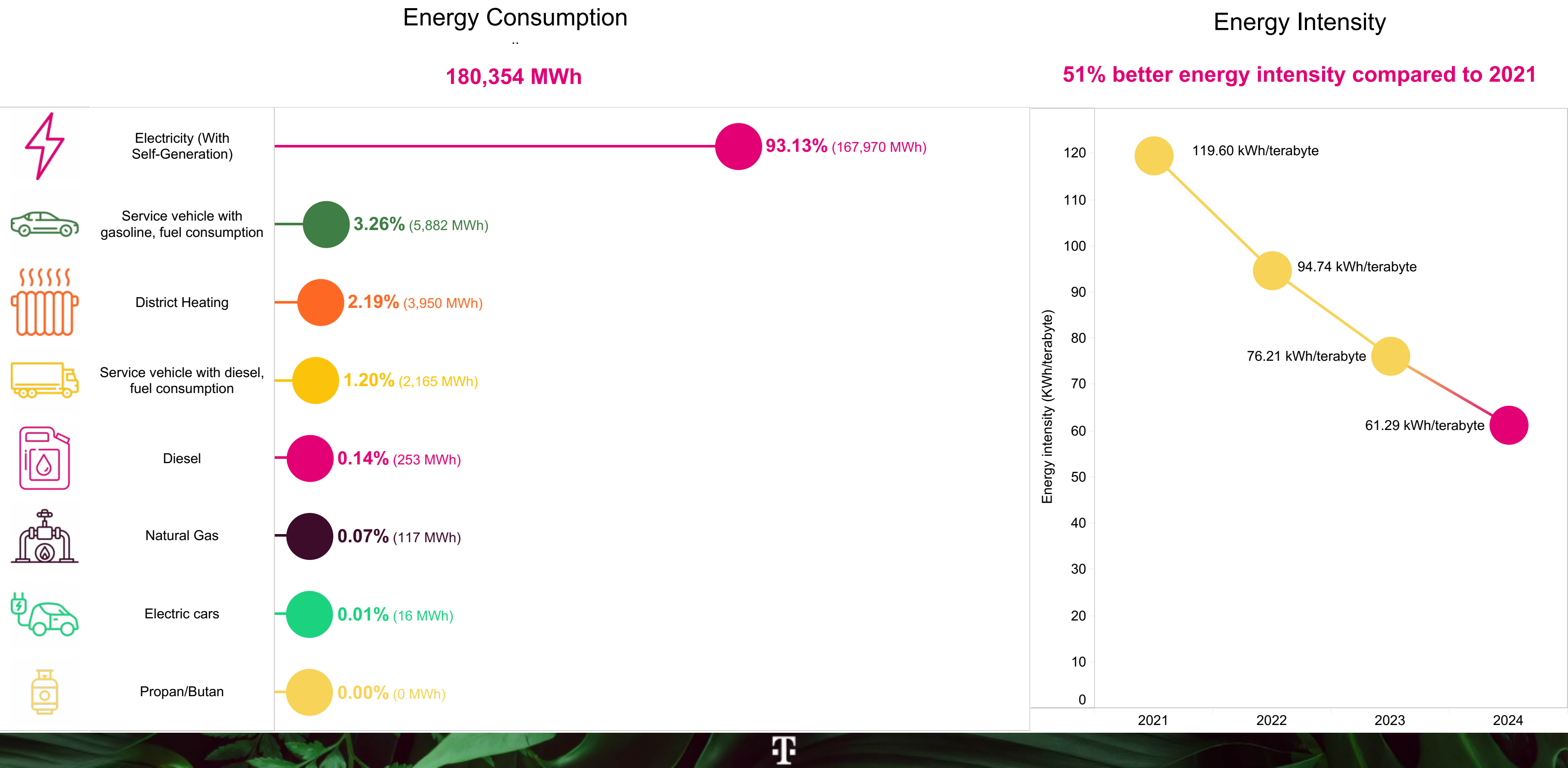
In total, our operations consumed 180,354 MWh of energy, including 167,970 MWh of electricity in 2024. Running our mobile network is particularly energy intensive. In 2024, our mobile network consumed 94,700 MWh, while the fixed network consumed 3,920 MWh, data centres 54,747 MWh and buildings 14,595 MWh of electricity.

We cover all of our electricity consumption by purchasing from renewable sources. We are also working on pilot projects to produce our own electricity from photovoltaic resources and in 2024 we entered into a virtual PPA contract with Rezolv Energy for 100 GWh of electricity per year, which means that thanks to us one of the largest wind farms on the European mainland is now being built.

We focus on keeping our energy consumption as low as possible and on managing it efficiently. We rent out space we do not need, modernise equipment, introduce freecooling instead of active cooling and exchange power units and power supplies. We are replacing our current lighting with LEDs and optimising the use of LCD panels and monitors. We use the heat generated by our technologies to heat offices. For several years, we have had the ECCO2 programme, which allows all employees to suggest changes and cost-saving measures that will help us reduce energy consumption and CO2e emissions. We analyse each idea and gradually implement those which lead to real savings. We are also launching Smart Energy Management in our stores and warehouses. We are now building a fibre-optic gigabit connection, which is an energy-saving solution. At the end of 2024, more than half a million households had access to our fibre-optic internet.

Energy

ENVIRONMENT



An interactive version of the infographic can be found at this link.

ENVIRONMENT

Stores

We are eliminating unnecessary paper and single-use plastics in all our stores. We use e-price tags, paper bags only if necessary and print contracts only on request. In 2024, 99.6% of our invoices were sent electronically.

We put pressure on suppliers to supply us with goods with a higher percentage of recycled and sustainable materials, to reduce the amount of single-use plastics. Staff clothing is made of Ökotex 100/GOTS certified materials. We are replacing printed posters with electronic content and have reduced window stickers by 95% since 2020.

Logistics

We have reduced the volume of printed documents and paper contracts we send to customers. This reduces paper consumption and emissions from transport. A full 75% of contracts are now signed by customers completely digitally without the need for a courier to visit them.

We use reusable containers to supply our stores and are reducing the use of disposable packaging. Since August 2023, all shipments to end customers and supplies for stores and technicians in Prague have been made using electric vans, and this saves about 2,300 kg of CO₂e per month. In addition, we are striving to align everything so that the hardware and accessories arrive at the same time, thereby reducing transport-related emissions. We also try to plan our imports into Europe to minimise air transport. In addition, we encourage our logistics partners to adopt environmentally-friendly delivery methods.

For more than a year, we have been delivering courier shipments to end customers in returnable boxes. A polypropylene box can be used up to 50 times, and after only the 6th use its carbon footprint is neutral compared to a disposable cardboard box. Customer satisfaction with this type of packaging is high. Other shipments to end customers are then delivered to dispensing points and boxes.



Recycling

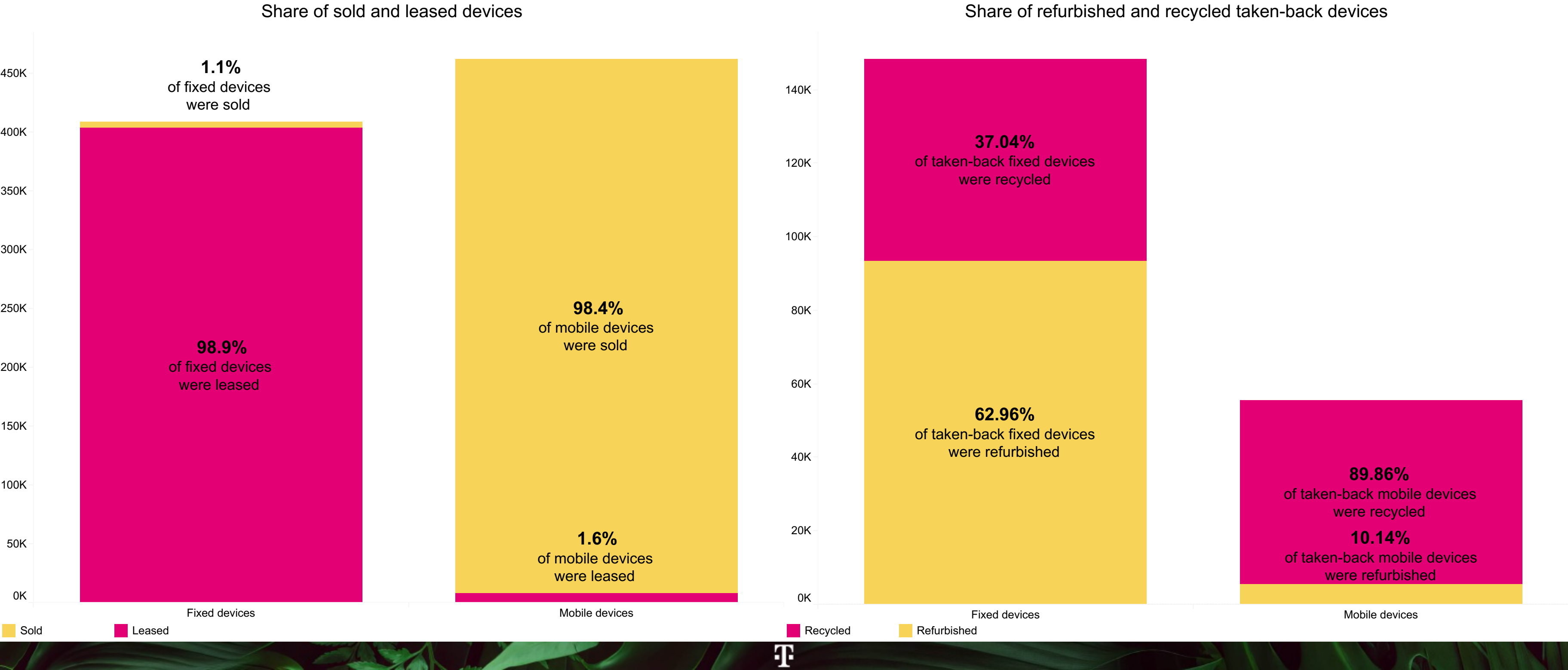
We support the collection and recycling of old electrical equipment. We are a member of the Asekol collective system and collect end-of-life electrical equipment at all our stores. In cooperation with [Remobil](#) and [Asekol](#), we ensure efficient recycling of returned phones and accessories as a part of the [Zrecyklujite!](#) project. Employees have the opportunity to drop off e-waste and batteries directly in our buildings. We sort waste in our offices and kitchenettes, including bio-waste.

ENVIRONMENT

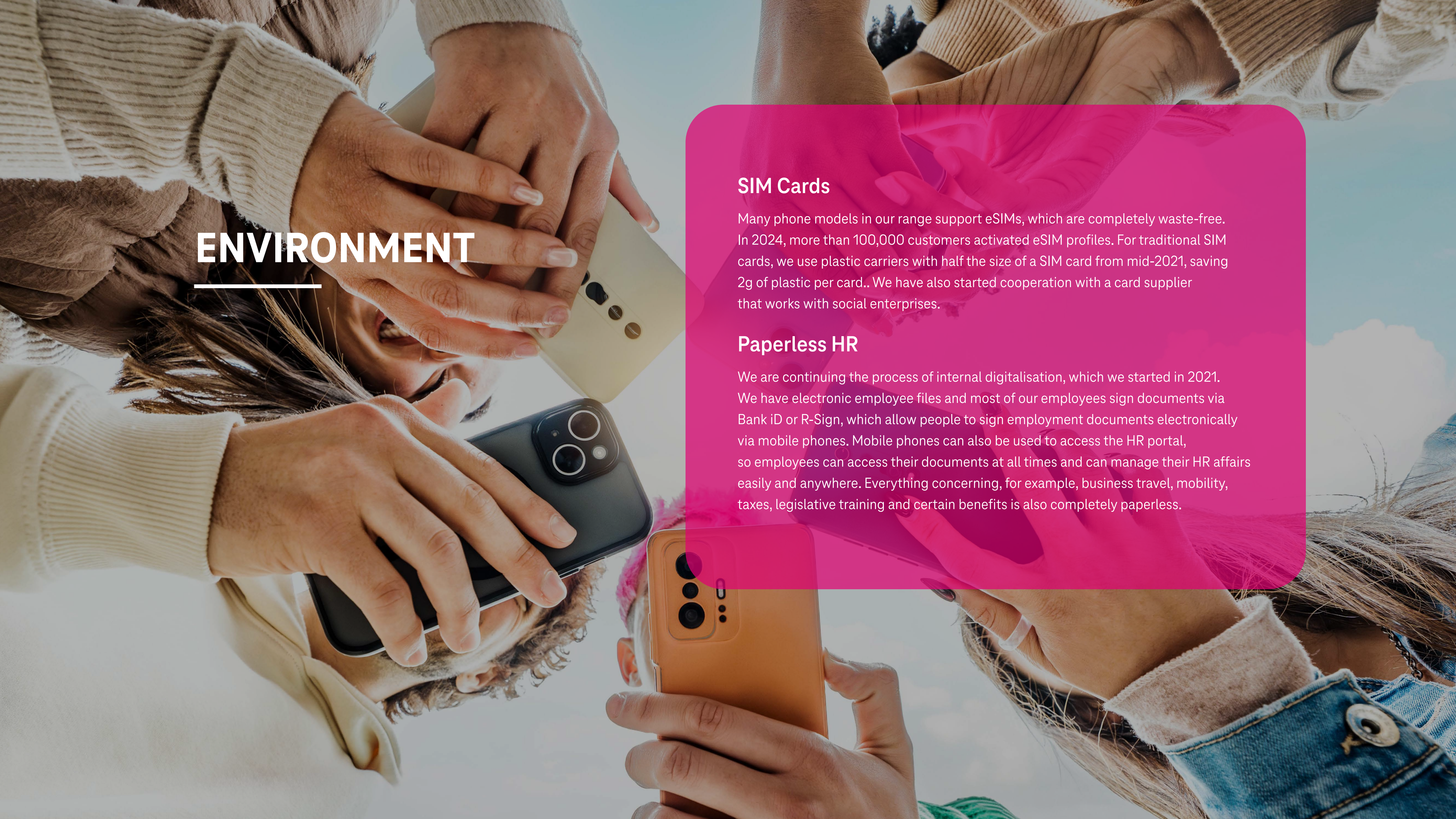
We participate in the [EKO-KOM](#) system. Our contribution to the scheme for 2024 enabled the take-back and recycling of 13 tonnes of packaging waste. We managed to save more than 397 GJ of energy (equivalent to the heat energy released from burning 20 tonnes of lignite) and 15t of CO2e emissions.

Recycling

ENVIRONMENT



An interactive version of the infographic can be found at this link.



ENVIRONMENT

SIM Cards

Many phone models in our range support eSIMs, which are completely waste-free. In 2024, more than 100,000 customers activated eSIM profiles. For traditional SIM cards, we use plastic carriers with half the size of a SIM card from mid-2021, saving 2g of plastic per card.. We have also started cooperation with a card supplier that works with social enterprises.

Paperless HR

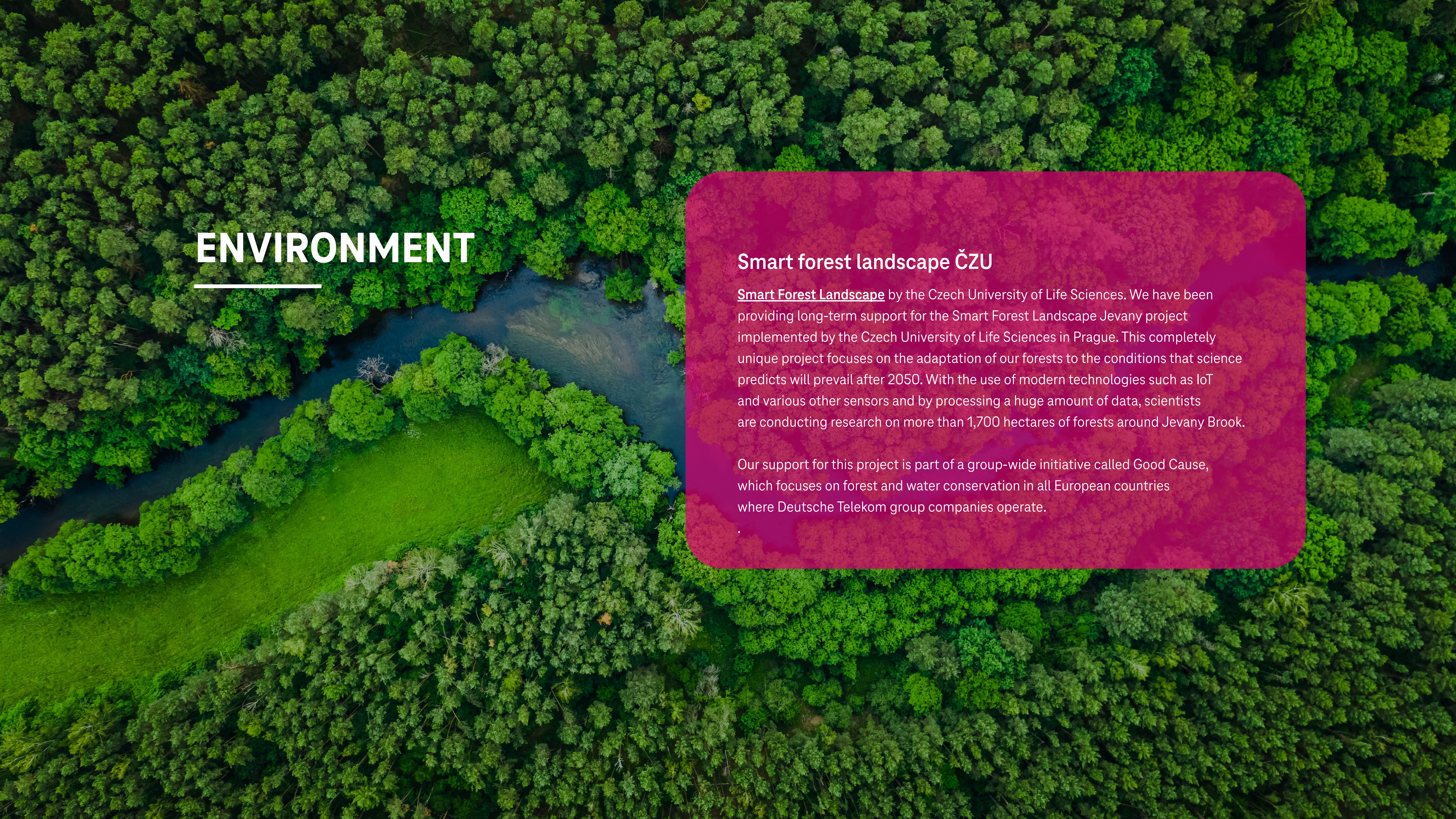
We are continuing the process of internal digitalisation, which we started in 2021. We have electronic employee files and most of our employees sign documents via Bank iD or R-Sign, which allow people to sign employment documents electronically via mobile phones. Mobile phones can also be used to access the HR portal, so employees can access their documents at all times and can manage their HR affairs easily and anywhere. Everything concerning, for example, business travel, mobility, taxes, legislative training and certain benefits is also completely paperless.

ENVIRONMENT

Our Equipment

Since 2022, all products under our brand (the T-brand) have been packaged in accordance with the requirements of our packaging guidelines, which means, for example, no disposable plastics, using only recyclable or biodegradable materials, recycled paper and non-toxic ink.

We think about the environment at the design stage for our products. That's why our T Phone 2 smartphone is designed with resource efficiency, recyclability, repairability and durability in mind.



ENVIRONMENT

Smart forest landscape ČZU

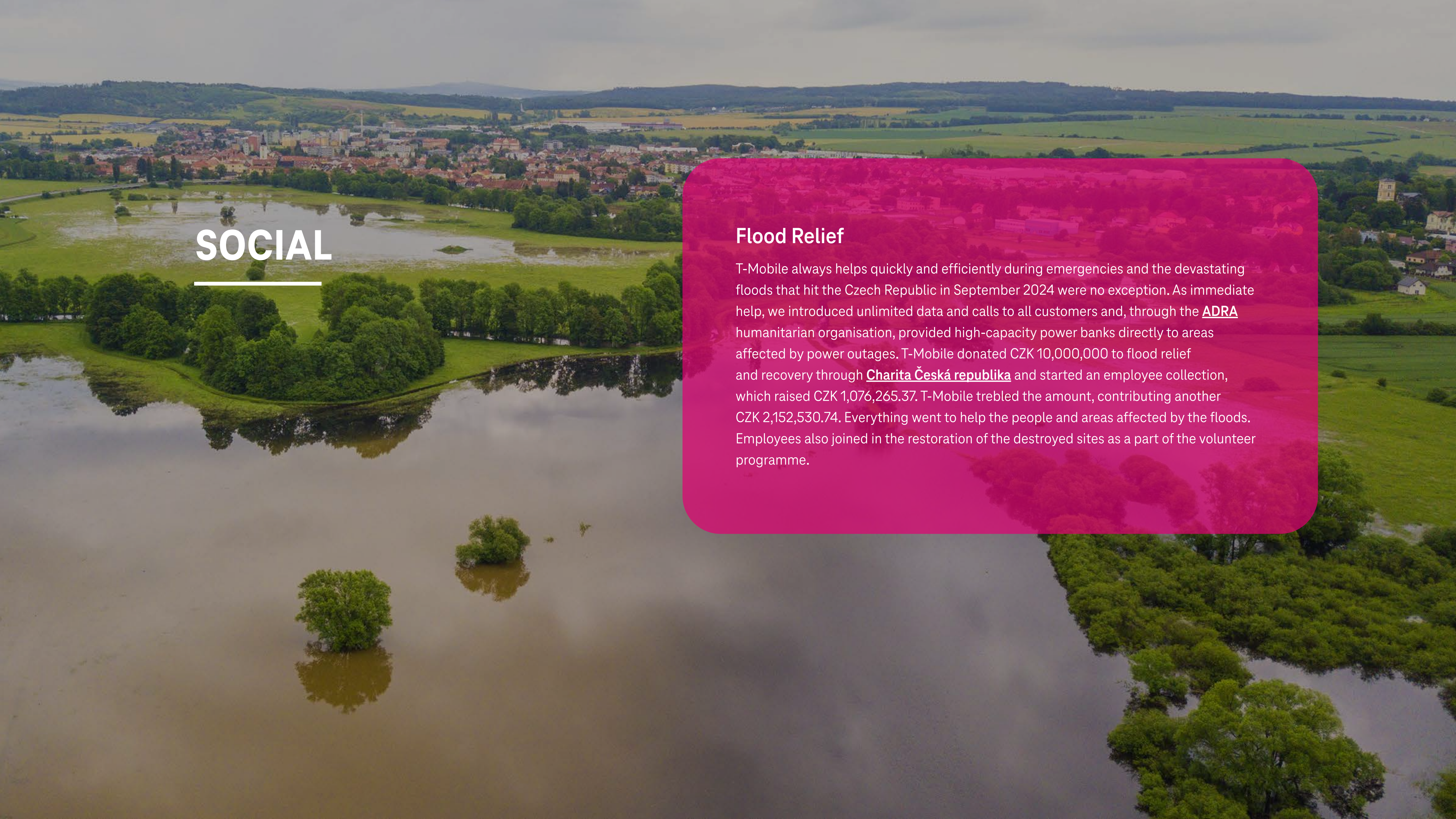
Smart Forest Landscape by the Czech University of Life Sciences. We have been providing long-term support for the Smart Forest Landscape Jevany project implemented by the Czech University of Life Sciences in Prague. This completely unique project focuses on the adaptation of our forests to the conditions that science predicts will prevail after 2050. With the use of modern technologies such as IoT and various other sensors and by processing a huge amount of data, scientists are conducting research on more than 1,700 hectares of forests around Jevany Brook.

Our support for this project is part of a group-wide initiative called Good Cause, which focuses on forest and water conservation in all European countries where Deutsche Telekom group companies operate.



SOCIAL

We have over 3,100 employees in the Czech Republic and their satisfaction and development is a key priority. We support community activities, non-profit organisations, disadvantaged groups and people who find themselves in difficult situations in their lives. In the social area, we continued to focus on digital inclusion and strengthening the digital and media literacy of Czech society. We also have a strong focus on combating hate speech on the internet and prejudice-based violence.

An aerial photograph showing a vast area of land submerged in floodwater. In the background, a town with numerous buildings is visible, surrounded by green fields. The foreground shows several trees standing isolated in the water, their reflections visible on the calm surface. The sky is overcast.

SOCIAL

Flood Relief

T-Mobile always helps quickly and efficiently during emergencies and the devastating floods that hit the Czech Republic in September 2024 were no exception. As immediate help, we introduced unlimited data and calls to all customers and, through the [ADRA](#) humanitarian organisation, provided high-capacity power banks directly to areas affected by power outages. T-Mobile donated CZK 10,000,000 to flood relief and recovery through [Charita Česká republika](#) and started an employee collection, which raised CZK 1,076,265.37. T-Mobile trebled the amount, contributing another CZK 2,152,530.74. Everything went to help the people and areas affected by the floods. Employees also joined in the restoration of the destroyed sites as a part of the volunteer programme.



SOCIAL

Magenta Experience Center

Now in its fifth year, the key digital inclusion project provides education every day in digital, technical and media literacy for the Czech population (we focus specifically on pupils, students, educators, senior citizens and our customers). It is involved in supporting non-profit organisations, organises its own beneficial projects for the general public and, at the same time and thanks to digital technologies such as streaming platforms or a podcast studio, connects the offline and online worlds, bringing education to those outside the region. In 2024, several hundred events were arranged for more than 12,000 participants, including digital education workshops for primary schools with more than 2,000 pupils participating. All programmes are interactive and offer participants not only theory, but above all the application of acquired knowledge in practice. Another new feature is the consultation hours for senior citizens, which complement the education offered as a part of the new Digital Senior project.



SOCIAL

Digital Senior project.

A project that educates senior citizens on digital and media literacy topics, from the basics of operating a smartphone to secure online shopping, 3D printing and artificial intelligence. The programme also travels to various regions and more than 2,500 senior citizens participated in 2024. The project is supplemented by the T Counsellor service, which offers free individual consultation hours, where you can ask questions about everything related to mobile technology.

Senior Telephone

We support the [Život 90](#) organisation and its helpline for the senior citizens, which provides assistance and advice to callers in various life situations.

For Customers with Hearing Impairment

It is not only customers who are hard of hearing who appreciate our [helpline](#) with online transcription of communication. This is also welcomed by senior citizens and foreigners who are not 100% confident when talking on the phone. We offer T-Mobile e-Transcription in all of our own and partner stores to make in-person meetings easier. We also took part in Communication Week for people who are hearing impaired, where we were inspired by the latest news and trends in the field of services for people not only with hearing impairments.

Digital Academy for NGOs

The conviction that digitalisation has a positive impact on society leads us to offer free webinars, workshops, seminars, e-learning programmes and materials for download and subsequent self-study by non-profit organisations. Our colleagues also provide their

help and professional support in the role of expert volunteers. In 2024, the tenth anniversary edition of the Digital Academy for Non-profits was run, as a part of which we organised 11 courses and webinars for non-profits on current topics such as media literacy, cybersecurity, digital marketing, AI and social networks. Nearly 400 participants from more than 130 different organisations attended. We offered dozens more places to non-profit organisations in seminars and webinars from our in-house T-University.



SOCIAL

Keys to Media

We focus on long-term strengthening of media literacy among Czech schoolchildren and students. The Keys to Media project was created in collaboration with journalists and offers videos, podcasts and worksheets for teaching. It focuses on topics such as the role of the media, disinformation, news production and social networks. The Keys to Media materials are freely available on the Seznam.cz server and the Klicekmediim.cz homepage. The number of plays of instructional videos exceeded 12,000 last year.

Combating Prejudice-based Violence

Hate on the internet and acts of prejudice-based violence in the real world are unfortunately becoming more and more common. Vulnerable groups often do not know where to turn for help, witnesses of prejudice-based violence then do not know what is beyond the pale and how they can intervene. We feel our share of responsibility for the Internet environment and its cultivation. In 2024, we therefore continued with strategic cooperation with [In IUSTITIA](#), a non-profit organisation that helps victims of prejudice-based violence and is also dedicated to raising awareness of the topic.

The Czech Republic Without Prejudice grant call was also dedicated to supporting this topic, and T-Mobile distributed a total of CZK 1,500,000 among eight entities. Non-profit organisations, informal groups and academic institutions developing projects for the benefit of groups at risk of prejudice-based violence, dedicated to awareness-raising, education, or motivation to report such acts could get involved. The following

organisations received support for their projects: Romea, Multicultural Center Prague, Masaryk University in Brno, Women's Educational Institute, Prague Pride, Transparent, Místní místním and an informal group run by the social worker Lucie Šancová.

Support for Families

We have been helping single-parent families who have found themselves in difficult situations in their lives via the [Šatník Endowment fund](#) and the [Radovan](#) Endowment Fund. We provide them with free hardware, services and other material assistance. We support the families of premature babies through the [Nedoklubko](#) organisation.



SOCIAL

Click for Peace

The rise of cybercrime and increasingly sophisticated fraud also gave rise to an educational project aimed especially at senior citizens. They are an extremely vulnerable group which is frequently targeted by various scams. In cooperation with the Police of the Czech Republic and the Ministry of the Interior, we participated in the preparation of a series of videos, live lectures and microsites.

In 2024, T-Mobile and Hospodářské noviny organised the first annual Future Secured conference, focused on cybersecurity and digital protection. The conference provided a platform for the exchange of experiences and highlighted the importance of prevention in the digital world. All proceeds from the entrance fee were donated to the In IUSTITIA organisation to support the functioning of its Justýna Counselling Centre, which provides social and legal assistance to persons subjected to or at risk of prejudice-based violence.

Digital Ten Commandments

In 2024, we created the Digital Ten Commandments, in which established rules of conduct are transferred to the world of modern technology and address topics such as cybersecurity, cyber bullying and digital literacy.

Mental Health

We are aware that the use of technology can affect our mental health. Moreover, the last few years have been very challenging for virtually everyone – from the pandemic to the protracted war in Ukraine. Thanks to a strategic partnership

with the organisation [Nevypust' duši](#) (Don't Let Go of Your Soul) we are involved in the implementation of prevention programs on the topic of mental health in schools. In 2024, 240 programmes were run for 6,000 pupils in secondary schools across the Czech Republic.

Sluchátko Therapy Line

We donated hardware and services to support the Sluchátko therapy line. The platform provides free and anonymous psychotherapeutic help over the phone to anyone who needs it. It provided a total of 2,550 psychotherapeutic conversations in 2024.

Technological Literacy

In 2023, T-Mobile became a partner of [Technological Literacy](#), project, which introduces modern technologies to primary and secondary school students and tries to increase interest in technological fields. The project covers the topics of cybersecurity, electric mobility, greenhouse gas emissions or artificial intelligence, and in 2024 10,500 students from 200 schools attended a lecture.

Promoting Democratic Values

Together with the [Díky, že můžem](#) organisation, T-Mobile joined in the celebration of the 35th anniversary of the Velvet Revolution and participated in the Freedom Unites Us campaign. It pointed out that even though there are differences between us, freedom is something we all have in common.

SOCIAL

Together with the employees

Lets Help the Stories

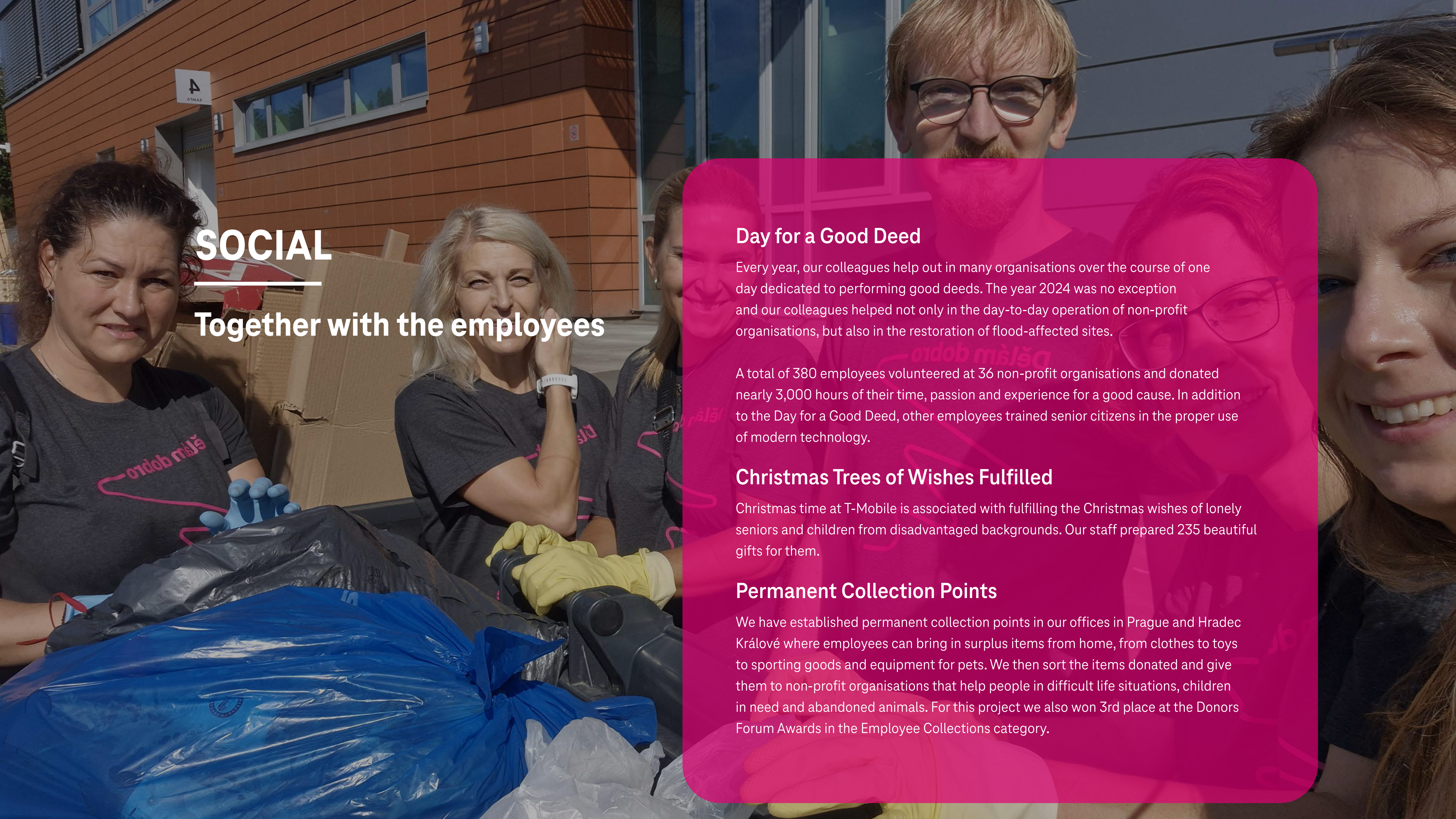
In the run-up to Christmas, T-Mobile has been organising its internal Let's Help Stories collection for more than 10 years. It supports the loved ones of employees who, most often as a result of a tragic event, illness or accident, find themselves in a difficult life situation. In 2024, the collection yielded CZK 1,005,700, which was divided among 20 stories.

Petra Hézlová Memorial

A sports event in Louny for the whole family, co-organised annually by one of our employees in memory of a deceased colleague. The proceeds from visitors and our financial donation in 2024 helped to expand the care provided by the Mobile Hospice for Louny District. The [Domestici](#) project is also dedicated to supporting palliative care. T-Mobile started a collection for it and then doubled the proceeds, subsequently paying CZK 250,000.

Three Kings Collection

The Three Kings Collection, the largest Czech charity collection event organised by our long-standing partner [Caritas Czech Republic](#), is a traditional event we participate in. We supported it financially by donating CZK 1 million.

The background image shows a group of employees participating in a charity event. In the foreground, a woman with dark hair is wearing a grey t-shirt with a pink logo and blue gloves, handling a large blue plastic bag. Next to her, an older woman with blonde hair is smiling and wearing a grey t-shirt and yellow gloves. In the background, a man with glasses and a beard is visible. The setting appears to be outdoors near a brick building with a window showing the number '4'.

SOCIAL

Together with the employees

Day for a Good Deed

Every year, our colleagues help out in many organisations over the course of one day dedicated to performing good deeds. The year 2024 was no exception and our colleagues helped not only in the day-to-day operation of non-profit organisations, but also in the restoration of flood-affected sites.

A total of 380 employees volunteered at 36 non-profit organisations and donated nearly 3,000 hours of their time, passion and experience for a good cause. In addition to the Day for a Good Deed, other employees trained senior citizens in the proper use of modern technology.

Christmas Trees of Wishes Fulfilled

Christmas time at T-Mobile is associated with fulfilling the Christmas wishes of lonely seniors and children from disadvantaged backgrounds. Our staff prepared 235 beautiful gifts for them.

Permanent Collection Points

We have established permanent collection points in our offices in Prague and Hradec Králové where employees can bring in surplus items from home, from clothes to toys to sporting goods and equipment for pets. We then sort the items donated and give them to non-profit organisations that help people in difficult life situations, children in need and abandoned animals. For this project we also won 3rd place at the Donors Forum Awards in the Employee Collections category.

Volunteer hours worked

SOCIAL



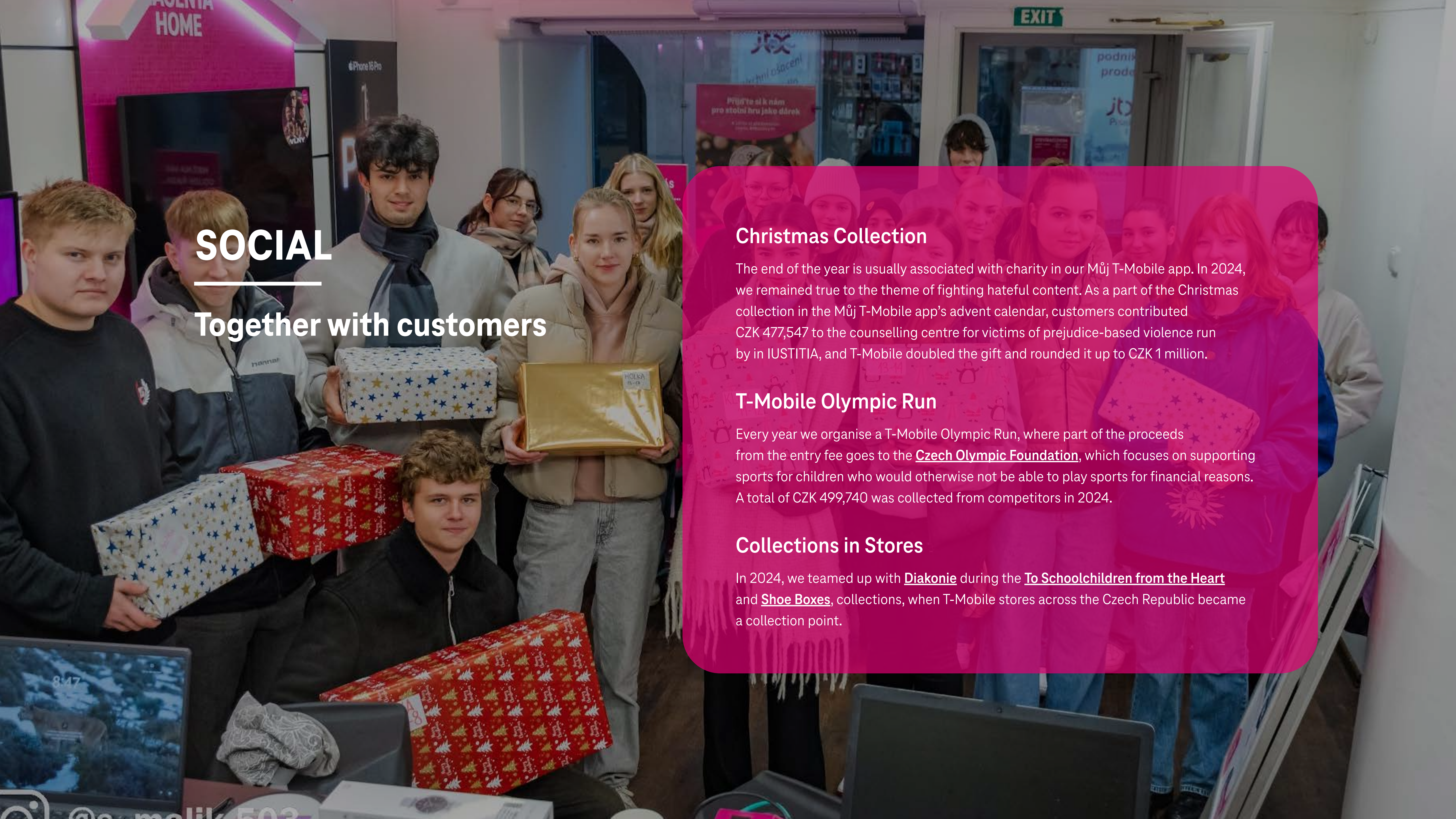
An interactive version of the infographic can be found at this link.

Our employees

SOCIAL



An interactive version of the infographic can be found at this link.

A group of young people, mostly teenagers, are gathered in what appears to be a retail store. They are holding several wrapped gifts of various sizes and colors (gold, red, white with stars). In the background, there are shelves with products, including an iPhone 16 Pro box. A pink semi-transparent box on the right contains text about social initiatives. The overall atmosphere is festive and community-oriented.

SOCIAL

Together with customers

Christmas Collection

The end of the year is usually associated with charity in our Můj T-Mobile app. In 2024, we remained true to the theme of fighting hateful content. As a part of the Christmas collection in the Můj T-Mobile app's advent calendar, customers contributed CZK 477,547 to the counselling centre for victims of prejudice-based violence run by IUSTITIA, and T-Mobile doubled the gift and rounded it up to CZK 1 million.

T-Mobile Olympic Run

Every year we organise a T-Mobile Olympic Run, where part of the proceeds from the entry fee goes to the [Czech Olympic Foundation](#), which focuses on supporting sports for children who would otherwise not be able to play sports for financial reasons. A total of CZK 499,740 was collected from competitors in 2024.

Collections in Stores

In 2024, we teamed up with [Diakonie](#) during the [To Schoolchildren from the Heart](#) and [Shoe Boxes](#), collections, when T-Mobile stores across the Czech Republic became a collection point.

SOCIAL

Company Values

Pillars of Corporate Culture

We strive to support our employees in their professional and private lives, which is why we offer flexible working hours and a variety of health and leisure benefits, including sports challenges.

Diversity, Integration, Equality and Inclusion of Employees

As a part of a major internal and external employer branding campaign called “In this company we can be ourselves,” we successfully addressed several areas so that this promise to employees was kept, regardless of gender, nationality, sexual orientation and other difference or uniqueness.

We consider the organisation of the second federal conference with foreign guests and our senior management, which featured speakers from the ranks of our employees representing various minorities and was aimed at fostering tolerance, respect and understanding, as a great success.

We also managed to support our parents on maternity/paternity leave with regular communication about company events, tips and development opportunities, such as a retraining programme to promote digital skills, as well as the full introduction of the Parents Hub programme, which supports their return to the company through flexible working.

This year, we continued to systematically promote women to leadership positions. We held several tailor-made workshops, connected women through mentoring and organised the second in a series of Women Inspirofest meetings. We also targeted support for women’s participation, especially in areas where women are under-represented, through a Girl’s Day, trainee programmes and hackathons with universities. Another theme we promoted is intergenerational cooperation through a series of workshops and discussions with students and representatives of Generation Z.

Once again, we participated in the Prague Pride march together with In IUSTITIA, to express support for the LGBTQ+ community. We also newly supported the creation of an internal LGBTQ+ employee community, which chose to promote the theme of tolerance, respect and equality from below.

Last but not least, as a part of the Healthy T programme, we organised several company-wide events to raise awareness of mental and physical health issues.

In 2024, our company had 3,152 employees. Of these, 40% were women and the largest age group was in the 40-49 category.

SOCIAL

Training and Development

Talent Programme

Last year, we launched a second generation of a programme called Talent Pool, which 125 employees, nominated by their managers, are currently going through. As a part of Talent Pool, everyone chooses their own path, talented employees can choose from thematic pillars including digital skills and AI, leadership, physical and mental health. The accompanying part consists of individual visits to workplaces across the company – e.g. complaints, COPS, Retail, IT and Technology. One integral part is personal development through coaching, mentoring and diagnostic tools such as Hogan and Gallup. They can experience serious networking at big events like the Grand Opening, Teambuilding and the Closing Ceremony.

T-Challengers

We offered all talent programme participants the opportunity to participate in the specific T-Challengers programme. If somebody wanted to be nominated, they had to propose an innovation or an interesting idea. Its implementation in specific form then became the focus of the programme. We currently have 21 participants divided into 4 teams implementing four projects (1 business-oriented, 2 AI projects and 1 technology project).

Trainee Programme

In 2024, we had 13 dedicated IT and 14 non-IT positions in our trainee programme. The programme's aim is to integrate participants into full-time positions in our company. We place emphasis on involvement in the business, a guarantee of an expert mentor and spend at least 10% of our time developing trainees.

T-University

We believe in lifelong learning. That's why the T-University platform was created, enabling employees to develop their personal and professional competences.

In 2024, there were 4,648 attendees at the T-University. The greatest interest was in courses focused on topics such as artificial intelligence, negotiation, memory techniques or, for example, how to set boundaries. In the spring and autumn, an event called "Kick Start Your Career Development at T," which aimed to show employees how they can grow and move up in our company, was held. One great success at the event was the introduction of internal career counselling.

SOCIAL

Employee Health

Health and Well-being

As a part of the long-term “Healthy T” well-being strategy, a number of thematic actions aimed at prevention in the field of physical and mental health, personal development and connecting with communities took place. The biggest events included the Health Days and promotion of sports activities, especially the Step Challenge, where twice a year employees walked almost 200 million steps and raised funds for designated non-profits.

Mental Health Days were also held twice a year – in the spring focusing on addiction and then in the autumn for burnout and work-life balance. Other events during the year focused on building immunity, civilisation diseases, cancer prevention and ergonomics. During the year, 20 teams of employees received grants for activities promoting sport and health.

Employees can use the uLékaře app for free as a premium healthcare service that enables online health problem solving, easier making of appointments and preventive care. The staff also has a helpline for psychological counselling.

T-Mobile emphasises work-life balance, which is why it offers flexible work schedules and the option of working from home. Employees enjoy a healthy work environment with facilities for exercises, massages, relaxation corners and organised training sessions.

T-Mobile was awarded the top Enterprise Promoting Health award organised by the National Institute of Public Health and the Ministry of Labour and Social Affairs for the sixth time in 2024.

Mental Health

We felt the need to address mental health support and early detection of potential problems inside the company, and that’s why we offered all employees and their nearest and dearest a psychological helpline. A total of 645 consultations of various extents took place in 2024. They were supplemented by 5 workshops and 1 lecture focused on various psychological and self-development topics.

What topics were most frequently dealt with by employees?

- anxiety-depressive disorders
- partner/marital crisis
- stress disorders
- relationship difficulties
- family relationships
- relationships in the workplace
- exhaustion



Awards

We were appreciated by university students, who ranked us in first place in the **Top Employers** awards for the telecommunications industry.

A person is seen from behind, sitting at a desk in a server room. They are looking at several computer monitors displaying data and code. The room is dimly lit with blue and green light from the screens and server racks in the background.

GOVERNANCE

We build our business on sustainable and responsible foundations. We want to set a positive example for others. We focus on respect for human rights, fair working conditions, environmental protection, transparent communication and the fight against corruption. We inspire and motivate not only our employees, but also our customers and business partners to adopt a responsible approach. With regard to digital security, we strive to educate and protect our employees, along with vulnerable customer groups.

GOVERNANCE

Prevention of Corruption

We make sure that we comply with all laws applicable to doing business in the Czech Republic. We emphasise that all our employees should behave in accordance with the [company's Code of Conduct](#) and all laws, standards and applicable internal regulations. The rules for the prevention of corruption are defined in the Guidelines on Measures to Prevent Corrupt Practices; avoiding conflicts of interest, accepting and providing benefits (including invitations to events) are defined in the DT group Guidelines on Benefits and Rules for Sponsorship. Cooperation with consultants is defined in the Guidelines on Measures to Prevent Corrupt Practices. The aim is to achieve the highest possible level of transparency, openness and moral integrity, i.e. ethical behaviour by all our employees. The company's Compliance Management System (CMS), as an integral part of the CMS valid throughout the Deutsche Telekom group, was again successfully certified according to current standards by an external audit conducted by KPMG, we will be recertified in 2025.

Ethical Behaviour

The [Code of Conduct](#) applies to our employees and all employees of the Deutsche Telekom group without exception. The code embraces the philosophy and vision of the company and all those who make it up. It supports the implementation of corporate values in the company's everyday life and links them to the standards set by current legislative and internal rules. If there are any questions regarding

the Code of Conduct, employees, customers and third parties can contact the company's [Compliance](#) department or report suspected breaches of the rules.

As a major buyer of goods and services, we look for ways to make the most of our purchasing potential as a part of the entire Deutsche Telekom group. We therefore carefully monitor the market, are very sensitive to our partners and evaluate aspects of business such as long-term sustainability, environmental impact and social responsibility. It is these principles – together with an emphasis on prevention of corruption, money laundering, protection of competition, diversity and non-discrimination, ecological responsibility and protection of the environment – reflected in the binding Supplier Code of Conduct – which we require all partners to comply with. Read more at: www.t-mobile.cz/oddeleni-nakupu.

We are a proud partner and long-time supporter of the non-government, non-profit organisation [Transparency International ČR](#), whose mission is to map the state of corruption in the Czech Republic and actively contribute to its reduction. We are also a member of the Czech Compliance Association, a group of companies and institutions that is convinced that an integral part of effective management of business entities and public institutions for the benefit of human society is the application of ethical principles and compliance with legal standards.

GOVERNANCE

Security and Digital Inclusion

Protecting customer data and the availability of our services is a key concern for our security. In addition to technological solutions, one of the main tasks is cybersecurity education. As a part of digital inclusion, we focus our educational programmes for the most vulnerable – senior citizens, disadvantaged groups, children and students. In cooperation with the Police of the Czech Republic, several educational programmes have been run for these groups. We firmly believe that through these activities we can raise awareness of threats in cyberspace and thus the safety of vulnerable groups on the Internet. In 2023, we developed the [Click for Peace](#) of Mind campaign and opened a new section in the Můj T-Mobile app where our customers can learn more about internet safety.

The following are the negative trends we are targeting and from which we proactively protect our customers:

Fake QR Codes

Fraudsters distribute fake QR codes, where after reading them the customer is referred to a fake site that tries to get personal information from him/her.

eSIM swap

A fraudster tries to take control of a mobile phone through a fake process of replacing the SIM card with an eSIM.

Spoofing

Fraudsters alter the identity of their phone number and pose as representatives of a bank or the police, for example, to extort money from customers. To protect our customers from this fraud, we are working with banks and the police to prevent the misuse of their phone numbers.

Phishing

Fraudsters try to extract customers' login details for electronic banking, credit card numbers and other sensitive information. To protect our clients, we prevent the possibility of downloading fraudulent malware from our network. We thereby limit its spread and take further action. Customers can report and forward suspicious messages free of charge to 7726, where the text is analysed and, if fraudulent behaviour is confirmed, the number is blocked.

GOVERNANCE

Wangiri

Scammers briefly ring the customer in order to get them to call an international phone number back. There are tens of thousands of these fraudulent calls. To prevent customers from being charged for international calls, we block callbacks to fraudulent phone numbers.

Security is a key aspect for us. We focus on protecting client data, ensuring employee safety and supporting network stability and security. As a part of digital inclusion, we focus on senior citizens, disadvantaged groups, children and students. We have special educational materials covering security for children which are tailored to their age and level of understanding. In response to the events surrounding the shooting at the Faculty of Arts of Charles University, we started to cooperate with the General Directorate of the Fire Rescue Service of the Czech Republic regarding the improvement

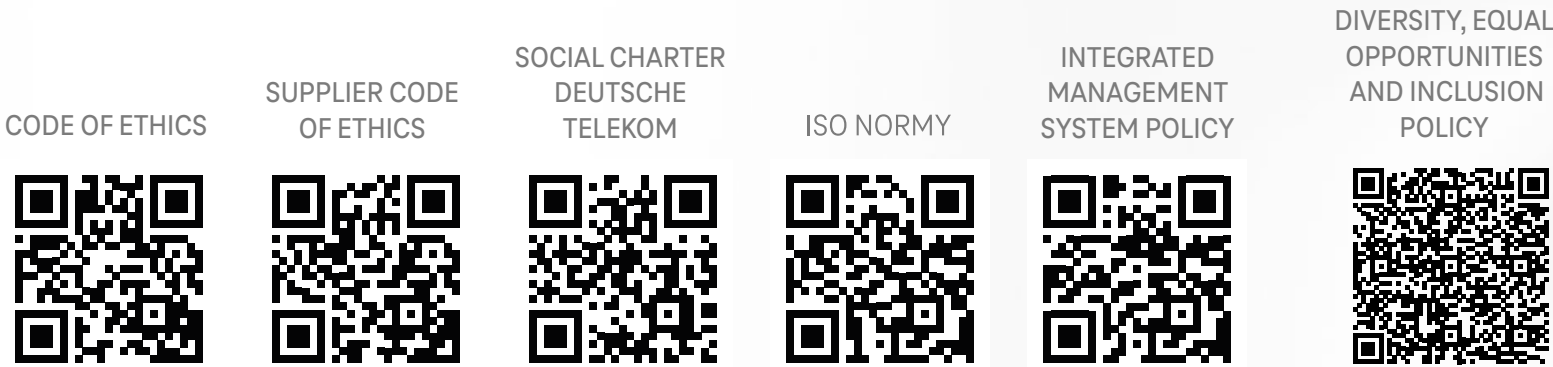
and testing of the public warning system. At the same time, we are working to improve the accessibility of emergency communication for the handicapped, where the current European Union requirement is to introduce Real Time Text, i.e. instant display of typed text. The availability and reliability of our services is crucial, especially in moments of crisis, such as the 2024 floods in Moravia. Although electricity is necessary for the operation of mobile network transmitters, its supply is often interrupted by natural disasters in many places. At a time like this, it is essential to act quickly and ensure the network is functioning so that people in affected areas, in particular, are without a connection for the shortest possible time. Our technicians therefore went out into the field and, in every way available, tried to restore the transmitters. Diesel was therefore transported to back-up power supplies next to transmitters by helicopter, or special vehicles with mobile transmitters were used. To ensure service availability and fast recovery, T-Mobile works with all suppliers, partners and government agencies. Collaboration is essential in such crises.

We follow the rules set out
by the certifications we hold:

ISO 14 001	Environmental Management System (EMS)
ISO 50 001	Energy Management System (EnMS)
ISO 9 001	Quality Management System(QMS)
ISO 20 000–1	Service Management System (SMS)
ISO 22 301	Business Continuity Management System (BCMS)
ISO 27 001	Information Security Management System (ISMS)
ISO 27 018	Information Security – Personal Data Protection in the Cloud
ISO 27 017	Information Security – Security in Cloud Services

In 2024, we successfully passed a recertification audit for the new ISO 27 001 standard including ISO 27 017, ISO 27 018 and other standards – ISO 22 301, ISO 9 001, ISO 14 001 and ISO 20 000–1. We also passed a surveillance audit for ISO 50 001.

These certificates prove to our customers and partners that we meet demanding quality requirements not only in the field of safety. They are also used for tenders or as a supplement to contractual relations.



T-Mobile in Numbers

6,51 million Total number of customers	1,716 million Number of prepaid card users	4 million Number of plan customers
2 942 648, 5 TB Data consumption in our network	4,9 billion crowns Investment	31,1 billion crowns Revenue
12,73 billion crowns EBITDA (AL)	95 % resident 5G network coverage	0,5 million households Access to fibre-optic internet
102 Number of stores	293 000 Number of viewers of T-Mobile TV	1, 36 million Number of Magenta Moments users

A FINAL WORD

“Our aim is to transparently communicate the T-Mobile sustainable development strategy and the environmental and social impacts of our business. We strive to continuously improve and unify our data collection in order to present relevant information to our customers, employees and suppliers. Because of our commitment to you, we are dedicated to providing high-quality services and protecting our planet for future generations.”

[More about Sustainability](#)

