

Issue	Achieved Targets, Guidelines, Policies, Measurements, Actions etc.	Reference to Global Compact Principle No
CR Governance		
To establish an integral Deutsche Telekom Group Corporate Responsibility Strategy	Management Agreement to develop the Group Sustainability Strategy with a focus on Customers and the Financial Markets to a Group wide Corporate Responsibility Strategy	
A Code of Conduct and a Fraud Policy are settled and defines rules across the Deutsche Telekom Group all over the world. It is translated in all the languages where DT is actively busy	Deutsche Telekom's Code of Conduct has been developed on the base of the Corporate Values "T-Spirit". In addition a Deutsche Telekom Group wide valid Fraud Policy and a guideline for execution of political mandates have been developed. Group Fraud Policy and Group Code of Conduct have been implemented for all employees in Germany and all foreign subsidiaries by means of Board resolution. In order to assure effective implementation of our company's codes of conduct and fraud policy Deutsche Telekom has a zero tolerance policy. Responsibilities and reporting lines are systematically defined in all divisions and group companies. Monitoring of the implementation is assured through regular yearly staff surveys.	1, 2, 3, 4, 5, 6, 10
To promote Company values and culture	It is a yearly target to carry out further measures to raise employees' awareness with regard to the Code of Conduct <u>References:</u> Code of Conduct document Code of Conduct web page Deutsche Telekom Fraud Policy	1, 2, 3, 4, 5, 6, 10
Privacy	Authorative formal regulation concerning privacy protection is the Groups "Privacy Code of Conduct", determined by Board resolution. Documents provided on the official website of Deutsche Telekom (eg. presentation of privacy protection, publication to the Groups Privacy Code of Conduct, Information on privacy protection concerning Deutsche Telekom's products and services. Implementation of measures assured by Privacy Protection Organisation (which is reporting directly to the Board) and implemented internal processes (eg. reporting structures, definition of responsibilities etc.) as well as the cooperation with important interfaces (Group Security, Group Communications, sales management and operational units.) Of course, Deutsche Telekom makes its business in line with SOX, has disciplinary actions in case of a breach, but raises also awareness through training: (i.e: e-learning program: obligation on secrecy of telecommunications) and education to all employees. Finally helpdesks are installed and special contact sheets are available via websites (datenschutz@telekom.de). <u>References:</u> (datenschutz@telekom.de) http://datenschutz.telekom.de/t-konzern/-tools/schulungsunterlagen/index.html .	6
Diversity (achieved targets)	To promote the implementation of Deutsche Telekom's Diversity Policy within the all Group Companies:	6
	Organising an international Diversity Congress and allocation of a Deutsche Telekom Group Diversity Award (winner: Magyar Telekom Hungary)	6
	Established an online training tool "e-diversity"	6
	Opening and maintaining of two additional Deutsche Telekom owned day-nurseries in Germany	6
	Start to establish "family-fonds" for projects with regards to balance/reconcile job/work and family	6
Labour Practice	Performance and management Indicators are used by Deutsche Telekom regarding labour related issues: - Non Discrimination / Diversity (according ILO convention No 111): - Freedom of Association (according ILO convention No 111) - Layoffs (according ILO's guide to workers displacement) - Health and Safety (according ILO's codes of practices safe work) <u>Basics:</u> ... The remuneration of employees does not depend on their gender. It refers only to workplace and job description. ... Deutsche Telekom does not collect any data about employee memberships in trade unions ... Each employee has the right to be a trade union member ... The right of collective bargaining in the frame of national regulations and existing agreements is laid down in our Social Charter. ... Apart from this, Deutsche Telekom admits to a trustful cooperation with democratic legalized workers representation with the aim of an open and trustful social dialogue. Minimum standards are not to be fallen below. ... For Deutsche Telekom Group Germany a collective agreement was made for the protection of operational layoffs until 31.12.08. Subsidiaries abroad may also do this. ... A European Workers Council has been installed. ... Since three years Security Audits are established (ten Questions to locate and correct lacks) <u>References:</u> Group Diversity Policy Social Charter Sustainability Report. http://www.telekom.com/dtag/cms/content/dt/en/30352	3, 6

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Climate Change		
Strategic approach	<p>Deutsche Telekom's strategic approach is to engage in various high level councils and was therefore one of the "Early Supporter" and signatory of the Global Compact Initiative "Caring for Climate".</p> <p>Furthermore Deutsche Telekom is actively engaged in various high level councils and organisations dedicated to climate protection. Our input is focused to promote the target of climate protection in all levels of society, nationally and internationally.</p> <p>National: Climate Protection Engagement in the Initiative "2° Unternehmer für Klimaschutz" in cooperation with other German companies.</p> <p>EU-wide: Member of the initiative "The European Union Corporate Leaders Group on Climate Change".</p> <p>International: Signatory (one of about 100) of the "Global Roundtable on Climate Change" declaration.</p> <p>Some other organisations are: Pew Center, The Roundtable on Climate Change, the European Business Council for Sustainable Energy.</p> <p>Networking and exchange with other European telecommunications companies is another key element of effective energy reduction. For example, within ETNO (the European Telecommunications Network Operators Association), we initiated a project with WWF to identify potential energy savings in using ICT: "Saving the Climate @ the Speed of Light"</p> <p>To maintain our credibility we reduce our own energy consumption and CO2 emissions. With our electricity procurement strategy we achieved decarbonization of our energy supply. Lots of individual targets and measures are groupwide available to put this strategy into action: Climate Compensation also by i.e. supporting certified projects in South Africa.</p> <p>(T-GreenGoal; DT Sustainability Day is climate neutral, HR and Sustainability Report climate neutral).</p> <p>Employee motivation is a key building block in the activities that focus on our internal processes. Environmental tips and the latest information available on the company's intranet platforms, the T-Com e-Fit Action Weeks campaign to promote energy-conscious conduct among its 20,000 odd employees and the offer of subsidized season tickets are all incentives to use energy sparingly.</p> <p>The T-Com Environmental Award is a cash award given each year to outstanding employee projects.</p> <p>A climate-neutral call center with a CO2 savings potential of 135 t each year, the use of 104 natural gas-powered vehicles in one branch office and savings on fuel amounting to 13,000 as a result of eco-driving courses were all prizewinners.</p> <p>Climate Change engagement awarded:</p> <ul style="list-style-type: none"> - Member of the KLD Global Climate 100 Index - According to WWF/Capital Deutsche Telekom best international company concerning climate protection - Deutsche Telekom best company concerning climate protection engagement rated by Carbon Disclosure Project 	
Group wide overriding targets	<p>Deutsche Telekom has set Groupwide overriding targets:</p> <ol style="list-style-type: none"> 1. New and further development of environmentally friendly products and services 2. To minimize CO2 emissions emitted by the Group by means of <ol style="list-style-type: none"> a) Continuing measures to reduce energy consumption and boost energy efficiency b) Promoting the use of renewable energies c) Increasing the use of natural gas-powered vehicles within the Group - Companies <p>To raise awareness of resource-conserving and climate-friendly products and services among our employees and customers concrete targets of our business units based on the Groups Environmental Policy are defined.</p> <p>Deutsche Telekom has also defined a new overriding long term reduction target that is "Full CO2 emissions compensation of overall electric power consumption in Germany until 2010".</p> <p>This long term target "Full CO2 emissions compensation in Germany" is estimated to be reached.</p>	7, 8, 9
Renewable Energies	<p>In Germany the emissions were reduced by the purchase of renewable energy certificates (RECS: Renewable Energy Certificate System) for 1.08 TWh of electrical power.</p> <p>In addition to the share of renewable energies of approx. 12%, already contained in Germany's electricity mix, a 35% share of our total electricity consumption in Germany is now based on renewable energies.</p> <p>For 2007 we decided to procure a further third of our electrical power consumption in Germany via RECS. So we'll reach our long term target "Full CO2 emissions compensation in Germany until 2010".</p>	8, 9
Commitments (examples)	<ul style="list-style-type: none"> .. Caring for A36- GeSI - Global e-Sustainability Initiative .. ETNO - European Telecommunications Network Operator's .. "2° Initiative; Deutsche Unternehmen für Klimaschutz" (German Companies for Climate Protection - Focusing on Germany) .. European Corporate Leaders Group Initiative (EU CLG) Focusing Europe .. Global Roundtable on Climate Change (GROCC) Focusing global and USA 	7, 8, 9

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Product-Responsibility		
Minimizing of CO2 emissions caused by Deutsche Telekom Group	T-Com (Germany): reduction on energy consumption by approx. 40 GWh per year	7, 9
	T-Mobile Hungury: installation of 400 modern and energy efficient cooling-modules in transmitting stations for mobile phones	9
	T-Com (Hungary): lower the gas consumption by approx. 7%	9
	Deutsche Telekom Power & Air Solutions Germany: Development of a leading investigation and assesment of - use of a high effective geothermic sonde/tube with reagard to heating and cooling systems - use of a block-type thermal power stationand - the optimization of computer centres through water-cooling	7, 8, 9
	T-Com Croatia: starts to operate all new power generators with bio-diesel	9
	Operations is Germany: the source of 50 % of the required electrical energy of Deutsche Telekom in Germany is based on regenerative energy and/or CO2 neutral	8, 9
	Start to achieve a 5% target to use alternative engines or fuels of Deutsche Telekom's car fleet for maintenance and service in Germany	8, 9
	Decoupling the CO2 emissions from the increasing energy consumption at Deutsche Telekom in Germany; CO2 emissions could be kept at 2.1 Mio t CO2 although there is an increase of energy consumption	8, 9
Health	Based on the evaluation of the WHO and other associated organisations regarding potential health effects by electromagentic fields, T-Mobile International has started to take care of its customers but also to the public in providing actual information to safeguard humans against possible risks caused by mobile infrastructure and devices.	7
	T-Mobile is pointing out on all its wrapping and boxes the cell-phone specific absorption rate: http://www.t-mobile.de/shop/sar	7, 8
Youth Protection	Prepaid cards for youg people to provide cost control and protect against indebtedness	8
	Youth protection integrated in internet services and a specific Young people related Code of Conduct in mobile operations: http://www.t-mobile.de/jugend-datenschutz/0,8452,9135-,00.html	
Integration of environmental / sustainable aspects into ICT solutions	T-Systems Germany: start to implement and certify Environmental Managment Systems within 80% of its units in Germany	7
	T-Com Croatia: 100% replacement of ozon-polluting substances in air-conditions	7, 8
	Magyar Telekom (Hungary): Sustainable criterias are implemented within the product developme process	9
	T-Systems Germany starts the implementation of measures with regard to a sustainable Design of ICT solutions	9
Raising awareness of employees and customers with regard to products taking care of emissions but also resources	T-Mobile Croatia: starts to improve the employees awareness with regard to resource efficiency and climate protecting products and servives by increasing the internal communication	7, 8
	Magyar Telekom (Hungary): starts to achieve a use of the "e-payroll" by 85% of its employees	7, 8, 9
	T-Mobile Germany: Raising a much higher awareness in the public ind order to improve the take back acceptance and recycling schemes of old devices in co-operation with Deutsche Telekom partner organisation "Deutsche Umwelthilfe e.V."	8, 9
	Use of the online billing system "Rechnung online" by approx. 4.8 Mio Deutsche Telekom private customers in Germany	8, 9
New- and further development of Products- and Services to lighten the environmental load/ footprint	"Act for Climate" is a service initiated by Deutsche Telekom and other internal and external co-operation partners with regard to compensate CO2 emissions through a premium service "0900". <u>References:</u> Deutsche Telekom Group Environmental Targets Monitoring Deutsche Telekom Environmental Policy and Climate Protection Guidelines ETNO / WWF: Climate Change @the Speed of Light	8, 9

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Supply Chain		
Standards for Suppliers	<p>Deutsche Telekom has established standards for its Suppliers across all countries of operation, such as:</p> <p>Environment</p> <ul style="list-style-type: none"> .. Environmental management systems for the suppliers' operations .. Environmental standards for products and services delivered by suppliers <p>Labor</p> <ul style="list-style-type: none"> Non-Discrimination (based on race, gender, etc.) .. OHS (Occupational Health & Safety) .. Layoff practices .. Forced or slave labor .. Child labor .. Freedom of association .. Wages .. Working hours and overtime .. Disciplinary practice .. Guidance regarding sub-contracting <p>In addition Ethical standards are in place, such as: business integrity, disclosure of information, no improper advantage, fair business practices, protection of identity, intellectual property.</p>	1, 2, 3, 4, 5, 6, 7, 8, 9, 10
Safeguard of meeting Environmental- and Social Standards at our Suppliers	Deutsche Telekom: Carrying out two workshops in Germany to improve the relationship to Deutsche Telekom's supplier with regard to their responsibility across the whole supply chain	1, 2, 3, 4, 5, 6, 7, 8, 9, 10
	To provide evidence, that the 25 "top-level supplier" of Deutsche Telekom safeguard to meet environmental and social standards by an electronic online tool	1, 2, 3, 4, 5, 6, 7, 8, 9, 10
	<p><u>References:</u></p> <ul style="list-style-type: none"> Global Procurement Policies GeSI Supplier Questionnaire Social Charter DT Group Sustainable Procurement Strategy Sustainable Procurement online training Sustainable Procurement KPI's Sustainable Procurement_E-TASC 	
Societal Responsibility		
Digital Inclusion: To promote the inclusion within the knowledge-society	<p>As one of the leading company in the fields of telecommunications and information technology, we feel a particular obligation to youth and education, so that all generations can make use of the opportunities of the knowledge society.</p> <p>Deutsche Telekom is involved in various international initiatives like ETNO, GeSI, Bitkom etc. in order to contribute on strategical solutions of the Digital Divide. Our various programs are being continued, a successful result is estimated:</p> <p>uni@home is a T-Com cooperation with other companies for students; T-Com Broadband push; T-Com Initiative for Digital bridge; Bitkom membership ; e-slovakia, Slovak Telekom PC for schools program awarded, Magyar Telekom digital bridge project, e-macedonia foundation by Magyar Telekom.</p> <p>Even the project e-slovakia shows us the necessity of the initiative to provide access to telecommunication to pupils of ethnic minorities (e.g. Roma) to forward their education and development!</p> <p><u>Exemplarity:</u> T-City-Project (T-Home) and "Egalnet / With internet for equal opportunities" (Subsidiary: Magyar Telekom), and the German Deaf-Project</p>	1, 7, 8, 9
Egalnet	<p>The Magyar Telekom Project "Egalnet" / "With internet for equal opportunities" is embedded in the framework of the Digital Bridge Project and aims to support disadvantaged people in society by enabling them to use new technology/internet and creating own websites (incl. competition). More than 140 groups are involved and benefit from this project.</p> <p>... http://www.egalnet.hu/object.5ED601BC-C574-4C66-9A66-13C4B0A26730.ivy</p> <p>... Global Compact Yearbook, Germany 2007, page 82-83</p>	1, 7, 8, 9
T-City Project	<p>The T-City contest was initiated with the objective to challenge medium sized German cities (with 25,000 --- 100 000 inhabitants) to create their own future scenario on how to live more comfortably, securely, healthily and sustainably thanks to state-of-the-art telecommunication. 52 cities entered the contest with lots of ideas and plans to better promote their location. The City of Friedrichshafen has now been declared the winner, winning state of the art telecommunication infrastructure and the implementation of projects worth up to about 80 Mio€.</p> <p>This project will be supported by research teams for 5 years in order to document progress and impacts. A huge emission reduction potential is expected.</p> <p>http://www.telekom.de/dtag/cms/content/dt/de/217308</p>	7, 8, 9

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Societal Responsibility (continued)

Deaf Project	<p>TeSS: A joint Deaf-Project of Deutsche Telekom with the German Deaf Association ("Dachverband der Gehörlosen Deutschland (DG)" with the target Deutsche Telekom develops and supplies special products and services tailored to the needs of afflicted and disabled persons. An excellent project with trainees in Essen once won 1st prize in Deutsche Telekom's Junior Team Award.</p> <p>The "Handicapped Inhabitants in Technology Systems" project team set up an Internet cafe for the inhabitants of a disabled persons facility and also trained them. Deutsche Telekom's overall product portfolio continues to offer special products. Detailed product descriptions can be found on the Internet. Detailed info and advice is also available at German T-Punkt outlets. The special product and services offer, specialist advice and special prices for specific social groups (see above) have been marketed successfully to create Relay Services for deaf people as a connection to unhindered people with normal telephone equipment (or the other way round). The joint project shall enable a barrierfree communication between deaf, deaf-thumb and hearing people with the means of visual telephone with the help of sign language interpreters on the one hand and atext-transmission by PC or a special telephone to write - with the help of sign transmissionists or special systems.</p> <p>At the moment the pilot runs with approx. 400 users</p> <p><u>References:</u> Service for deaf-people: http://www.t-home.de/dgs?itemLocator= ... http://www.t-mobile.co.uk/disabilities</p>	6, 7, 8, 9
Specific Target Groups	<p>Specific Target Groups</p> <p>Training initiatives for the target groups, such as female users, senior citizens and parents are designed to convey media skills and to satisfy information needs all over the Internet at the three-hourevents.</p> <p>These events cater for individual target groups, taking know-how levels, gender specifics and learning differences into account. Participants are provided with detailed documentation for independent learning. The events are held at over 300 locations with 180 cooperation partners. These initiatives have prepared several hundred thousand people for the digital society.</p>	6
Examples for Deutsche Telekom Group wide overriding policies and guidelines	i.e.	

- Deutsche Telekom Code of Conduct
- Fraud-Policy
- Spam-protection for online customer
- Data-protecting policy
- EMF-Policy
- GSMA Code of Spam
- Social-Charter
- Deutsche Telekom Diversity Policy
- Deutsche Telekom Coltan Statement
- GeSI: Supplier Questionnaire & e-tool
- Global Procurement Guideline
- RFID Code of Conduct
- Code of Conduct "Youth Protection"
- ETNO Sustainability Charter
- Climate Protection Principles
- ETNO-Energy-Project: Climate Change @ the Speed of Light
- Global Compact "Caring for Climate"

Further Information:

<http://www.telekom.com/dtag/cms/content/dt/en/30352>

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