



SUSTAINABILITY REPORT 2021

T-MOBILE
CZECH REPUBLIC a. s.



YEAR 2021 IN A NUTSHELL

Environmental area

1. 100% of electricity consumption covered by renewable energy

2. total electricity consumption in 2021 (grid, data centres, buildings): **166,075 MWh**

3. **90%** of documentation only electronic: 500 thousand pieces of A4 paper and approx. 500 thousand A4 leaflets saved

4. 86% of invoices to customers only electronically

5. contribution to the ASEKOL collective recycling system

Year	Contribution (CZK)
2018	90,600
2019	124,400
2020	245,092
2021	252,400

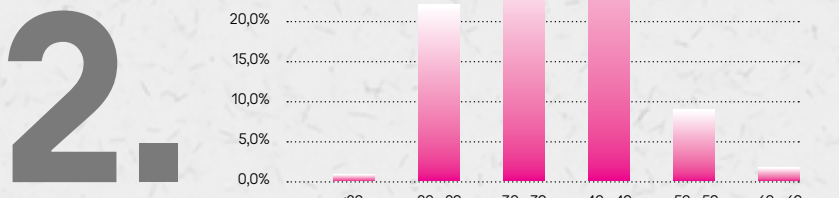
6. 650,000 half-size SIM cards and 37,963 eSIM cards prevented almost 1,500 kg of plastic from being generated per year

7. **95%** fewer window stickers compared to 2020

8. thanks to our contribution to the EKO-KOM recycling system in 2021, 15 tons of packaging material that filled 9 waste collection cars was recovered and recycled

Social area

1. **3,323** employees, **35.3%** women and **64.7%** men



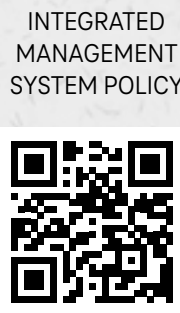
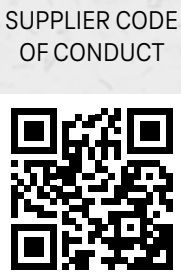
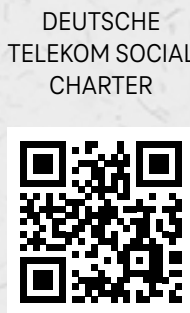
3. **389** volunteers donated **3,112** hours of their energy, enthusiasm, knowledge and experience to a good cause in **38** non-profit organisations

4. **700** donors donated CZK **910,647** to the collection to help South Moravia and the Louny district, the company multiplied this sum and in addition donated another CZK **5,000,000** through ADRA

5. well-being and psychological care for our employees: **334** psychological consultations per year **12** webinars with an average of **15** participants per meeting

6. the value of aid during the covid-19 pandemic: CZK **255,000,000**

Governance





MOVING IN THE RIGHT DIRECTION

Digital revolution promised endless and borderless possibilities, constant connection and changing world for the better. Technology was supposed to make progress happen. Upgrade our lives and business to a version 2.0, 3.0, 4.0. The future always looked so promising, but the society is not creating tomorrow we once imagined.

Cyber bullying, on-line safety, digital addiction, fake news, chain e-mails, digital divides, digital illiteracy, cyber attacks, on-line – off-line balance, carbon thumbprint, e-waste, digitization increasing energy consumption, life sentencing disqualification of those without access to the internet...

We are digital optimists, who believe in the power of connection and connectivity to empower progress of individuals, companies, communities, in fact the whole nation.

It is hence our responsibility to help people use technology in the right way, helping them to progress forward in life and business, starting with elimination of trends that take us rather back instead of forward. Because only when everyone is connected in the right way to the opportunities of now, we will all succeed in the future.

Two decades in, many have started to wonder: does connectivity take us forward or backwards?

At T-Mobile, we are in the connectivity business and we trust in positive impact of technologies and innovations on the society as well as on the environment.

ESG PILLARS

MOVING THE CONNECTED CZECHIA IN THE RIGHT DIRECTION

*Build partnerships • Aim for systemic change • Think long-term
Work for business • Use our superpower • Ignite conversation*

1. CLIMATE CHANGE AND
RESOURCE EFFICIENCY

2. PROGRESS THROUGH CONNECTIVITY
AND DIGITAL INCLUSION

3. PERSONAL WELL-BEING
IN A DIGITAL WORLD

ESG DESIGN PRINCIPLES

Moving the connected Czechia in the right direction.



BUILD PARTNERSHIPS

“If you want to walk far, walk together.”
Our ESG will have the highest impact when designed in and for partnerships. Let’s seek strategic partners in the public and private sectors among emerging as well as established players.



THINK LONG-TERM

Each of our ESG activity is designed to drive short-term as well as long-term positive impact. The challenges we aim to tackle will not be solved overnight, but that is OK if we are transparent about the progress.



IGNITE CONVERSATION

We design our ESG activities to spark conversation. We are not afraid to stand behind our goals and beliefs. Each activity should drive talkability.



AIM FOR SYSTEMIC CHANGE

Let’s lead systematic dialogues. Our ESG activities are designed to change the system (in the long-term perspective). We are less about fancy one-offs and more about a change that can truly impact the whole country for the better.



WORKS FOR BUSINESS

Our ESG activities are designed in a close cooperation with our operations. We design with feasibility in mind. We seek and embrace synergies with our services, products and other employee-focused activities. There is nothing wrong for ESG to drive business impact.



USE OUR SUPERPOWER

When designing ESG activities, we deploy our unique superpowers: the scale of our network, the ability to amplify our message to millions of Czechs, or the power of our international company.

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HOW WE MET OUR ESG GOALS

“Companies of our size have a major impact on society. And we want that impact to be as positive as possible. We build our business on sustainable foundations and believe we can be a positive example for others.”



Jose Perdomo Lorenzo,
CEO

ESG AND T-MOBILE

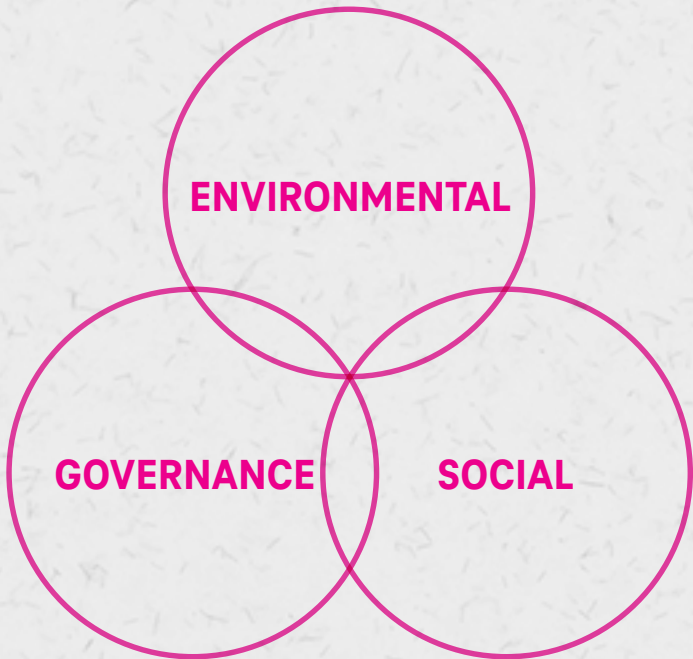
The importance of sustainability-related topics is growing. We consider the growing interest of the younger generation to be the key. We see this with customers, current employees and students. We are also delighted that ESG principles are required by more and more of our corporate customers and partners. ESG has also become one of the key indicators in financial markets.

T-Mobile is a high-impact company. Our services are used by over six million customers, we have over three thousand employees in our team and tens of thousands more working for our suppliers. We want this impact to be as positive as possible, to make our business sustainable and to set an example for others.

We are committed to the fundamental principles of human rights, working conditions, environmental protection and anti-corruption, and to the fulfilment of the SDGs.

We are focusing on areas where we can be an agent of great change - as digital leader, major operator and provider of connectivity and devices. We are therefore focusing on digital inclusion and well-being because we recognise that technology brings great opportunities but also risks. As a company that needs to use energy to provide all the services it offers, we leave a large carbon footprint behind. For this reason, one of the main pillars of our ESG strategy is the environmental one.

A COMPREHENSIVE AGENDA PERMEATING THE ENTIRE COMPANY



ENVIRONMENTAL

- Climate change • CO₂ reduction
- Energy efficiency • Environmental protection
- Efficient use of resources • Sustainable products and services
- Circular economy

SOCIAL

- Responsible employer
- Human rights • Internet access
- Media literacy • Digital inclusion
- Volunteering • Customer experience

GOVERNANCE

- Digitization • Personal data protection
- Safe use of technology • Responsible finance
- Sustainable supply chain
- Compliance • Risk management
- Stakeholder management

THE UN SUSTAINABLE DEVELOPMENT GOALS WE FOCUS ON



QUALITY EDUCATION



GENDER EQUALITY



DECENT WORK AND ECONOMIC GROWTH



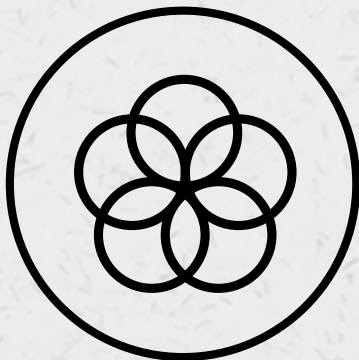
INDUSTRY, INNOVATION AND INFRASTRUCTURE



SUSTAINABLE CITIES AND COMMUNITIES



CLIMATE ACTION



PARTNERSHIPS FOR THE GOALS



CLIMATE CHANGE AND RESOURCE EFFICIENCY

It is our ambition to minimize the negative impact of our activities on the environment and to contribute to climate change mitigation as much as possible. We use 100% electricity from renewable resources for our operations and, as part of the Deutsche Telekom Group, we are committed to substantially reducing our carbon footprint. Our group-wide carbon footprint reduction target is to be Net Zero by 2025 (Scope 1 and 2) and Net Zero including Scope 3 by 2040.

We optimize technological infrastructure, reduce material consumption and promote efficient use of resources. We prefer sending electronic invoices, we routinely sign contracts in all our stores using biometric signatures and send them by e-mail, and we are gradually introducing electronic price tags. We also take care to eliminate plastics.

CARBON FOOTPRINT

Climate change mitigation measures are a priority for us. We are ISO 14001 (EMS) certified and are audited annually by the accredited certification company TÜV SÜD Slovakia. As part of the Deutsche Telekom Group, we are committed to a major reduction of our carbon footprint by 2025 and to climate neutrality by 2040 at the latest.

ELECTRICITY

We cover all our electricity consumption by purchasing energy from renewable sources. We focus on keeping our energy consumption as low as possible and managing it efficiently. For example, 'switching off' of the 3G network, modernisation of the 2G network or transformation

of data centres have contributed to the reduction in energy consumption. In the future, we expect stagnation or slight increase in total energy consumption, mainly due to the development of optical and mobile 5G networks. The optical gigabit connection, of which we are the largest builder in the Czech Republic, is an ecological solution.

We are working on pilot projects to produce our own electricity from renewable sources.

STORES

Our stores also make a significant contribution to reducing energy and paper consumption, as well as reducing plastics.

Pilot testing of e-price tags is underway in selected stores from the end of 2021. As of 2018, we exclusively use paper bags. Invoices and contracts are sent to customers by e-mail and we print them only on request. We limit the use of plastic as gift packaging and include items made from recycled and recyclable materials, especially paper, bamboo or wood, in our promotional items. We try to buy as much as possible from local producers and contribute to reducing our carbon footprint in this way. Most of the clothing worn by shop staff is

made from Ökotex 100/GOTS certified materials. We are reducing the number of printed posters and replacing them with electronic content.

LOGISTICS

We consistently limit the volume of printed documents in the shipments we send to customers. This means that we already send 90% of contracts electronically (the remaining 10% of customers either insist on a printed document or do not have e-mail) and most of them are signed using e-sign on the courier's tablet. Approximately 40% of contracts are confirmed by digital signature only, which also saves us the courier journey (and thus further reduces our carbon footprint).

We use interchangeable containers to supply our stores, which have the advantage of being reusable. We are working with suppliers to reduce the amount of disposable packaging. Over 2021, we reduced the volume of packaging material by 30%.

Further savings in paper consumption are brought about by the ongoing digitisation of contracts and now also invoices for goods. The promotion

of parcel pick-up at Zásilkovna or Balíkovna versus the courier will also contribute to reducing the carbon footprint. We continuously review our packaging material for recyclability or reuse.

RECYCLING

As a company, we are involved in a collective system for collecting and recycling old electrical equipment, which is then disposed of in an environmentally friendly manner. For the year 2021 we paid CZK 252,400 into it. At the same time, it is possible to return used phones and accessories in all our stores: in 2021, we collected 1,350 pieces of electronic equipment (mobile phones, tablets, chargers, routers, accessories) and 462 batteries. We lend equipment such as modems, routers and TV sticks to customers, then refurbish and reuse them when they are returned.

Our employees can use e-boxes directly in the buildings where they work to collect e-waste and batteries.

Our contribution to the EKO-KOM recycling system in 2021 corresponds to operating 28 containers for waste separation (paper, glass, plastics, metal and beverage cartons). Hereby we contributed to decrease in greenhouse gases production by 20 tons of CO₂ eq., which equals to saving 473 GJ of energy, or CO₂ emissions produced by 9 family cars over a year of their operation.

TELEPHONES

Since the end of 2021, we have been giving genuine devices from Apple’s official distribution that were used by a previous owner a ‘second life’ and selling them at a bargain price. The iPhones contain genuine components and have been thoroughly inspected, cleaned and tested by an authorised company. At most, iPhones go into distribution with minor wear and tear, but the battery may not reach its original capacity. We provide a 24-month warranty.

In June 2021, we joined Eco Rating, which aims to provide customers with clear and accurate information about the environmental impact of manufacture, use, transport and disposal of smartphones and traditional mobile phones. After a detailed assessment, each mobile phone is given an overall Eco Rating (maximum 100), which reflects the environmental impact of the device throughout its life cycle. The Eco Rating takes into account five sustainability criteria for mobile devices and provides additional information on durability, repairability, recyclability, climate efficiency and resource efficiency.

PAPERLESS HR

In 2021, we started internal ‘paperless’ projects: electronic employee file; digital signature of the wage agreement; pilot testing of biometrics for signing documents of new employees. These continue in 2022 with the aim of having 80% of employment documentation in digital form.



We offer increasingly smaller plastic mouldings from which the customer can peel off a new SIM card. This means saving 2 grams of plastic on each card (50%). Since mid-2021, from when half-size SIM cards have been in our range, we have distributed around 650,000 cards, saving 1,300 kg of plastic waste that was not generated. In addition, approximately 70% of these cards are made of recycled plastic.

Some of the phones in our range even support eSIMs, which are completely waste-free. In 2021, 37,963 customers activated eSIM profiles. As a result, 152 kg of plastic waste was not generated.

The total plastic savings due to the use of half size SIM and eSIM is almost 1,500 kg of plastic per year.



PROGRESS THROUGH CONNECTIVITY AND DIGITAL INCLUSION

Our vision of a connected country delivers quality and reliable telecommunications infrastructure for all, which helps development of hybrid education, enhances quality of life, and strengthens the country's competitiveness. In addition, we want to focus on strengthening digital and media literacy and promoting innovations that will have a positive impact on the environment, particularly on reducing electricity consumption and promoting circular economy.



MAGENTA EXPERIENCE CENTER



The key project of digital inclusion was the opening of a unique centre that aims to significantly contribute to increasing digital literacy in the Czech Republic. Over 75,000 visitors have passed through the center and more than 350 events have been held here in the past year.

- the unique concept in Europe received a prestigious Archframe Design Award 2021
- the **800 m²** space is co-working space, gaming zone, podcast studio, smart home and educational space all in one
- students were actively involved in architectural concepts, the centre was first created in virtual reality, which tested and confirmed the functionality of the entire space
- the key theme is digital inclusion for schools, the center aims at familiarizing young people with the technology world, supporting their logical thinking and introducing them in a game-like way to newest technologies that co-form the world that surrounds them; all this in line with framework curricula for schools and focusing on the contents of the new ICT curriculum that is being implemented at schools
- the operation places strict emphasis on sustainability, environmentally friendly behaviour and recycling, local aquaponic

farm and live green ceilings can be also found there

- the center supports young domestic companies and gives them a direct opportunity to make a name for themselves
- the center offers lectures, meetings with inspiring personalities, various formats of education for all ages, counselling, as well as a café for meetings
- thanks to its complex programme, the center partners Digikoalice (Czech national coalition for digital competences and jobs)
- a wide range of educational offerings cover topics such as the Internet of Things, robotics and artificial intelligence, 3D printing, digital footprinting, etc., and are available at <https://magentaexperience.cz>





TELEVISIONS FROM OUR STORES AS A DONATION TO CHILDREN'S HOMES

The replacement of 200 LCD TVs from all stores with new ones forced us to deal with the question of how to dispose of the used ones. We chose the one that will give them a “second life” and also bring delight to children all over the country. Televisions have thus moved into children's homes, low-threshold centres and organisations working with disadvantaged children, bringing entertainment but also helping during therapy or distance learning.

FOR CUSTOMERS WITH HEARING IMPAIRMENT

Both customers with hearing impairment and others will appreciate the helpline with the transcription of on-line communication. It is also welcomed by seniors or foreigners who are not completely confident when communicating by phone. We offer T-Mobile e-Transcription service in all branded and partner stores, which also facilitates in-person appointments. We also took part in the Hearing Impaired Communication Week, where we were inspired by new developments and current trends in services for people with hearing impairments.

THE FUTURE OF EDUCATION IN THE DIGITAL AGE

We consider quality education to be one of the key goals of sustainable development. We are taking inspiration from different places and working with change agents across sectors to bring quality infrastructure to education in the form of a truly fast internet connection that enables hybrid learning, but also new approaches and practices that reflect the needs of education in the digital age. And we want to focus on the still underestimated topic of media literacy.

In 2021, we supported three Moonshot conferences and one future-edu conference that looked into the Czech education system from different perspectives, the challenges it and all its actors face, local and international trends worth following, and good and bad practices.

DIGITAL ACADEMY FOR NON-PROFITS

Our conviction that digitalisation has a positive impact on society leads us to offer free webinars, workshops, seminars, e-learning programmes or downloadable and self-study materials to non-profit organisations - regardless of the sector they help in. Our colleagues also provide their help and professional support as expert volunteers.

In 2021, [Czechitas](#) was a strategic partner of the Academy.

More on the [website](#) of Digital Academy.

DIGITISATION

DIGITISATION OF CLIENTS

Environmental responsibility is reflected in our ambition to digitise customer self-service as much as possible and to achieve the greatest possible paper savings.

DIGITALISATION AND MODERN SOCIETY

We work with all segments of society - public administration, professional and sectoral associations, academia, non-profit organisations, media and other companies - to achieve our sustainability goals through concrete content. We build on the belief that if we perceive the world and society around us, we will have a believable overlap into social issues. This will make us more economically stable and let us grow faster because our customers will appreciate our activities and we will

be able to attract and retain the best employees.

In cooperation with other mobile operators and CETIN, we successfully completed LTE and 5G signal coverage of the Prague metro a year earlier than originally planned.

We are constantly upgrading our networks: by the end of 2021, we covered 21% of the population and over 150,000 customers were using 5G signal. By the end of 2021, we have brought fibre to the home (FTTH) or fibre to the building (FTTB) to the doors of 284,000 households in 75 cities. We plan to connect up to one million households in the Czech Republic to this super-fast and stable internet by 2025.

CAMPUS NETWORKS

The tens of millions of crowns we have invested in private - so-called campus - mobile networks are already having a positive effect not only on universities but also on the business sector.

In 2021, we signed a Memorandum of Cooperation with the Czech University of Life Sciences Prague (CULS) where, thanks to the involvement of other technology companies, a digitized campus and other university workplaces are being built on the latest 5G network using the IoT platform. In the next four years, CULS intends to complete a comprehensive digitization, consisting in the creation of a digital ecosystem focused on life sciences.

The 5G campus for the Czech Institute of Informatics, Robotics and Cybernetics (CIIRC) of the Czech Technical University in Prague (CTU) has been operational since August 2021. With data communications built on the fastest 5G technologies, this network will enable scientists, companies and students to test and expand concepts

for smart factories of the future and digitized manufacturing. The campus network at the CIIRC CTU covers laboratory spaces, especially the Testbed for Industry 4.0 - experimental factories of the future, with a total area of more than 1,000 m². The campus network will thus contribute to technology transfer and digitalization of Czech companies.

CIIRC CTU has been chosen by our parent company Deutsche Telekom as a partner centre for applied research in Industry 4.0. The Memorandum of Cooperation was signed in August on the occasion of the visit of German President Frank-Walter Steinmeier. It brought establishment of a joint laboratory between T-Mobile Czech Republic and CIIRC CTU within the Testbed for Industry 4.0, which will support development of a research and experimental environment with an emphasis on small and medium-sized enterprises and start-ups. The joint laboratory has also become the fourth hub of Hubraum, the Deutsche Telekom Group's technology incubator.



SECURITY AND DIGITAL INCLUSION

Security, digital inclusion and connectivity are topics that no company in our industry can ignore. There is no denying that digitisation is providing us with opportunities that were unimaginable just three decades ago. But it also brings challenges. And it is on these that we focus on to protect the data of all those who entrust them to us as clients, to ensure the security of our employees and especially the most vulnerable groups in the digital environment and on the Internet, and to support the availability of quality connectivity and stability and security of networks as much as possible.

The groups we focus on through different projects are seniors, people with various social or health disadvantages or disabilities, children and students. For example, a series of materials on various safety topics is aimed at children, adapted to their age in terms of examples, graphics and language.

WE CONSISTENTLY ENSURE SECURITY OF OUR CUSTOMERS AND PROTECTION OF THEIR DATA AND WALLETS. IN 2021, WE RESPONDED TO A NUMBER OF NEGATIVE TRENDS:

WANGIRI

Scammers will briefly ring the customer in order to get them to call the international phone number back. These are tens of thousands of fraudulent calls. We prevent international call costs for customers by applying measures to prevent callbacks so that customers are not harmed.

PHISHING

Scammers try to extort customers' electronic banking login details, credit card numbers and other sensitive data. We counter this by preventing the possibility of downloading fraudulent malware from our network, thereby limiting its spread and taking other measures. Customers can report and forward suspicious messages at the number 7726 for free.

SPOOFING

Fraudsters change the identity of their phone number and pose as representatives of the bank, police, etc. in order to extort money from customers. In order to protect customers from this fraud, we are working with banks and the Czech Police to prevent misuse of their phone numbers.

We have piloted other activities involving, for example, artificial intelligence, which will further reduce the volume of fraud that our customers fall victim to.





PERSONAL WELL-BEING IN A DIGITAL WORLD

The year 2021 was a challenging time for everyone – regardless of age, gender or world view – and difficult to cope with. Lack of personal contact, significantly fewer opportunities to meet and talk, often the loss of loved ones... All of this has brought psychological difficulties and often traumas to many people. That is why well-being has been a key issue for us.

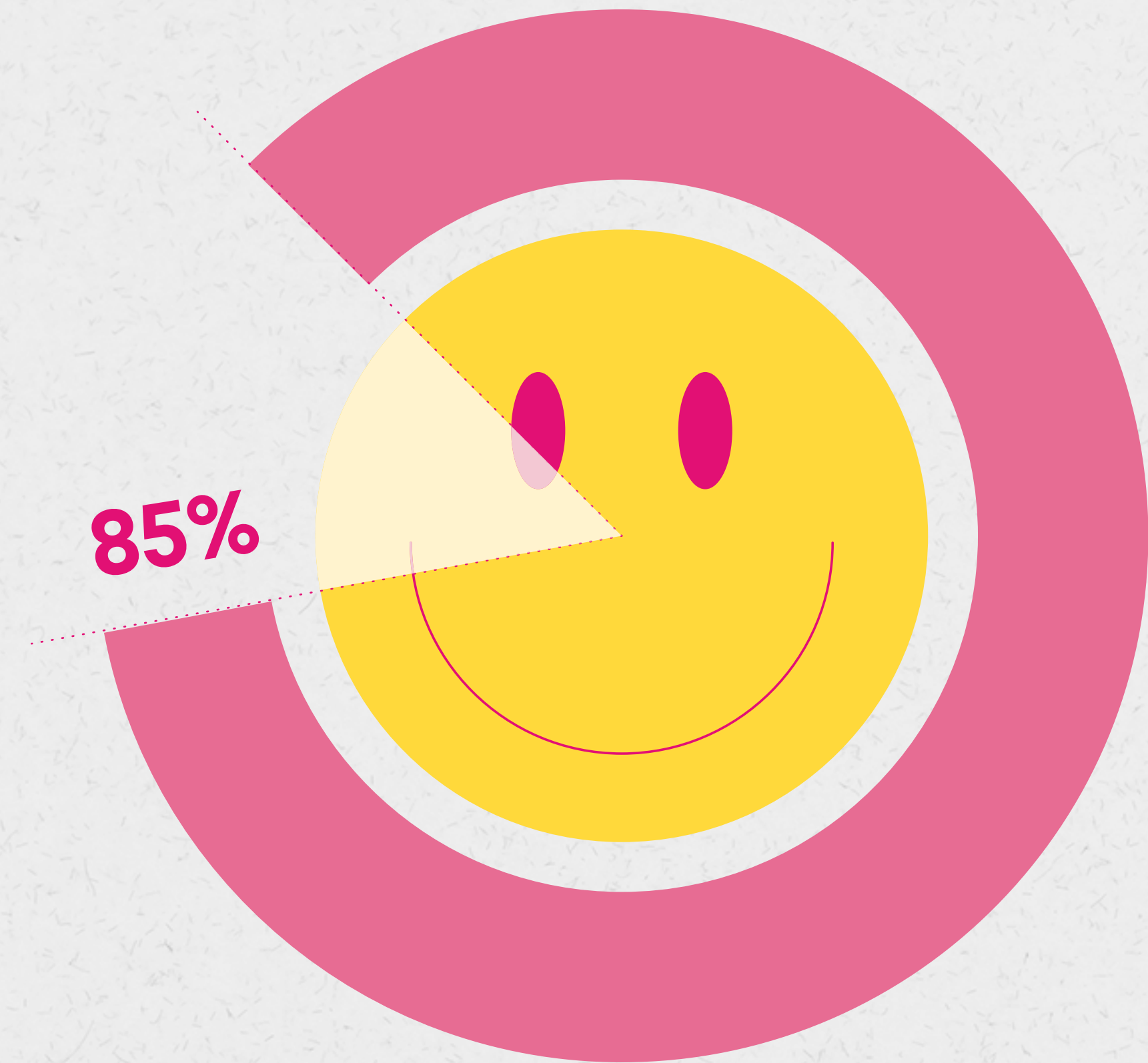


COMPANY VALUES MAGENTA WAY

Pillars of corporate culture

We regularly monitor the engagement of our colleagues and their satisfaction with the company. During **2021**, the response rates for ‘I feel very comfortable in the company’ and ‘I feel comfortable in the company’ ranged from **82% to 85%**. We appreciate such feedback as last year was also very demanding in terms of balancing of one’s professional and private life. It was a time spent largely in an on-line environment and without direct contact among colleagues.

We make sure that employees can easily and effectively balance their private and professional lives, live healthily and use their free time as they wish. That is why we support part-time and flexible working, offer a variety of health, cultural and leisure benefits and, together with our colleagues, devise sporting challenges of all kinds.



MAGENTA WAY

- Perfect customer satisfaction management is the only way to maintain long-term results
- We are boldly changing. More benefit with less effort is our way.
- We win and lose together.
- We start with ourselves.



EMPLOYEES

AWARDS

We defended the Health Promoting Company award for the fifth time. It is run by the State Institute of Health under the auspices of the Ministry of Health and monitors, for example, quality of the working environment, sophistication of mental health and social health support and relationships in the company, or the new approach to managing the covid-19 pandemic. In 2021, we achieved a record score of **99%**.

We were also recognized by university students through the Top Employers 2021 award in the telecommunications industry.

DIVERSITY AND FLEXIBILITY

Diversity is one of the pillars of our corporate culture. We pride ourselves on being a welcoming and open society, respectful of age, gender, gender identity, sexual orientation, nationality, health, ethnic and social background, religion or political opinion.

We are fair and equal opportunities are a hallmark of our company. We see the increased flexibility that changes in society bring as an opportunity to remove physical and digital barriers - not only for our employees, but also for our customers.

We adhere to the Group's Diversity, Equal Opportunities and Inclusion Policy (DEIOP).



TRAINEE PROGRAMME

In 2021, we welcomed 7 trainees who worked with us during their university studies to a max. extent of 80 hours per month for a minimum of 6 months and a maximum of until graduation. The aim of the programme is for the trainee to join the company on a regular basis

during the programme - part-time at first and full-time after graduation. Trainees work on projects, are responsible for a specific agenda, are part of a team and gradually broaden their horizons.

TRAINING AND DEVELOPMENT

We believe in life-long learning. The T-University platform was therefore created to enable employees to develop their personal and professional competences.

- In 2021, 1,684 students took advantage of it.
- The greatest interest was in courses focused on digital skills and digital well-being.
- Most of the courses were held on-line, making it easy for anyone across the country to participate.
- We also introduced a new format of micro learning, which consisted of regular publication of short videos on how to work effectively with applications from the Microsoft 365 suite.



MENTAL HEALTH

We perceive caring for mental health as an extremely important issue, which is often neglected. That is why it falls among our strategic priorities. Thanks to a partnership with [Nevypust' duši](#), which has been able to quickly address the need for mental health care through its programmes and activities, we have begun to develop programmes for children, students and parents, as well as for the general public, for whom the series of videos [We're not afraid to talk about mental health. And you?](#) was produced, explaining how to care for our mental health properly.

We felt the need to support mental health and to catch any problems early on, and therefore we offered a psychological helpline to all employees and their loved ones. During the year, 334 consultations of various extents took place. They were complemented by 12 webinars focused on various psychological and self-development topics, and a discussion with a psychologist on the occasion of the International Day of Psychological Health.

WHAT TOPICS WERE MOST FREQUENTLY ADDRESSED BY EMPLOYEES?

- anxiety
- stress management
- partner relationships and problems in them
- break-up/divorce
- burnout syndrome
- work conflicts
- problems with children
- psychosomatics
- stress at work
- work-life balance

INITIATIVES IN FAVOUR OF THE SOCIETY

IMMEDIATE HELP AFTER A TORNADO.
TOTAL VALUE OF AID:

CZK 80,000,000

- Corporate donation of **CZK 5,000,000** to help the affected areas through the humanitarian organisation [ADRA](#).

- Organising a collection among employees for the benefit of the tornado victims: exactly **700 colleagues** joined in, donating **CZK 910,647** to the collection on the [Darujme.cz](#) portal operated by the [VIA Foundation](#) – the company also contributed the same amount.

- Dozens of colleagues lent a helping hand and went to the Louny district and South Moravia to volunteer their help.

- We provided free calls, SMS and data to customers in the affected areas until the end of August 2021.

- We also provided humanitarian field workers with free phone numbers and services.

- We provided telephones and services to the therapists of the crisis line [Sluchátko](#), who provided psychological support to people from the affected area.

- Together with [Nevypust' duši](#), we shared additional contacts for psychological help in the affected areas.

- We ordered corporate Christmas gifts from our tornado-affected customers.



LIFE DURING THE COVID-19 PANDEMIC

TOTAL VALUE OF AID:

CZK 255,000,000

- Free services to single parents through the [Šatník Praha](#) Endowment Fund, whose founder is journalist Nora Fridrichová, and other activities to make life easier for the most vulnerable people in society.

- 500 laptops, 500 modems, 500 SIM cards with unlimited data plan, 150 smartphones, funding for tutoring of children by teachers.

- B2B mentoring program DoToho! (Let's do it!), designed to help small and medium-sized businesses affected by the pandemic to help restart the economy: 4 months, 124 Czech companies involved, 142 pro bono mentors and 115 other experts, 81 educational events of various formats including webinars on IT security, cloud or connectivity; cooperation with the City of Prague, Opero business centre and Prague Innovation Institute.

- Free services to B2B customers from health stations and hospitals.

- Free loan of tablets and data cards to homes for the elderly.

STUDENT JOURNALISM COMPETITION 'WHAT WILL COVID CHANGE?'

T-Mobile was the main partner and donated prizes to winners and other authors of inspiring entries. Watch the video of the winner of the competition, Lukáš Květona, using various journalistic genres to show how his peers perceive the pandemic.



TOGETHER WITH EMPLOYEES

LET'S HELP THE STORIES

Since 2013, it has been a tradition for colleagues to raise money to help their loved ones who have fallen into a difficult life situation due to illness, injury or an unfortunate event. In 2021, thanks to the generosity of our colleagues who donated over 500,000 crowns and the multiplication of the proceeds of the collection by the company, we were able to help 20 stories with a total of 1,022,500 crowns. The money helped, for example, the children of a colleague who died tragically, or a seven-year-old girl with serious burns who lives with her mother and siblings in an asylum.

THREE KINGS DAY COLLECTION

The Three Kings Day Collection, the largest Czech charity collection event organised by the by [Caritas Czech Republic](#), is also a tradition. We supported it not only financially – with one million crowns – but also with a communication campaign addressing our clients and the public with information on how to contribute to the collection.

WE PLAY SPORTS FOR A GOOD CAUSE

Sports challenges for employees are one of our hallmarks. In 2021 they 'sported out' 180 thousand crowns for the [Czech Olympic Foundation](#), [Dlouhá cesta](#), [Patron dětí](#) and [Nedoklubko](#), which we have long supported and we are also the main partner of World Prematurity Day.

GOOD DEED DAY

Despite the complications that made volunteer opportunities difficult for most of the year, there were 349 colleagues who set off to help in tornado-affected areas, as well as in a variety of other locations.

Beyond the scope of the Good Deed Day, other employees provided their expertise at the Digital Academy for Non-profits or trained seniors at senior centers on how to properly use modern technology.



GOVERNANCE

Sustainable business principles are the basis of our business, not just its added value, and the foundation of our presence on the Czech market. We are constantly looking for opportunities to be inspired by others so that we can inspire and be an example to others. Our business is characterised by a focus on respect for human rights, fair working conditions, environmental protection, transparent communication and anti-corruption. We also strive to encourage responsible behaviour among our employees, customers and business partners.

Read more: www.t-mobile.cz/udrzitelnost

In 2021, we successfully passed the surveillance audit for ISO 50001 and successfully completed the recertification audits for all other management systems.

What is that for? Certificates prove to our customers and partners that we meet the demanding quality requirements in the field of safety and beyond. It serves for tenders or as a supplement to contractual relations.

WE COMPLY WITH THE RULES SET BY THE CERTIFICATIONS:

- ISO 14001 Environmental Management System (EMS)
- ISO 50001 Energy Management System (EnMS)
- ISO 9001 Quality Management System (QMS)
- ISO 20000-1 Service Management System (SMS)
- ISO 22301 Business Continuity Management (BCMS)
- ISO 27001 Information Security Management System (ISMS)
- ISO 27018 Data Protection in the Cloud

PREVENTION OF CORRUPTION

As a company, T-Mobile is committed to complying with all laws that apply to its business in the Czech Republic. It emphasizes that all its employees act in accordance with the company's code of ethics and comply with all laws, standards and relevant internal regulations.

The rules for preventing corruption and avoiding conflicts of interest, receiving and giving (including invitations to events), sponsoring or cooperating with consultants are 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 of all our employees. The company's Compliance Management System (CMS), as an integral part of the Deutsche Telekom Group-wide CMS, was successfully recertified in 2021 in accordance with the applicable standards by an external audit by KPMG.

ETHICAL BEHAVIOUR



The Code of Conduct applies not only to our employees, but to all Deutsche Telekom Group employees without exception and is a summary of the philosophy

and vision of the company and all those who make it up. It promotes the implementation of corporate values in the company's daily life, while linking them to the standards

set by existing legislative and internal rules. Employees, customers and third parties may contact the Company's Compliance Department with any questions regarding the Code of Conduct or to report suspected violations of this policy.

As a major purchaser of goods and services, we are looking for ways to make the best use of our purchasing potential across the Deutsche Telekom Group. We therefore monitor the market closely and are very sensitive to and evaluate aspects of our partners' business such as long-term sustainability, environmental impact and social responsibility. These, together with the emphasis on prevention of corruption and money laundering and protection of competition, are reflected in the binding Supplier Code of Conduct, which we require all partners to comply with. Read more: www.t-mobile.cz/oddeleni-nakupu.



A WORD IN CLOSING

“We believe in digitalisation and innovation and their positive impact on society and the environment. We see the power of connectivity through technology to empower individuals, businesses, communities and indeed the whole country to move forward. It is our responsibility to make sure that our impact on society is as positive as possible and that people are able to use technology to their advantage.”

Jose Perdomo Lorenzo,
CEO

