



# FUTURE WITHIN COVERAGE

## T-MOBILE POLSKA

# SUSTAINABILITY REPORT 2024



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WE ARE  
T-MOBILE POLSKA



## CEO'S LETTER

GRI: [2-22]

The year 2024 was not an easy one – for people, for businesses, for the entire world. Climate change is increasingly manifesting as real disasters. Rising prices, economic uncertainty, growing disinformation, and deepening social divisions have become part of our daily reality. Many of us feel anxious, searching for points of reference.

At T Mobile, we believe that our mission - “Connecting Your World”, has never been more important. Today, connectivity means much more than just technology. It represents safety, presence, and the ability to act, regardless of the circumstances. In a world full of uncertainty, we strive to be a reliable and trustworthy partner.

That's why we are so committed to implementing our ESG strategy. For us, it's not just a checklist, but a consistent response to growing challenges and expectations. In 2024, we once again demonstrated that it is possible to run a business responsibly, sustainably, and based on values.

This was confirmed by numerous awards and recognitions, 13 in the ESG area alone. For us, this is a clear sign that we are on the right path.

At the same time, we maintained financial stability and proved the resilience of our organization. We closed the year with a 3.8% increase in revenue, a strong 5.1% growth in EBITDA AL, and continued growth in our customer base. We responded to the dynamic market development, including the rapid increase in data usage and the growing popularity of artificial intelligence. Yet we never lost sight of the fact that technology is just a tool, what matters most are service quality and customer experience. At T Mobile, growth and responsibility are not at odds – on the contrary, they go hand in hand.

Our environmental initiatives are proof of this. Under the slogan *“Działamy w trosce o naturę”*, we introduced new elements of a circular economy: a nationwide school competition, discounts for returning phones to our stores, and the campaign *“Stare telefony działają cuda”*, carried out in partnership with the *Szlachetna Paczka* initiative. The result? Over 5% of devices sold in 2024 were returned to us for recycling – a real and tangible change.

And we didn't stop there. Since 2021, 100% of the energy we use has come from renewable sources. We are systematically modernizing our fleet, and through IoT solutions, we monitor the environment, supporting, among other things, biodiversity protection and air quality. We are fully aware that the development of 5G, increased data consumption, and the rise of AI come with higher energy demands, but we are ready to meet this challenge responsibly.

Our ESG strategy is built on a broader perspective, because sustainable development is not only about caring for the environment. It is also about investing in people, relationships, and the communities we are part of. We believe that technology only makes sense when it truly supports people. That's why we place equal importance on social initiatives, those that build skills, counter exclusion, and create safe spaces for everyone.

In 2024, we continued the “Sieć Pokoleń” program, conducting educational workshops for seniors at the Magenta Experience Center. The *“#HejtOutLoveIn”* campaign reminded us that the Internet should be a safe and welcoming place for all, while the *“Pewni w Sieci”* project supported conscious and secure navigation of the digital world.

Responsibility also means being ready to act in difficult moments. When Poland was hit by floods in September 2024, we immediately launched aid efforts. We donated one million PLN to support those affected and ensured reliable connectivity during the most critical times.

To support others, we must first be a strong organization ourselves, one that is values-driven, open, and responsible. That's why we care just as much about our team as we do about our customers and communities. The people of T Mobile are the driving force behind all our actions, they shape the company's everyday reality. We are building an organization that not only delivers results but also creates a positive, inclusive workplace based on respect and shared purpose.

I believe that only by working together, as a team, as a company, and as part of a larger community, can we meet the challenges of today's world.

As part of the Deutsche Telekom Group, we are co-creating the European standard of responsible technological leadership. Today, more than ever, we need technology that works for people, not instead of them.

The future will not create itself. We shape it every day, through the decisions we make, the values we uphold, and the world we want to leave for future generations.

With kind regards

**Andreas Maierhofer**  
CEO of T-Mobile Polska



## ABOUT US

GRI: [2-1] [2-2] [2-6] [3-3 ECONOMICS RESULTS]

We are among the leaders of the Polish ICT market and one of the largest telecommunications operators. We continuously expand our portfolio of innovative services through solutions such as fiber-optic infrastructure, the enhanced 5G Bardziej network, cloud technologies, and data centers.

More than **12.87 million**

individual and business customers<sup>1</sup> rely on our offerings.

We are with our customers every day so they can live the way they like: learning and working remotely, watching movies with the whole family, handling formalities online, or staying in touch with loved ones far away. To help them live without limits, we provide a full range of top-quality technological solutions. This allows them to focus on what matters most while we take care of the tools they need.



We  
won't  
stop  
until everyone  
is connected

<sup>1</sup> Data as of the end of the first quarter of 2025

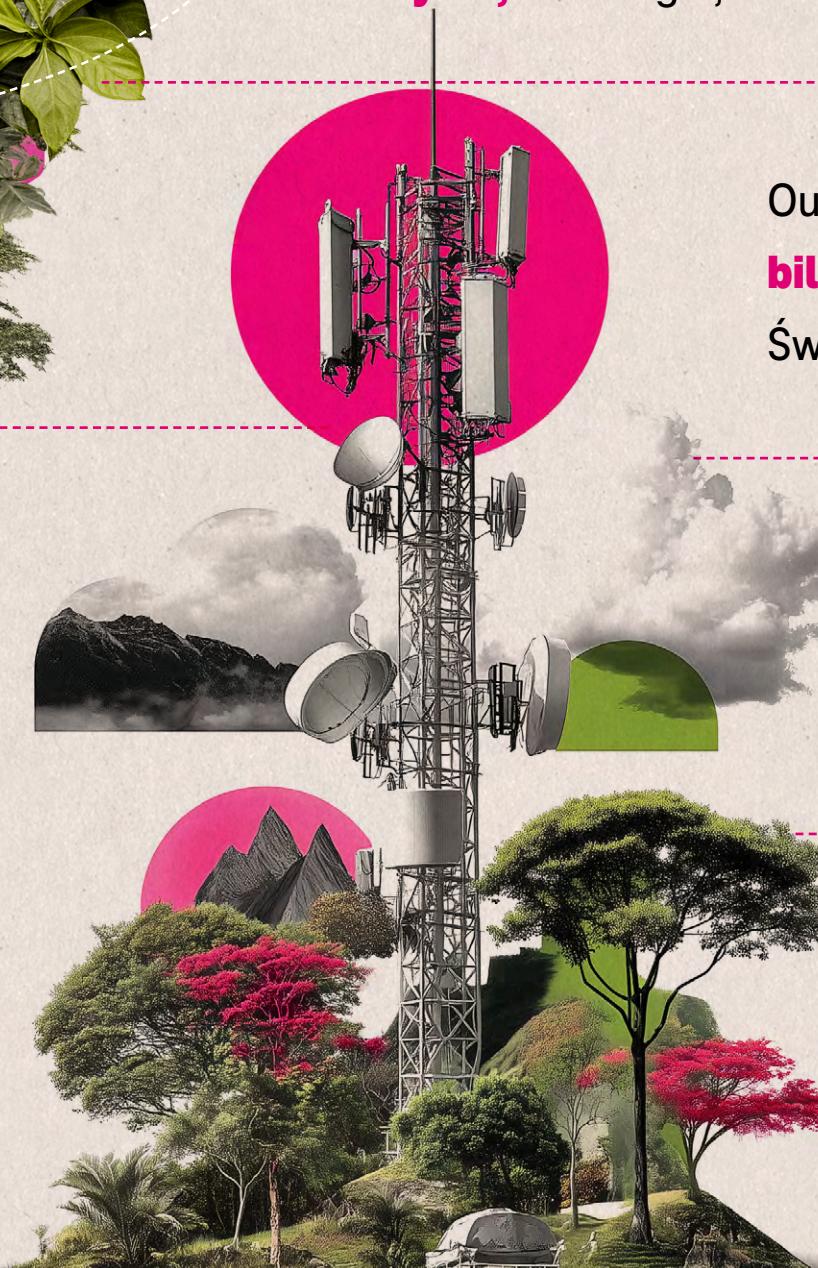
## We provide services across Poland

thanks to our extensive infrastructure and network of retail outlets.



In 2024, a key achievement was the record-speed launch of the nationwide 5G Bardziej network, operating on C-band frequencies. Over the course of the year, more than

**3,400 base stations were activated.**



In parallel, we continued to expand our fiber-optic network, **increasing its length by 2,800 km** to reach a total of 13,800 km. The growing network capacity is reflected in how services are used: 84% of voice calls are made via VoLTE and VoWIFI, and data transmission **increased by 14% year over year**, reaching 3,300 PB. Traffic on the 5G network alone rose by as much as 308%.

Our network was recognized with SpeedTest.pl awards for „**Fastest Mobile Internet**” and „**Fastest Home Internet**”, as well as by Komputer Świat for „**Best Quality Mobile Internet Access**”.

We are part of the Deutsche Telekom Group, **the largest telecommunications operator in the European Union** (learn more about its structure [here](#) ).

Since 2011, the sole owner of T-Mobile Polska S.A. has been Deutsche Telekom AG.

## OUR MISSION

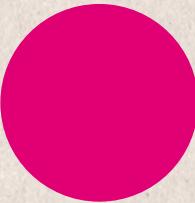
**Creating an environment**  
where modern technologies support the sustainable development of society.

# MISSION



# VISION

**Delivering innovative solutions**  
in the field of modern technologies.



# OUR OFFER



Mobile services



Comprehensive convergent service offering for B2C customers



Entertainment offerings for individual customers



A wide range of services for B2B clients



Cybersecurity services

Data center services

IT outsourcing

Big Data offering

Smart solutions

IoT (Internet of Things) and M2M solutions

Telecommunication services

Data transmission and internet access services

GRI: [201-1]

**over 5%**

phones collected from the market for recycling vs. number of phones sold

**1 mln pln**

donated to support people affected by the flood

**3611**

people made up our team

**7,3 mld zł**

our revenue in 2024



## IN NUMBERS IN 2024

Juraj Andras

Member of the Management Board, Chief Financial Officer

Today, it is impossible to run a responsible business without integrating sustainable development into everyday decision-making – including financial decisions. At T-Mobile, we don't view ESG as a cost, but as an investment in the company's long-term stability and resilience. I believe that only companies capable of combining economic goals with care for people and the environment will be able to maintain a competitive edge in the years to come.



## T-MOBILE

**49%** of the raw materials used were sourced from recycling

**13**

awards and recognitions for ESG initiatives

**over 3400** new base stations

**80%** of the vehicles in our fleet are hybrid and electric

### Direct economic value generated and distributed

	2024 [thous- ands of PLN]	2023 [thous- ands of PLN]	2022 [thous- ands of PLN]	Comments
<b>Economic value generated:</b>				
Total revenue	7 192 786	6 872 904	6 591 610	excluding financial income
<b>Economic value distributed:</b>				
Operational costs	6 028 352	5 794 287	5 599 201	
Employee compensation and benefits	720 593	677 460	644 594	
Payments to capital providers (dividends and interest)	0	0	0	
Payments to public institutions	153 320	134 649	169 498	Current income tax and property tax (the income statement figures do not include VAT payments)
Donations and investments for the benefit of society	4 662	3 106	4 292	Donations deducted from income have also been included
Retained value	285 859	263 402	174 025	The difference between economic value generated and distributed

## COMPANY LEADERSHIP

GRI: [2-9] [2-10] [2-11]

Members of the Supervisory Board are appointed by the shareholder, while members of the Management Board are appointed by the Supervisory Board. The sole criterion for selection to both bodies is competence, including expertise in sustainable development management. The terms of office for members are two and three years, respectively.

### MANAGEMENT BOARD



**Andreas Maierhofer**  
Chief Executive Officer

Date of appointment:  
1.04.2023



**Juraj Andras**  
Member of the Board,  
Chief Financial Officer

Date of appointment:  
1.12.2023



**Dorota Kuprianowicz-Legutko**  
Member of the Board, Chief HR,  
Legal and Security Officer

Date of appointment:  
1.12.2023



**Andrzej Malinowski**  
Member of the Board,  
Chief B2B Officer

Date of appointment:  
1.08.2025



**Alexander Jenbar**  
Member of the Board, Chief  
Technology and Innovation  
Officer

Date of appointment:  
16.09.2022

As of the date of this report's publication, August 4, 2025, the composition of the company's highest governing bodies was as follows:



### SUPERVISORY BOARD

**Dominique Leroy**  
Chairwoman of the Supervisory Board  
Date of appointment: 19.06.2024

**Anna Franziska Kornher**  
Member of the Supervisory Board  
Date of appointment: 15.12.2023

**Stefan Lemmen**  
Vice-Chairman of the Supervisory Board  
Date of appointment: 1.09.2023

**Stefan Schloter**  
Member of the Supervisory Board  
Date of appointment: 26.08.2024

More information about the competencies and experience of the Supervisory Board members can be found [here](#)◀, and of the Management Board members – [here](#)◀.

## PARTICIPATION IN EXTERNAL ORGANIZATIONS AND INITIATIVES

GRI: [2-28]

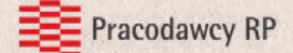
We are an active member of the following organizations:

- Polish-German Chamber of Industry and Commerce (AHK) – where we support Polish-German economic relations, among other initiatives;
- Lewiatan Confederation – we work closely with its Digital Economy Department;
- UN Global Compact Network Poland – we participate in programs promoting respect for human rights in business, including ethical communication, prevention of pay discrimination, and whistleblower protection;
- Responsible Business Forum;
- American Chamber of Commerce in Poland (AmCham) – we take part in the work of the Government Affairs and Public Policy (GAP) Committee;
- Council for Digitization – an advisory body to the minister responsible for digital affairs, tasked with reviewing strategic documents, generating new ideas for implementation by the Ministry of Digital Affairs, and preparing project proposals;
- Polish Chamber of Information Technology and Telecommunications – where we contribute to advancing the digital transformation of the economy;

- National Chamber of Commerce for Electronics and Telecommunications – we participate in initiatives related to shaping the country's economic development strategy;
- UNEP/GRID-Warszawa – in 2024 we participated in World Environment Day celebrations.



We are a member of the Responsible Business Forum's partnership program, which supports the sustainable transformation of business.



Global Compact Network Poland  
In partnership with  
UN Environment Programme



We also maintain close and ongoing cooperation with:

- The Compliance Institute,
- Digital Poland Foundation.



## SUSTAINABILITY STRATEGY

GRI: [2-23] [2-24]

At T-Mobile Polska, responsible business practices and sustainable company development are the foundation of our operations. Across all areas of our activity, we implement the 2020–2025 Corporate Responsibility Strategy, which is built on three main pillars:

“



At T-Mobile, we don't view ESG solely through the lens of regulations and obligations. For us, it's a real operating strategy—a way to build a resilient, modern business that creates value both for the company and its surroundings. We believe the greatest potential for change lies at the intersection of technology, responsibility, and the courage to act. That's why we implement concrete solutions that serve people and the planet, while also opening up new opportunities for growth.

**Małgorzata Rybak-Dowzyk**

**Director of Corporate Communications  
and ESG Department**

Within each pillar, we have defined strategic objectives and measures for their implementation. Additional goals to be achieved as part of the Deutsche Telekom Group are set out in its Responsibility Strategy (you can read more about it [here](#)).

# OUR AMBITION IS TO BECOME A LEADING SUSTAINABLE AND DIGITALLY DRIVEN TELECOMMUNICATIONS COMPANY



## RESPONSIBLE IN THE DIGITAL WORLD

### We educate

on how to be a responsible user and member of the digital community

on how to use new technologies in a safe and responsible way.

## RESPONSIBLE TO SOCIETY

### We build

relationships with our stakeholders.

### We collaborate

on projects addressing important social issues

## RESPONSIBLE TOWARD THE ENVIRONMENT

### We aim

to run our business sustainably to minimize our negative impact on the natural environment.

## OBJECTIVES AND KPIs

### Building a Climate-Neutral Future

Achieving full climate neutrality by 2040

- 100% renewable energy since 2021
- Reduction in energy consumption
- Zero greenhouse gas emissions from direct and indirect energy use by 2025
- Climate neutrality across the entire value chain by 2040



### Striving for Full Circularity

Closing the loop of devices across the entire value chain by 2030.

- Collection of 1 million used mobile devices
- Optimization of collection and repair processes for stationary equipment
- Zero technological waste sent to landfills since 2022
- 100% sustainable packaging by 2024

### Being the best team in the industry

Promoting equal opportunities and inclusion within our teams, and investing in future-ready skills

- Internal goals related to equal treatment and diversity management
- Engaging employees in volunteer work



### Shaping digital society

Creating a digital world that is safe and inclusive for everyone

- Providing opportunities, increasing accessibility, and offering affordable solutions
- Making a positive impact on society through educational initiatives

### Embedding Responsible Practices into Business Strategy, Goals, and Management Systems



We manage what we measure – continuously striving for and tracking progress toward sustainable development goals

- Data privacy and cybersecurity
- Regulatory compliance and risk management
- Digital responsibility
- Sustainable supply chain and respect for human rights
- Sustainable financing

Performance indicators for strategic sustainability goals across the Group, as well as Deutsche Telekom's 2024 Responsibility Report, can be found [here](#).



## OUR CONTRIBUTION TO THE UN SUSTAINABLE DEVELOPMENT GOALS

We are committed to engaging in global initiatives that are crucial for securing a sustainable future for our planet. That's why we consciously and actively support the achievement of 13 out of the 17 United Nations Sustainable Development Goals.



By expanding telecommunications infrastructure, we help combat social exclusion, including by facilitating access to education.



We provide additional medical care to our employees, educate them on health-related topics, and organize meetings with healthcare experts.



We invest heavily in training and development for our employees, promoting digital skills, including safe internet use.



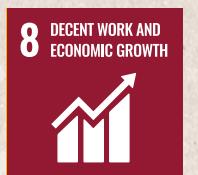
We promote gender equality, for example through our partnership with the University of Success, which educates women in the field of IT.



We design solutions that enable water quality monitoring in rivers and support their implementation, including in Wrocław.



We implement the joint climate strategy of the Deutsche Telekom Group, with a key focus on using renewable energy sources.



We ensure good working conditions for our employees and continue efforts toward a more sustainable supply chain.



We invest in stable and secure network infrastructure and increase the share of innovative, sustainable products in our portfolio.



We promote diversity among our employees, launch initiatives to combat digital exclusion, and expand access to modern technologies for seniors. We also promote inclusive language and a culture of diversity, for example by supporting the All Inclusive Film Festival and the SEXED.PL Foundation's #HejtOutLoveIn project.



Through our innovative solutions and extensive network infrastructure, we support the transformation of cities into smart urban spaces.



We continuously work on offering more sustainable products, minimizing waste, and increasing the recycling of valuable natural resources — primarily through refurbished smartphones and initiatives in our offices and stores.



We help protect the climate through joint efforts with the Deutsche Telekom Group (use of renewable energy, energy efficiency initiatives), as well as through sustainable products and services.



We collaborate with public institutions and social organizations to jointly support sustainable development efforts.

## SUSTAINABLE DEVELOPMENT GOALS

In 2024, we were once again awarded the **Friendly Workplace** title by the editorial team of **MarkaPracodawcy.pl**. The jury appreciated our employee development approach based on the proprietary **WEGROW** process, our original development tools (**GrowApp**), the **Development Festival** initiative, support for internal communities, and activities in the areas of **DE&I**, health, and work-life balance. Our efforts to create a friendly and inclusive work environment were also recognized in the **Diversity IN Check** survey, where we were listed for the fourth consecutive year.

In the ESG area, our initiatives were honored with the **Silver ESG Leaf** from **Polityka** and the **Green Leaf** for climate-related actions. Additionally, five of our projects were featured in the 22nd edition of the **Responsible Business Forum's** report "**Responsible Business in Poland. Good Practices**", confirming our active and consistent implementation of the sustainability strategy. We were also among the companies recognized in the prestigious **ESG Ranking: Responsible Management**, prepared by Kozminski University and its partners, where we ranked as **runner-up** in the "Telecommunications, Technology, Media and Entertainment" category and placed in the **Top 15 overall**.

Our approach to responsible management was also acknowledged in the **ESG Innovator** competition organized by the **Polish ESG Association**. We received the **Gold Award in the 'S' category** for the "**Network of Generations**" campaign, along with two distinctions — in the **'E' category** for innovative environmental solutions in the IoT area, and in the **'G' category** for our novel approach to corporate governance.

## AWARDS AND DISTINCTIONS



**Our commitment to responsible business**, care for employees and customers, as well as actions supporting the achievement of the UN Sustainable Development Goals, have once again been recognized in prestigious competitions and rankings.

During the **#UNDay2024 gala**, organized by **UN Global Compact Network Poland**, we received two distinctions — for promoting labor standards and human rights protection, and for building transparency and trust in business.

Our organizational culture and employee care were also recognized by the editorial team of **WPROST** weekly, which awarded us the title of **Best Employer** in the **Human Capital Management** category. We also received the **Responsible Employer – HR Leader 2024** title and the prestigious **Leading Employer** certificate, confirming our position as one of the top employers in Poland and globally..

In 2024, we were awarded the **Customer Service Quality Star** title for the tenth time, based on consumer feedback. Our customer service approach was also recognized with the international **OK SENIOR® certificate**, awarded for creating a dedicated helpline and services tailored to the needs of mature customers.

Our efforts to build a strong and credible brand were acknowledged with the **Superbrands Poland** and **Business Superbrands Poland** titles, awarded by consumers and experts for long-standing consistency and quality of our offerings. Additionally, the **#HEJTOUT campaign**, carried out in partnership with the **SEXED.PL Foundation**, received a **Jury Distinction** in the **Diversity Charter Awards** in the **Corporate Activism** category.



EVERYTHING WE DO AT T-MOBILE  
IS CREATED FOR  
PEOPLE AND MADE  
POSSIBLE BY THEM.



TEAM  
**MAGENTA<sup>2</sup>**

## MAGENTA TEAM

GRI: [3-3 EMPLOYEE MATTERS] [2-23]

”



„The most important changes — the ones that are truly lasting and meaningful — begin with people. Thanks to our employees, T-Mobile is now an organization ready for the future: bold, empathetic, and responsible. We are creating a workplace where trust, diversity, and collaboration are not just slogans, but everyday reality. These values empower us not only to respond to change, but to shape it for the benefit of all of us and the world around us.”

**Dorota Kuprianowicz-Legutko**

**Member of the Management Board, Director of HR, Legal and Security**

Responsible management of employee matters is ensured in particular through the following internal regulations:

- T-Mobile Polska Work Regulations,
- Procedure for Preventing Mobbing and Unequal Treatment at T-Mobile Polska,

The innovations our company delivers, making communication, work, education, and entertainment easier for people across Poland, are made possible by the Magenta Team — a competent, creative, and motivated group of employees.

We expect our team to focus on customers and to think in terms of outcomes rather than actions. We strive for efficiency by fostering a culture of collaboration and effective communication, where everyone receives regular feedback. The principles of Agile remain a key point of reference for us in this area.

Our employees are guaranteed their fundamental rights: fair compensation, work-life balance, freedom of association, and freedom of expression.

We implement appropriate programs and procedures to effectively respond to any irregularities in the workplace. We also raise awareness among employees about how to act when their rights, or the rights of their colleagues, are being violated.

- **Code of Conduct**, a document shared across the entire Deutsche Telekom Group,
- **Group Policy on Building Employee Relations**,
- **Connected as One**, Deutsche Telekom Group's policy on diversity, equity, and inclusion (DE&I).



We consistently achieve very high levels of employee engagement and job satisfaction and we make every effort to ensure these indicators do not decline.

To support this, we:

- Regularly analyze the results of employee opinion surveys across various areas
- Organize focus groups with employees to deepen our understanding of the findings
- Take targeted action in areas where employee satisfaction is lowest

#### Magenta Pulse – Employee Opinion Surveys

- **Pulse Survey** – provides a clear picture of current employee opinions on strategically important topics such as job satisfaction and willingness to recommend the employer. It also serves as a valuable source of feedback for leaders regarding their work with the team.
- **Exit Interview** – covers topics related to reasons for leaving the company,
- **Employee Survey** – focuses on areas related to engagement and health.



**81.5/100**

was the employee satisfaction score (ESS) in 2024

**78.5/100**

was the average employee engagement score (ES) in 2024

## OUR EMPLOYEES

GRI: [2-7] [401-1]

# 3611

people made up our team in 2024:



**1957**  
MEN

**1654**  
WOMEN

Number of employees	2024			2023		
	women	men	sum	women	men	sum
On permanent contracts	1397	1640	3037	1232	1656	2 888
On fixed-term contracts	257	318	575	309	352	661
Full-time	1612	1942	3554	1491	1992	3 483
Part-time	42	16	58	50	16	66

The above figures reflect the average employment in 2024, excluding individuals on long-term leave (such as parental, sick, or unpaid leave).

**646** People joined our company.  
**22,9%** was the employee turnover rate.

	2024			2023			Collaborators
	women	men	sum	women	men	sum	
<b>Number of new employee hires<sup>2</sup></b>							
over 30 years old	165	216	381	245	328	573	
between 30 and 50 years old	109	143	252	182	206	388	
over 50 years old	4	9	13	2	9	11	
<b>sum</b>	<b>278</b>	<b>368</b>	<b>646</b>	<b>429</b>	<b>543</b>	<b>972</b>	
<b>New employee hiring rate<sup>3</sup></b>	<b>16,8%</b>	<b>18,8%</b>	<b>17,9%</b>	<b>27,8%</b>	<b>27%</b>	<b>27,4%</b>	
				(1,3 p.p. growth, compared to 2022)	(6,1 p.p. growth compared to 2022)	(4,1 p.p. growth compared to 2022)	
<b>Number of employee departures<sup>4</sup></b>							
over 30 years old	180	218	398	127	177	304	
Between 30 and 50 years old	192	206	398	237	313	550	
over 50 years old	14	17	31	12	31	43	
<b>sum</b>	<b>386</b>	<b>441</b>	<b>827</b>	<b>376</b>	<b>521</b>	<b>897</b>	
<b>Employee turnover rate<sup>5</sup></b>	<b>23,3%</b>	<b>22,5%</b>	<b>22,9%</b>	<b>24,4%</b>	<b>25,9%</b>	<b>25,3%</b>	
				(1,7 p.p. growth, compared to 2022)	(0,7 p.p. growth, compared to 2022)	(1,2 p.p. growth, compared to 2022)	

### Collaborators

#### GRI: [2-8]

To effectively achieve our goals, we rely on the support of collaborators who are not employed directly by T-Mobile Polska. In 2024, 1,114 individuals provided services for us under mandate contracts and B2B agreements<sup>6</sup>.

**Mandate contracts:** Individuals employed under this form have varying scopes of responsibilities depending on the area in which they collaborate. They perform recurring tasks that do not require the qualifications or authorizations necessary for those employed under a standard employment contract.

**B2B agreements:** Self-employed professionals provide a wide range of services for us. The main area of cooperation is broadly understood technology — many of our collaborators are programmers, testers, and developers. Additionally, we are supported by legal professionals and individuals involved in product development.

2) Only the external recruitment process was taken into account.

3) The ratio of newly hired employees to all employees.

4) Regardless of the reason for contract termination.

5) The ratio of employees who left to the total number of employees.

6) Total number of contracts in force as of 30 September 2024.

## FAIR COMPENSATION

**GRI:** [2-19] [2-20]

T-Mobile Polska operates under a Compensation Policy, which includes bonus attachments tailored to specific employee groups.

Regulations concerning the remuneration of company personnel (below the level of Management Board members) are adopted through Management Board resolutions. Any changes require prior consultation and approval from the representative trade union. The union is also involved in updating the job classification system and salary tables, providing opinions and approvals for employer proposals.

All employees at T-Mobile Polska can expect competitive compensation, fairly differentiated to reflect market conditions and the level of responsibility associated with each role.

Data on the competitiveness of salaries within the company (CompaRatio) is regularly reported to our parent company, Deutsche Telekom Group.



### Remuneration of senior management and department directors

Members of the Supervisory Board of T-Mobile Polska do not receive remuneration for their roles.

The Supervisory Board determines the compensation policy and salary levels for Management Board members. Implementing new regulations or changes to existing compensation terms (e.g. launching new long-term incentive plans, adjusting base salary) requires a formal resolution by the Board.

Salaries for Management Board members and department directors are governed by policies developed at the Deutsche Telekom Group level and are subject to annual review based on salary benchmarks provided by the international consulting firm Korn Ferry. The market-level salary for each position is determined through a standardized process described in documents such as the Global Compensation Guideline, using Korn Ferry's methodology.

According to Group principles, the compensation of Management Board members and department directors may include the following components:

1. Base salary
2. Variable pay in the form of short-term incentives (STI)
3. Long-term incentive plans (LTI, SMP)
4. Benefits
5. One-time additional incentives (e.g. spot bonuses)

Additional incentive payments for Management Board members and senior executives, negotiated during recruitment, are used sparingly and only in exceptional cases — for example, to compensate for lost benefits from a previous employer due to joining T-Mobile Polska. The amount and conditions of such payments must be approved by the authorized body (Management Board or Supervisory Board) or a designated representative.

Severance pay is granted based on individual employment contracts and generally does not exceed three times the base salary. For Management Board members, severance related to dismissal from their role is paid according to resolutions adopted by the Board.

The amount of variable pay and long-term incentives depends on the achievement of corporate goals, defined through financial, strategic, and ESG indicators. Financial and strategic indicators are directly linked to the company's business operations and economic management, while ESG indicators reflect environmental and social impact.



Examples of ESG indicators influencing the variable compensation of Management Board members and senior executives:

- Level of CO<sub>2</sub> emissions in Scope 1 and 2
- Electricity consumption
- Customer and employee satisfaction levels
- Actions supporting digital inclusion

## DIVERSITY AND EQUAL TREATMENT

GRI: [405-1] [406-1]

Our team is highly diverse in terms of age, gender, life experiences, beliefs, health status, and many other characteristics. Diversity is not only a value in itself, but also a significant source of business benefits. It enables us to understand the needs of different customer groups and to drive innovation.

**100%**

of new employees undergo training in diversity, equity, and inclusion

**37,9%**

of department heads are women



### Team diversity

Breakdown by position within the organizational structure

		2024			2023		
		women	men	sum	women	men	sum
<b>Management Board</b>							
under 30 years old	0	0	0	0	0	0	0
30 to 50 years old	16,7%	33,3%	50,0%	16,7%	50%	50%	66,7%
over 50 years old	16,7%	33,3%	50,0%	16,7%	16,7%	16,7%	33,3%
<b>sum</b>	<b>33,3%</b>	<b>66,7%</b>	<b>100%</b>	<b>33,3%</b>	<b>66,7%</b>	<b>100%</b>	
<b>Department directors</b>							
under 30 years old	0	0	0	0	0	0	0
30 to 50 years old	31,0%	44,8%	75,9%	25,6%	51,3%	51,3%	76,9%
over 50 years old	6,9%	17,2%	24,1%	5,1%	17,9%	17,9%	23%
<b>sum</b>	<b>37,9%</b>	<b>62,1%</b>	<b>100%</b>	<b>30,8%</b>	<b>69,2%</b>	<b>100%</b>	
<b>Other directors and heads of departments and sections</b>							
under 30 years old	1,8%	2,9%	4,7%	0	0	0	0
30 to 50 years old	38,8%	48,7%	87,4%	32,4%	58,3%	58,3%	90,6%
over 50 years old	3,8%	4,0%	7,8%	4,3%	5%	5%	9,4%
<b>sum</b>	<b>44,4%</b>	<b>55,6%</b>	<b>100%</b>	<b>36,7%</b>	<b>63,3%</b>	<b>100%</b>	
<b>Other employees</b>							
under 30 years old	9,0%	12,5%	21,5%	8,6%	12,7%	12,7%	21,2%
30 to 50 years old	33,2%	35,5%	68,7%	32,3%	38,6%	38,6%	70,8%
over 50 years old	3,9%	5,9%	9,8%	3%	4,9%	4,9%	7,9%
<b>sum</b>	<b>46,1%</b>	<b>53,9%</b>	<b>100%</b>	<b>43,8%</b>	<b>56,2%</b>	<b>100%</b>	

Classification based on the nature of tasks performed		2024			2023		
		women	men	sum	women	men	sum
<b>Administration</b>							
under 30 years old		3,5%	5,8%	9,4%	3,2%	3,9%	7,2%
30 to 50 years old		38,3%	37,1%	75,4%	43,4%	33,5%	76,9%
over 50 years old		6,4%	8,9%	15,3%	6,6%	9,3%	15,9%
<b>sum</b>		<b>48,2%</b>	<b>51,8%</b>	<b>100%</b>	<b>53,2%</b>	<b>46,8%</b>	<b>100%</b>
<b>Client service (hotline and sales teams)</b>							
under 30 years old		12,0%	15,6%	27,6%	11,4%	16%	27,4%
30 to 50 years old		35,0%	33,7%	68,6%	33,1%	35,9%	68,9%
over 50 years old		2,3%	1,5%	3,8%	2%	1,7%	3,7%
<b>sum</b>		<b>49,3%</b>	<b>50,7%</b>	<b>100%</b>	<b>46,5%</b>	<b>53,5%</b>	<b>100%</b>
<b>IT</b>							
under 30 years old		1,7%	5,1%	6,7%	2,1%	7,2%	9,2%
30 to 50 years old		14,0%	55,8%	69,8%	14,7%	60,8%	75,5%
over 50 years old		4,8%	18,7%	23,5%	2,6%	12,7%	15,2%
<b>sum</b>		<b>20,5%</b>	<b>79,5%</b>	<b>100%</b>	<b>19,3%</b>	<b>80,7%</b>	<b>100%</b>

The framework for all our activities in the area of DE&I is the relevant policy of the Deutsche Telekom Group, updated in 2021 and titled Connected As One.

Efforts to support diversity and counteract workplace discrimination include, among others:

- gender-neutral job postings and a thoughtfully designed recruitment process,
- inclusion of DE&I topics in onboarding training,
- training for managers and all employees on issues related to mobbing, discrimination, and unequal treatment,
- leadership training focused on managing diverse teams,
- educational initiatives aimed at raising awareness of stereotypes,
- an extended medical care package for employees with certified disabilities,
- an additional day off for health-related matters,
- individual consultations with a health and safety expert to adapt workstations and tools to disability-related needs,
- the activities of the Employee Relations Coordinator,
- the establishment of an Employee Equal Treatment Committee, which investigates potential cases of mobbing, harassment, and discrimination, and proposes preventive measures.

## Connected As One



Watch our video on  
YouTube

## MANAGING CASES OF DISCRIMINATION

GRI: [406-1]

In 2024, eight individuals reported feeling discriminated against, and in each case, an internal investigation was conducted. In two instances, inappropriate behavior was confirmed, resulting in disciplinary measures and actions in accordance with the law. In the remaining cases, the investigation did not confirm that discrimination had occurred.

An additional element supporting the creation of a diverse and inclusive work environment is the presence of employee groups. These are spaces for meetings and experience-sharing among members of the #MagentaTeam, also open to collaborators working under B2B and civil law contracts. Each group focuses on the needs of a specific community, fostering integration and mutual understanding. Currently, the following groups operate at T-Mobile Polska:

- **Magenta Women Network** – supporting the development of women within the organization,
- **Magenta Pride** – focused on the LGBTQIA+ community and its allies,
- **Generation T** – connecting people across generations,
- **T Mind** – growing awareness about neurodiversity,
- **T Parents** – supporting those who balance professional life with parenthood.

## TRAINING

GRI: [404-1] [404-2] [404-3]

We aim for our employees to be distinguished by skills specific to their area of work. Our goal is to foster a culture of achievement, where the key competencies of each team member are defined, assessed, and continuously developed. All employees regularly receive performance and career development evaluations.



<sup>7</sup>) 1 training hour = 60 minutes

	2024	2023
<b>Average Number of Training Hours by Position in the Organizational Structure</b>		
Senior Management	21	60
Middle Management	23	14
Other Employees	9	8
<b>Average Number of Training Hours by Nature of Tasks Performed</b>		
Technology and Innovation Division	28	17
Finance Division	18	18
Business Market Division	8	13
HR, Legal, and Security Division	27	37
Office of the CEO	18	25
Consumer Market Division	9	6

The total number of participants across all training sessions exceeded **3,500**.

In 2024, we implemented the following employee skill development programs aimed at supporting employment continuity:

Scope of the program	Recipients in 2024	Recipients in 2023	Recipients in 2022
Effective Learning and Promotion of Development – initiatives such as Personal Growth, TEDx, and Development Day	Whole organization	Whole organization	Whole organization
Development Initiatives within the Deutsche Telekom Group, including: - leadership development programs for women and men in leadership roles, - technology upskilling trainings for individuals at various levels of expertise, - Agile trainings and workshops (e.g. LevelUp NextGen, Leadfirst, ExplorerJourneys, LEX – Learning from Experts, YAM – United).	approx. 1400 people	2200 people	1500 people
Trainings dedicated for frontline employees	approx. 60 people	0 people	68 people
Automated Tester Academy	178 talentów + 88 osób w sukcesji	200 talentów + 50 osób w sukcesji	-
Talent and Succession Programs	Whole organization	Whole organization	Whole organization
SeeAI – an initiative focused on building competencies, community, and awareness around artificial intelligence, aimed at the entire #MagentaTeam.	approx. 150 people	approx. 480 people	approx. 530 people
The Development Festival is an initiative designed to enable members of the #MagentaTeam to share their knowledge, skills, passions, and experiences.	approx. 480 people	approx. 530 people	approx. 530 people
Trainings and initiatives for developers, such as Developers Day and Tech Day	approx. 480 people	approx. 530 people	approx. 530 people
Magenta Leader Academy	approx. 480 people	approx. 530 people	approx. 530 people
Growth Hub – an Eightfold platform supporting employee development, powered by artificial intelligence. Currently available exclusively within CTIO and T Hub.	approx. 530 people	approx. 530 people	approx. 530 people



## WORKPLACE SAFETY

GRI: [403-1] [403-9]

To uphold the highest standards of occupational safety and health protection for employees, clients, and client representatives, we have established a Health and Safety Policy. Through this policy, we commit to continuous improvement in occupational health and safety (OHS), compliance with all relevant regulations, and proactive prevention of workplace accidents.

Our company operates a **Health and Safety Management System** in accordance with the international **ISO 45001** standard. This system covers all our offices and retail outlets, as well as the following processes:

- workplace environment assessments,
- reviews of working conditions,
- OHS status analyses,
- prevention and mitigation of occupational risks,
- investigation of workplace accidents, near misses, and occupational diseases,
- thematic training for employees,
- provision of workwear and use of personal protective equipment.



In 2024, there were six workplace accidents, none of which were fatal or classified as severe. The types of injuries sustained included: foot bone fracture, tendon injury, knee joint trauma, finger laceration.

No workplace accidents were recorded among individuals not employed by T-Mobile Polska but whose work is supervised by our company. The number of hours worked by these individuals is difficult to estimate.

Employee Indicators	2024	2023	2022
Fatal Accident Rate*	0	0	0
Severe Accident Rate*	0	0	0
Total Accident Rate*	0,17	0,13	0,13
Total hours worked by all employees in the reporting year (h)	7 050 088	7 414 000	6 168 828

\* Calculated as the number of accidents divided by the number of hours worked, multiplied by 200,000 hours.

No workplace accidents were recorded between 2022 and 2024 among individuals not employed by T-Mobile Polska but whose work is supervised by our company.

## HEALTH PREVENTION

GRI: [403-6]

WIn 2024, we continued our commitment to fostering a culture of health among #MagentaTeam employees by implementing the comprehensive **qZdrowiu** program. We believe that caring for health translates into better well-being, increased effectiveness, and improved quality of life—both professionally and personally.

The **qZdrowiu** program promotes healthy habits across three key areas: mental health, physical activity, and medical prevention. As part of the program, we carried out a range of initiatives:

- **PMK – Kilometers for a Cause:** A company-wide sports challenge that combined physical activity with charitable giving. Together, we covered 369,000 kilometers and donated PLN 95,819 to the *Daj Herbatę* Foundation. The most engaged teams received awards to further motivate participation.
- **“Day for U”:** Employees working under employment contracts and shift schedules were offered 2 hours of paid time off for medical appointments or preventive check-ups.
- **Preventive screenings at offices:** We organized free diagnostic events such as blood tests, ultrasounds, and dermatoscopy, providing convenient access to healthcare without the need to arrange appointments independently.
- **Bike and ski servicing:** We supported year-round physical activity by offering in-office servicing for employees' sports equipment.
- **Wellbeing webinars:** A series of webinars focused on physical and mental health, aimed at developing health-related competencies and promoting self-care.

Additionally, our benefits package includes solutions that support the everyday health and well-being of our employees:

- **Flu vaccinations at offices:** We continue our annual vaccination campaigns, offering easy and quick access to preventive care without leaving the office.
- **Medical package with premium hotline:** In addition to free access to required occupational health exams, we offer top-tier medical care with priority service and faster access to specialists.
- **Psychological and psychiatric support:** Employees can access consultations with psychologists or psychiatrists as part of the medical package, supporting mental and emotional health.
- **Subsidized sports packages:** We provide access to a wide range of sports facilities and recreational activities, encouraging regular physical activity and a healthy lifestyle.





**WE STRIVE  
TO ENSURE THAT ALL OUR ACTIONS  
CONSIDER  
THE WELL-BEING  
OF THE PLANET**

**GREEN**  
MAGENTA **3**



## WE STRIVE TO ENSURE THAT ALL OUR ACTIONS CONSIDER THE WELL-BEING OF THE PLANET

T-Mobile Polska, we operate an ISO 14001 Environmental Management System, certified for compliance with the international ISO 14001 standard. This means, among other things, that the construction and operation of our network are fully monitored, and their environmental impact is minimized. Our commitment to environmental care is confirmed by the absence of any identified legal or regulatory violations in this area in 2024.



“

The green transformation of our network is one of the most significant technological challenges we've set for ourselves, and we're approaching it concretely, step by step. Sustainable technology is now a necessity, but regardless of the scale of this change, we always prioritize network quality and the best customer experience. As we implement innovations—from infrastructure modernization and network circularity to the use of green energy, we ask not only about efficiency, but also about the value it brings to people and the planet.

**Alexander Jenbar**  
Member of the Management Board,  
Chief Technology & Innovation Officer

## OUR OFFICES AND STORES

- In our offices and retail stores, we implement energy-efficient solutions for lighting, heating, and powering IT equipment.
- We do not use plastic bags, bottles, disposable cutlery, cups, or straws.
- We continuously reduce the number of printed leaflets and documents sent to customers.
- We purchase office supplies made from recycled materials.
- In some stores, we use rainwater for flushing toilets.
- Employees have the option to buy their phones and computers after the usage period, which is very popular—around 300 devices are repurchased each month.
- Equipment that remains in the company is used until the end of its functional life (e.g., as replacement or test devices), which means only a small number of items are sent for recycling.



## STRIVING FOR CLIMATE NEUTRALITY

**GRI:** [3-3 EMISSIONS] [305-1] [305-2] [305-3] [305-4] [305-5]

We take shared responsibility for counteracting the climate crisis by engaging in Deutsche Telekom Group's efforts to completely eliminate the carbon footprint—i.e., CO<sub>2</sub> emissions directly or indirectly related to our operations.

**The Group plans to reduce direct and indirect energy-related emissions to zero by 2025.**

Key actions toward climate neutrality:

- purchasing electricity from renewable sources,
- replacing company cars with hybrid and electric vehicles,
- installing photovoltaic systems at base stations,
- eco-conscious procurement policy (more in the [Sustainable Development Management chapter](#)).

**THE GROUP AIMS TO ACHIEVE  
CLIMATE  
NEUTRALITY  
BY 2040.**

## WE PURCHASE ELECTRICITY ONLY FROM RENEWABLE SOURCES

Since 2021, our entire electricity demand has been met from zero-emission sources—by purchasing so-called guarantees of origin. Starting in 2023, for a period of 15 years, the electricity we consume will come directly from the producer. Under a virtual power purchase agreement (VPPA), Greenvolt Power has built two wind farms and three photovoltaic installations that will supply energy to the grid, covering approx. 66% of our estimated annual demand. Compared to conventional energy sources, the contracted volume will help avoid approx. 145,000 tons of CO<sub>2</sub> emissions annually.

## WE ARE EXPANDING OUR OWN RENEWABLE ENERGY SOURCES (RES)

Since 2018, we've been using solar energy installations at base stations located in PTTK mountain shelters in the Tatra Mountains: at Hala Ornak and in the Valley of Five Lakes. These systems are so efficient that the stations do not require grid electricity, and the installed batteries allow them to operate even during outages.

In 2021, additional solar panels were installed at our telephone exchanges in Lublin and Rzeszów, as well as at 130 base stations across the country. With proper configuration and energy storage, such installations can cover up to 30% of a station's average annual energy demand.

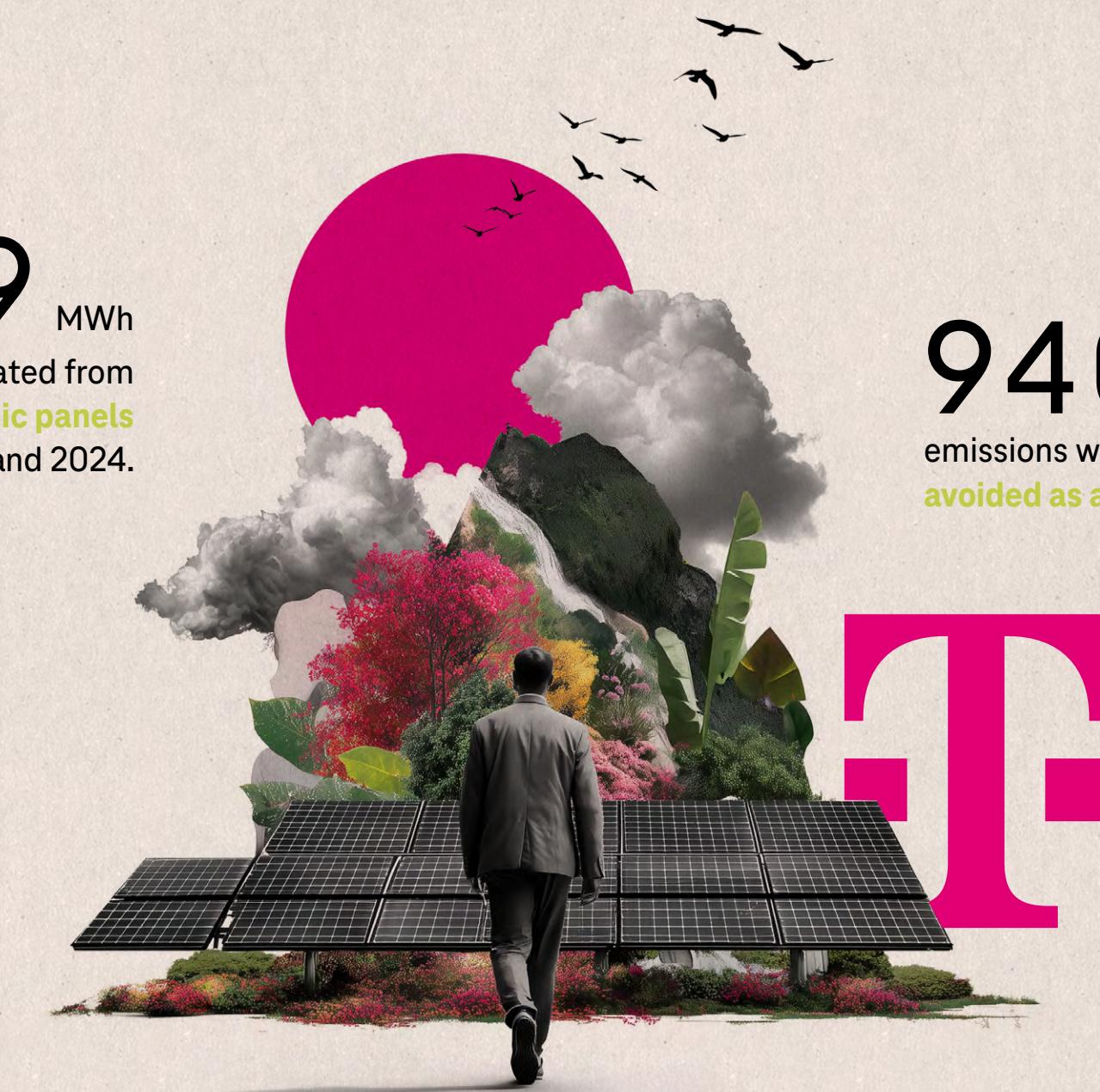
## WE ARE MODERNIZING OUR VEHICLE FLEET

Hybrid and electric cars now account for over 80% of all company-owned vehicles, and by 2026 their share will reach 100%. In 2024, we once again reduced the fleet's emissions, and T-Mobile Polska employees drove nearly one million kilometers in electric company cars.

**1799** MWh

of electricity was generated from  
**photovoltaic panels**  
between 2018 and 2024.

**940** tons of CO<sub>2</sub>  
emissions were  
avoided as a result.



## OUR CARBON FOOTPRINT

Gross direct and indirect greenhouse gas emissions related to T-Mobile Polska's operations, expressed in metric tons of CO<sub>2</sub> equivalent, are as follows:

	2024*	2023	2022	2021	2020	2019
Direct greenhouse gasses emissions (Scope 1)	1 648	1 559	3 185 <sup>8)</sup>	1 788	1 422	2 422
Indirect energy-related greenhouse gas emissions (Scope 2), calculated using the location-based method	183 993	144 867	151 246	164 177	170 032	180 817
Indirect energy-related greenhouse gas emissions (Scope 2), calculated using the market-based method	936	857	1 173	1 563	62 755	189 556
Other indirect greenhouse gas emissions in the value chain (Scope 3)	236 947	245 995	220 480	318 717	387 639	390 932

Calculations were made based on the GHG Protocol. Emission factors come from Deutsche Telekom Group's internal system. The Group's emission data has been externally verified; more information on this can be found in the Group's [report](#).

8) The significant increase in reported total Scope 1 emissions compared to 2021 is due to the inclusion of emissions from refrigerants (R32, R407C, R410A, R417A). These amounted to a total of 1,329 t CO<sub>2</sub>e and were caused by the decommissioning of a large technical facility and changes to the air conditioning system at the company's site in Piaseczno. Emissions from refrigerants were not included in previous years.

\* In 2024 for the first time our reporting included also T-Mobile Polska Business Solutions

0,75 kg CO<sub>2</sub>

kg of CO<sub>2</sub> per TB of data transmitted through the network we emitted in 2024.  
(In 2023, we emitted 0.84 kg CO<sub>2</sub>/TB, and in 2022, 1.4 kg CO<sub>2</sub>/TB.)

Detailed data on the carbon footprint of the entire Deutsche Telekom Group can be found [here](#).



## ENERGY CONSUMPTION

GRI: [3-3 ENERGY] [302-1] [302-3] [302-4]

Not only do we purchase exclusively electricity from renewable sources, but we also continuously strive to reduce our overall energy consumption. We conduct energy audits and implement energy-saving solutions recommended by auditors, such as:

- LED lighting (offices, stores, signage),
- heat pumps (in selected stores),
- energywise-type software on corporate devices,
- HighEfficiency standard power supply for IT equipment in stores and showrooms,
- systems that optimize the shutdown of unused areas,
- efficient cooling systems — for example, in 2024, chillers were installed in our data center,
- switching off signage during nighttime peak hours.

Energy Intensity	2024	2023	2022
kWh / Terabyte	102	116	98

Energy source	Energy consumption at T-Mobile Polska <sup>9</sup>		
	2024	2023	2022
combustion of natural gas	3 169	3 019	39
combustion of heating oil	255	255	255
combustion of other liquid fuels	14 551	14 791	21 696
purchase of heat	5 868	5 375	7 355
<b>total non-renewable sources</b>	<b>23 843</b>	<b>23 440</b>	<b>29 345</b>
purchase and generation of electricity	1 042 214	936 844	865 194
<b>total renewable sources</b>	<b>1 042 214</b>	<b>936 844</b>	<b>865 194</b>
<b>total energy consumption</b>	<b>1 066 057</b>	<b>960 284</b>	<b>894 539</b>

9) The data is based on direct measurements and invoices. The conversion factors used to calculate energy in GJ units come from Deutsche Telekom Group's internal system; more information on this can be found in the Group's report.





## WE REDUCE RAW MATERIAL CONSUMPTION AND WASTE GENERATION

**GRI:** [3-3 MATERIALS AND RAW MATERIALS] [301-1] [301-2] [301-3] [306-1] [306-2] [306-3] [OWN INDICATOR]

We aim to minimize our negative impact on the natural environment. We strive to extend product lifespans and move toward circularity. To offer services aligned with market trends, we must phase out certain elements of our telecommunications network at an accelerated pace. We make every effort to manage such equipment responsibly.

**AS A GROUP, WE HAVE SET A GOAL TO CLOSE THE LOOP ON DEVICES IN OUR VALUE CHAIN BY 2030.**

We reduce raw material consumption and the amount of waste generated. To achieve this, we primarily:

- promote the reuse of electronic devices,
- reduce the use of paper and plastic,
- incorporate environmental criteria into our procurement policy (more on this in the chapter on Sustainable Development Management),
- properly sort and recycle valuable raw materials,
- monitor the quantity and types of waste we generate, especially in the case of unusual situations,
- submit waste data for analysis at the Deutsche Telekom Group level,
- educate our suppliers as well as our customers.

Our policy in this area is guided primarily by:

- the document Waste Management at T-Mobile, which defines waste handling procedures,
- the document Waste Handling, a table specifying the place of generation and handling method for each waste category,
- the instruction Disposal of Devices and Other Materials at the T-Mobile Polska S.A. Logistics Center,
- agreements with recovery organizations for the recycling of used electrical and electronic equipment, batteries, and packaging introduced to the market,
- the Supplier Code of Conduct, which obliges our suppliers to act in an environmentally conscious manner, among other things,
- contract provisions requiring suppliers to act responsibly and in compliance with the law.

## COMPETITION FOR SCHOOLS AND KINDERGARTENS

We educate and encourage responsible handling of unused smartphones. In cooperation with the recovery organization Biosystem, we continued our nationwide educational campaign in schools and kindergartens in 2024, combined with a competition that this time involved **301 institutions**. In the “Collect Batteries and Phones” competition, we reward kindergartens and schools that collect mobile phones, batteries, and accumulators. In total, children collected as much as **2,117 kg of old phones**.

## DISCOUNT IN EXCHANGE FOR AN OLD PHONE

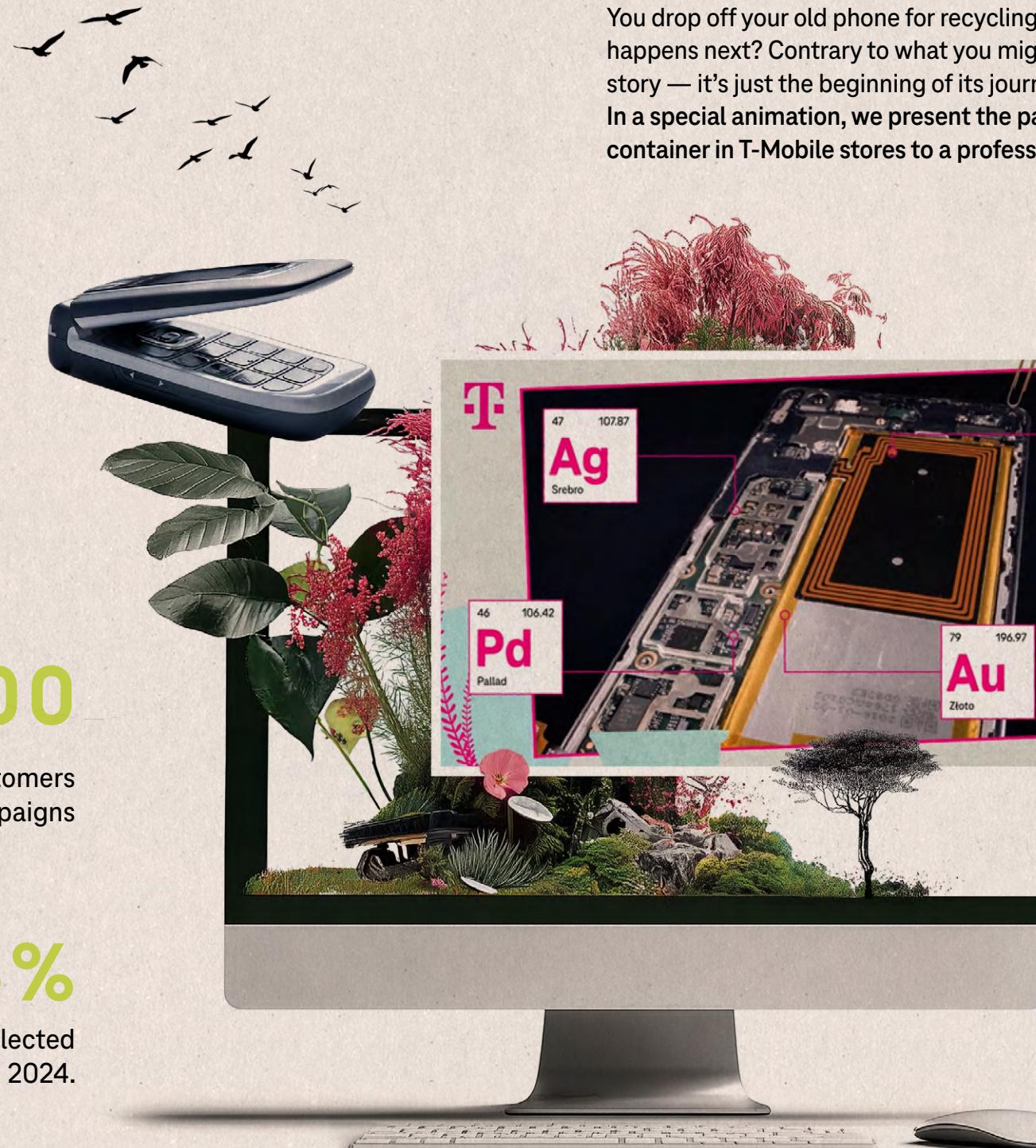
All T-Mobile stores in Poland are equipped with smartphone recycling containers. Customers who bring in an old, non-functional device for recycling receive a 100 PLN discount on the purchase of new equipment. If the device is still functional, customers can sell us their unwanted phone and use its value toward a new purchase. The resold phones remain in circulation and, after refurbishment, may find new owners or serve as a source of spare parts. The valuation process is supported by the T-Mobile diagnostic app **ODDAJESZ, DOSTAJESZ**.

# 56 000

devices collected from customers  
as part of environmental campaigns

# over 5%

the ratio of all phones we bought back and collected  
to the total number of devices sold in 2024.



More information [www.t-mobile.pl/eko](http://www.t-mobile.pl/eko)

## WHERE DO OLD PHONES GO?

You drop off your old phone for recycling at a T-Mobile store and... what happens next? Contrary to what you might think, that's not the end of its story — it's just the beginning of its journey toward sustainability. In a special animation, we present the path of a phone, from the dedicated container in T-Mobile stores to a professional waste processing facility.

Watch  
our video on  
YouTube

Used materials and raw materials	2024	2023	2022
<b>Raw materials [t]</b>			
wood	50,2	48,1	37,4
<b>Materials used for packaging [t]</b>			
paper	39,8	43,1	35,2
cardboard	216	130	172,9
plastics	14,6	6,6	7,6
<b>total amount of materials and raw materials used [t]</b>	<b>320,6</b>	<b>227,9</b>	<b>253</b>
materials and raw materials from recycled sources [t]	156,2	137,2	b.d.
<b>percentage of materials and raw materials from recycled sources</b>	<b>49%</b>	<b>60%</b>	<b>0%</b>

Paper bags **(14,3 t)**  
are produced using FSC-certified paper  
(Forest Stewardship Council).

Inorganic waste represented **7,4%**  
of the total waste mass, originating mainly from store  
closures, renovations, and office space reductions.

Used electrical and electronic devices accounted for 46.6% of the total mass of waste we generated.

We are continuously modernizing our base stations by equipping them with the latest technology. By 2026, 100% of T-Mobile Polska's base stations will be upgraded.

Used batteries and accumulators made up 23.6% of the waste we generated.

This is a result of the aforementioned modernization of base stations and data centers.



Cardboard from  
our warehouse in Ołtarzew  
accounted for  
**17,1%**  
of the waste, all of which was  
100% recycled.

Waste produced by our operations	2024	2023	2022
<b>breakdown of the mass of generated waste by composition [t]<sup>10</sup></b>			
used devices	300	236	216,3
components removed from used devices	0,9	1,8	1,2
cables	0	0	1,8
batteries and accumulators	152,2	280,9	8,9
paper and cardboard	2,6	0	12,3
paper and cardboard packaging	110,3	121,8	148,9
plastic packaging	8,9	6,5	12,9
wooden packaging	14,5	8,9	24,7
multimaterial packaging	0	0,6	1,5
mixed packaging waste	5,4	-	-
stainless steel, cast iron, steel	0	5,7	7,0
plastic waste	0	6,7	10,0
inorganic waste <sup>11</sup>	47,5	84	95,3
organic waste <sup>12</sup>	0,5	-	-
construction and renovation waste <sup>13</sup>	1,2	-	-
<b>total mass of waste generated by us</b>	<b>644</b>	<b>752,9</b>	<b>540,7</b>

10) Classification based on the Regulation of the Minister of Climate dated 2 January 2020 on the waste catalogue (Journal of Laws 2020, item 10).

11) Waste classified under code 16 03 04 – Inorganic wastes other than those mentioned in 16 03 03 and 16 03 80.

12) Waste classified under code 16 03 05 – Organic wastes containing hazardous substances.

13) Waste classified under code 17 09 04 – Mixed waste from construction, renovation, and demolition.

## WE CARE FOR BIODIVERSITY

**GRI:** [3-3 BIODIVERSITY] [304-2]

Our modern technologies are used by researchers to monitor and protect endangered animal species and their habitats — and we actively support them in these efforts.

### WORLD CLEANUP

In 2024, we once again partnered with the Underwater Cleanup of the World campaign, during which 90 divers collected 506 kg of waste from the bottom of Lake Kierskie, while volunteers on land cleaned Parkowa Beach, gathering 651 kg of waste. In total, 1,157 kg of waste was removed — a significant contribution to improving the state of the environment. In addition to mixed waste, which made up the largest portion (936 kg), 62 kg of plastics and metals and 159 kg of glass were also collected. Interestingly, 2,230 cigarette butts and 850 bottle caps were removed, highlighting how serious a problem small litter still poses to nature. At our booth, we promoted the idea of a circular economy. Participants could learn more about phone recycling and exchange an old smartphone for a plant. For the youngest visitors, we prepared educational games and activities to inspire the next generation to care for the environment.

### IOT LAB

Thanks to our collaboration with the Warsaw University of Life Sciences, an Internet of Things Laboratory was established at the Forest Experimental Station in Rogów, Łódź Voivodeship. The lab monitors climate parameters of soil and organic substrates in agricultural, horticultural, forestry, green area, orchard, and greenhouse crops. It enables remote management of irrigation, fertilization, ventilation, and shutter control. Climate parameters in beehives, gas concentrations in farm buildings, and nitrate levels, oxygenation, and turbidity in groundwater are also monitored.

A data visualization platform allows for comprehensive analysis of even the most precise parameters. This intelligent, integrated system supports advanced research that contributes to innovation and progress in agriculture, species protection, and ecosystem conservation.

### MONITORING THE MIGRATION OF PROTECTED SPECIES

For years, we have actively supported efforts to protect species by providing connectivity for loggers that enable tracking and analysis of animal life. Modern data collection and transmission technologies allow for tracking the movements of species such as white-tailed eagles and black storks. Their flight paths can be followed online, and the collected migration data is used for scientific purposes. Knowing their stopover sites and migration routes helps improve species protection and identify threats.

### THE ODER ECOSYSTEM PROTECTED BY TECHNOLOGY

In cooperation with the City of Wrocław, we launched an analytical buoy to monitor water quality in the Oder River and detect potential threats at early stages. The device, supported by a dedicated app, continuously provides data on indicators such as suspended solids concentration, dissolved oxygen, temperature, pH, and conductivity. Based on this data, researchers and environmental activists can respond quickly to threats and make informed decisions about restoring the river's ecosystem.

**TECHNOLOGY  
IN THE SERVICE OF SCIENCE AND  
ENVIRONMENTAL PROTECTION**





AT THE HEART  
OF OUR NETWORK ARE  
PEOPLE

4



We are fully aware of the responsibility that comes with providing services that enable communication -and of the consequences of digital exclusion.

#GOOD  
MAGENTA

## FULL ACCESSIBILITY FOR ALL

A key priority of our anti-discrimination efforts is the complete removal of barriers that prevent people with disabilities from using our services.

Deaf individuals can connect with a sign language interpreter at any T-Mobile sales point or use the interpreter support available at [www.t-mobile.pl/c/migam](http://www.t-mobile.pl/c/migam) to speak with a customer service representative.

We provide all documents in formats adapted to the needs of people with visual impairments. Any customer can request duplicates of documents printed in large font or prepared in Braille.

We strive to adapt our sales points to serve people with limited mobility. We have introduced signage at service stations adapted for people with disabilities. We also offer phones with accessibility features and provide support from our staff to help configure them.

More information is available at  
[www.t-mobile.pl/dostepnosc](http://www.t-mobile.pl/dostepnosc)





## OUR SOCIAL INITIATIVES

We believe that a company's strength lies not only in technology, but above all in people and relationships. That's why we engage in projects that genuinely support digital inclusion, the development of a healthy and responsible online culture, and intergenerational dialogue. The internet should be a safe and welcoming space for everyone.

**MORE THAN  
1.5 MILLION**

**PEOPLE HAVE DIRECTLY  
EXPERIENCED  
THE POSITIVE IMPACT  
OF OUR SOCIAL  
INITIATIVES.**



### NETWORK OF GENERATIONS

The Network of Generations project is a T-Mobile initiative aimed at connecting people through technology and supporting them in the digital world—regardless of age. In 2024, the program included both online training and in-person workshops at the Magenta Experience Center, where participants can learn how to use smartphones, laptops, and apps in a friendly atmosphere—without stress and at their own pace.

Additionally, T-Mobile continues the “8 for Seniors” program, offering a dedicated helpline (option 8 in the IVR menu), which was used by as many as 97,000 people in 2024. The OK SENIOR® certificate confirms that this solution is tailored to the needs of older customers, and advisors provide support with technology, services, and payments.

<https://siecpokolen.pl/>



### #HEJTOUTLOVEIN

Hate is a form of violence, and technology can—and should—be a tool for real support. That's why in February 2024, together with the SEXED.PL Foundation, we launched the second edition of the #HejtOutLoveIn campaign, aimed at combating online violence and promoting empathy and positive behavior online. We believe that together we can reduce the power of hate on the internet and provide real tools to help people deal with it.

As part of the partnership, we became the technology partner of the Anti-Violence Helpline, offering support to individuals experiencing violence—including digital abuse. The campaign had a strong educational and social dimension—we created content that reached young people on TikTok, encouraging them to spread kindness and respond to hate. The campaign materials garnered over 20 million views, and the #HejtOutLoveIn challenge became a space for conversations about how to support others online.

More information is available at  
<https://sexed.pl/projects/dzien-bezpiecznego-internetu-dolacz-do-akcji-hejtoutlovein/>

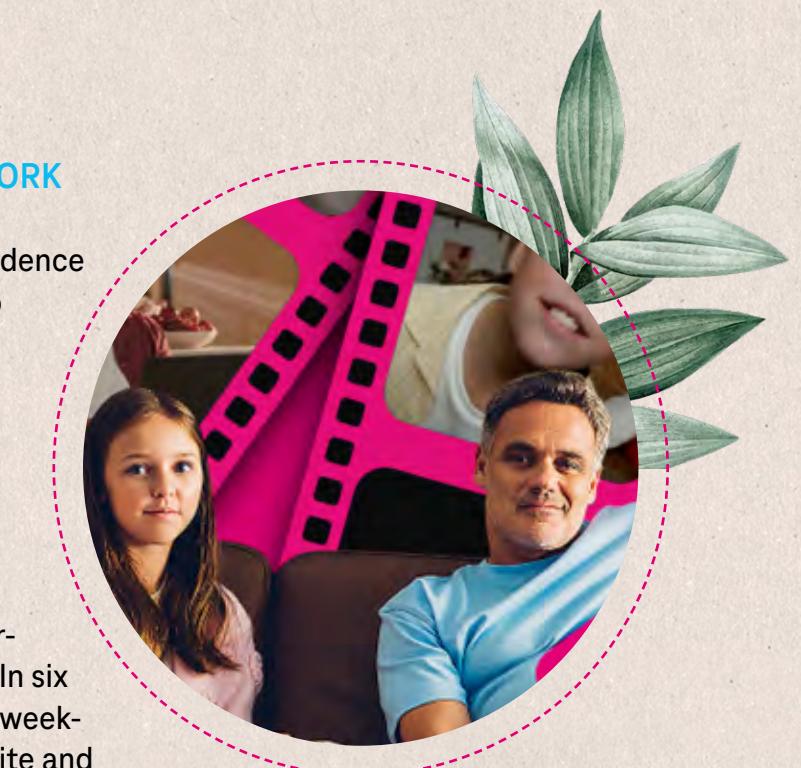


### SECURE IN THE NETWORK

In the digital world, confidence and awareness are key to safety.

That's why in October 2024, we launched the third edition of the educational campaign "Confident Online", this time in a new, series-based format—"Dad, seriously?!" In six short episodes, released weekly on the campaign website and T-Mobile's YouTube channel, we present everyday situations related to cybersecurity—from privacy protection and digital hygiene to critical thinking and awareness of scams.

The main roles were played by Jan Wieczorkowski and Natalia Wolska as a father and daughter duo learning together how to navigate the digital world safely. The campaign, carried out as part of European Cybersecurity Month, aims not only to educate but also to foster good habits and vigilance online—in an accessible, light, and engaging way.



All educational materials from the three editions of the project are available at [pewniwsieci.pl](http://pewniwsieci.pl)

## WE HELP

We are present where important things happen – close to people and their everyday challenges. In times of crisis, we respond immediately, providing real support to communities in need.

### SUPPORT DURING THE FLOODS

In September 2024, in response to the devastating effects of flooding in southern Poland, T-Mobile launched a range of relief efforts to support affected communities.

We donated 1 million PLN to flood victims, supporting the efforts of the Polish Red Cross, Caritas Polska, and the Polish Humanitarian Action. These funds were allocated to emergency aid, reconstruction, and psychological support for those impacted by the disaster.

At the same time, to restore connectivity in the hardest-hit areas, we deployed a mobile base station in Brzeg, reestablishing network access where infrastructure had been destroyed. Additionally, data transmission limits were lifted for customers in the flood-affected regions, allowing them to stay in touch with loved ones and emergency services without restrictions.

Our actions had one goal: to stand by people in difficult times and use technology to deliver real help.



## NOBEL PARCEL

In 2024, together with the Noble Gift initiative, we launched the second edition of the campaign **“Old Phones Work Wonders”**, in which unused devices are given a second life—translating into support for the Noble Gift program. Depending on the number of phones collected, we will donate up to 1,000,000 PLN. The campaign was promoted by a special track featuring Małgorzata Walewska and Pezet.

During the Weekend of Miracles, our volunteers delivered magenta gift packages to 65 families across Poland, including those affected by the floods. We allocated 325,000 PLN for this initiative, which means 5,000 PLN per package. Many teams also contributed their own additions to the parcels.

But that's not all. During the **Magenta Moments** holiday event, employees had the opportunity to support a shared charitable cause. Thanks to their involvement, we raised over 50,000 PLN, and the management team tripled that amount. As a result, a total of **155,025 PLN was donated to a children's home in Kłodzko**.



## WE SUPPORT AND PARTICIPATE



### WOMEN IN TECH

As the Main Partner of the 2024 Women in Tech Summit, we were present with a strong T-Mobile representation. Over the course of two days, we shared knowledge, inspired others, and demonstrated how technology supports growth, diversity, and the future.



### ALL INCLUSIVE FILM FESTIVAL

We were the main partner of the second edition of the All Inclusive Film Festival in Jastarnia. The festival was dedicated to amplifying the voices of marginalized communities. In addition to film screenings, the event featured workshops, discussions on inclusive language, and performances by artists.



### GLOBAL MENTORING WALK

For the second time, we joined the Global Mentoring Walk initiative organized by Vital Voices Poland – a walk that connects experienced leaders with talented women at the beginning of their professional journeys. This inspiring event is not only an exchange of experiences but also a form of real support in building female leadership and creating lasting relationships that help women thrive.



Our organizational culture  
is based on respect for the law, ethical  
conduct, and personal responsibility

# GOVERNANCE

# 5



# 5

## OUR VALUES

Business success is not more important to us than compliance with regulations and the principles of social coexistence. That's why we pay as much attention to how we pursue our goals as we do to the results we achieve. This approach is framed by the Deutsche Telekom Group's shared Code of Conduct, which clearly states that all employees must comply with the law and act with integrity. This is both an internal objective of the Group and a commitment to its stakeholders.

The Code summarizes the values that guide the company and outlines the behaviors expected from its team. In justified cases, the rules described in the Code are further detailed in internal policies and procedures.

The principles set out in the Code of Conduct must be followed by:

- Members of the Management Board, directors, managers, and all employees of the Deutsche Telekom Group worldwide
- Individuals performing tasks for the Group as collaborators (e.g. under civil law contracts)
- The Group's suppliers



### THE CODE OF CONDUCT DEFINES APPROPRIATE BEHAVIOR IN FIVE KEY AREAS:

1

#### CORPORATE GOVERNANCE

We comply with all legal regulations concerning corporate management and oversight, as well as internationally recognized standards for responsible corporate governance.

2

#### BUSINESS RELATIONSHIPS

Trust and integrity in business decisions are essential to our relationships with business partners. Employees' private interests and personal gain must not influence business decisions in any way.

3

#### PREVENTING CONFLICTS OF INTEREST

We expect employees' personal interests not to conflict with the interests of the company.

4

#### USE OF COMPANY PROPERTY FOR PRIVATE PURPOSES

Using company property for private purposes is only permitted if it is stipulated in individual employment contracts, collective agreements, or internal regulations, or if it is a generally accepted practice within the company.

5

#### HANDLING INFORMATION

We place particular emphasis on data security, as it significantly impacts both our commercial success and the company's public image.

The Code of Conduct is available [here](#).

## WE PROTECT OUR CUSTOMERS' PERSONAL DATA

**GRI:** [3-3 CUSTOMER PRIVACY] [418-1]

**The security of our customers' information and personal data is a top priority for us.** As one of the longest-operating telecom providers in Poland, T-Mobile Polska S.A. views high service quality, information security, and business continuity as key to achieving its business goals. That's why we continuously strive to ensure our solutions meet the highest security standards, and that personal data is processed in compliance with data protection regulations, including the General Data Protection Regulation (GDPR).

We recognize that responsible handling of personal data is not only a legal obligation but also a matter of trust placed in us by our customers.

Our commitments in this area are defined by:

- **Binding Corporate Rules on Privacy (BCRP)** – establishing the minimum standard of personal data protection across all Deutsche Telekom Group entities.
- **Personal Data Protection Policy** – outlining current requirements for data protection processes and responsibilities, based on Regulation (EU) 2016/679 of the European Parliament and Council.
- **Information Security and Data Protection Requirements Policy** – ensuring that customer personal data, telecommunications secrecy, and protected information are properly classified and safeguarded.
- **Group Risk Management Policy** – describing key risk management principles within Deutsche Telekom AG and providing unified guidelines for risk management across Group entities.
- **Internal procedures and instructions at T-Mobile Polska** – governing the processing of personal data.

In 2024, **T-Mobile Polska's Information Security Management System** was once again certified as compliant with ISO 27001:2022, covering all organizational processes. Additionally, as part of our Integrated Management System, we implemented safeguards aligned with ISO 27017 (Cloud Services Security) and ISO 27018 (Personal Data Protection in the Cloud).

We continuously assess potential risks and implement necessary procedures to ensure data security at every stage of technology development and operation involving data processing—following the principles of privacy by design and privacy by default. We apply technical and organizational measures that take into account the nature, scope, context, and purposes of processing, as well as the risk of violating individuals' rights or freedoms. We monitor data processing activities, conduct regular compliance audits, train our staff, and regularly remind them of the importance of maintaining the highest standards of data security.

Any actions that violate internal procedures or regulations and pose a threat to the security of our customers' personal or ICT data are subject to the **Customer Service Process Misconduct Procedure**. In the event of employee violations, disciplinary measures are taken, along with reminders of the legal and organizational consequences. Each case is individually assessed and documented in the breach register.

We also require our business partners and suppliers to comply with the **Supplier Code of Conduct**, which includes data protection provisions. We pay particular attention to cooperation with courier companies – conducting compliance audits, organizing informational meetings, and applying contractual penalties in the event of violations.

We regularly measure customer satisfaction through surveys and respond to cases requiring individual attention. We maintain ISO certification systems and carry out educational initiatives for our employees.



## WE MONITOR THE SECURITY OF OUR CUSTOMERS' DATA

In 2024, we did not record any substantiated complaints regarding privacy breaches submitted by external parties. We also did not receive any complaints concerning privacy violations from regulatory authorities.

Number of incidents identified as significant involving leaks, theft, or loss of customer data

	2024	2023	2022
Number of incidents involving customer data leaks, theft, or loss identified as significant	259	206	242



## SUSTAINABILITY MANAGEMENT

GRI: [2-12] [2-13] [2-16] [2-17] [2-18] [2-23] [2-24]

T-Mobile Polska is managed by the Management Board, which sets the company's strategic direction – including in the area of sustainability – and oversees and enforces the achievement of these goals.

**The President of the Management Board is responsible for the company's ESG performance.** Operational management of this area is handled by the ESG team, whose members regularly meet with the company's top leadership to report on key ongoing projects.

Crisis issues of critical importance are managed by the Crisis Response Team, composed of representatives from the company's key areas, including communications, compliance, and security. For each issue, the team develops an action strategy and a corresponding stakeholder communication plan, which is then presented to the President or the entire Management Board. Other crisis communications are managed by the communications team, with major decisions approved by the President.

**The company's Supervisory Board also oversees its operations in the area of sustainability.** To strengthen its supervisory role, the Board has established:

- the Audit Committee,
- the Remuneration Committee,
- the Risk Committee.

The company's commitments to responsible conduct, including due diligence processes, respect for human rights, and the application of the precautionary principle, are outlined in two internal regulations approved by the Management Board:

- the Code of Conduct, described in more detail in the Our Values section,
- the Supplier Code of Conduct (see the Supplier Policy section, which also explains the role of ESG criteria in procurement processes).



**ESG RISK ELIMINATION AND MITIGATION  
ARE CARRIED OUT BASED ON A UNIFIED  
RISK  
MANAGEMENT  
POLICY  
APPLIED ACROSS THE ENTIRE  
DEUTSCHE TELEKOM GROUP.**





These commitments are also referenced in many internal policies and procedures. To raise awareness, we conduct communication campaigns and training sessions—including onboarding for new employees and collaborators.

In case of any doubts, employees can always consult the Compliance Management Department, which oversees the implementation of responsibility-related commitments and leads awareness initiatives. The internal whistleblowing channel *Tell me!* allows for reporting potential misconduct, including anonymously. Compliance with applicable rules is monitored on an ongoing basis, including through internal investigations.

### MANAGEMENT QUALITY

In our daily operations, we prioritize customer satisfaction, information security, minimizing environmental impact, and implementing the highest occupational health and safety standards. Operating in accordance with recognized international standards helps us meet these criteria.

Our commitment to the highest standards of corporate management is confirmed by our certifications for compliance with the following ISO standards:

- ISO 9001:2015 (Quality Management System)
- ISO 14001:2015 (Environmental Management System)
- ISO 22301:2019 (Business Continuity Management System)
- ISO 27001:2013 (Information Security Management System)
- ISO 37001:2016 (Anti-Bribery Management System)
- ISO 45001:2018 (Occupational Health and Safety Management System)

## CLARIFYING DOUBTS AND REPORTING IRREGULARITIES

GRI: [2-26]

We continuously raise awareness among our employees about how to act in accordance with legal regulations and internal company rules. This is supported by:

- Including this topic in mandatory training sessions (introductory for all employees, thematic, and tailored to specific departments such as B2B/B2C Sales), as well as in regular communications from the Management Board to all staff
- The Compliance Management Department responding to any questions from employees and collaborators regarding internal regulations and their interpretation
- The Compliance Desk internal advisory portal, through which every employee or collaborator can ask questions when unsure how to act in a specific situation
- Internal e-learning courses available to all employees
- Department-specific training identifying challenges and potential misconduct scenarios in various business units

## IN 2024

## 100%

of newly hired employees **were trained in compliance management**, either in the context of business relations or organizational operations.

Reports can be submitted at [this address](#).

All employees, business partners, customers, and other individuals who wish to report potential violations of T-Mobile Polska's internal regulations or legal provisions can do so via the **Tell me!** system. Thanks to dedicated technical solutions, the system protects the anonymity of whistleblowers – unless information is entered that allows for direct identification of the reporting person. Every report is carefully reviewed, and appropriate actions are taken.

# 3669

responses were provided via the Compliance Desk



## ANTI-CORRUPTION MEASURES

GRI: [3-3 ANTI-CORRUPTION] [2-15] [2-26] [2-27] [205-2] [205-3]

At T-Mobile Polska, we counter all forms of potential corruption-related misconduct through the following key measures:

- Monitoring compliance with the Code of Conduct
- Implementing internal policies on anti-corruption and conflict of interest, as well as policies on giving and receiving gifts, donations, sponsorships, and cooperation with consultants
- Verifying the credibility of business partners (integrity check process) and including anti-corruption clauses in contracts (100% of business partners have signed the anti-corruption clause)
- Offering anti-corruption training opportunities to business partners
- Conducting internal investigations and consultations
- Managing risks related to money laundering and terrorism financing
- Requiring employees to complete mandatory anti-corruption training
- Organizing awareness and information campaigns

Potential cases of corruption or conflicts of interest are thoroughly investigated. If suspicions are confirmed, appropriate disciplinary actions are taken. The **Compliance Management Department** then prepares a report with recommendations for process improvements.

Mandatory training on ethical standards and anti-corruption policies and procedures is completed by:

- New employees and collaborators as part of onboarding
- All employees and collaborators (regardless of contract type) at least once every two years
- Members of the Management Board and managers.

Before signing contracts with individuals appointed to top management positions, a conflict of interest assessment is conducted, and if necessary, steps are taken to eliminate the risk. Onboarding training for new employees and collaborators also raises awareness of situations that may involve conflicts of interest and how to minimize them.

# 100%

of our employees and Management Board members completed anti-corruption training



# 0

corruption cases at T-Mobile Polska in 2024

## SUPPLIER POLICY

**GRI:** [3-3 PROCUREMENT FROM LOCAL SUPPLIERS]

We expect our business partners to adhere to the same standards that apply within our company. The Compliance Management Department offers them the opportunity to participate in relevant training sessions.

All supplier contracts include provisions related to environmental protection, anti-corruption, and ethical conduct. Our relationships with suppliers are guided by the standards set out in the Deutsche Telekom Group's Global Procurement Policy. As a member of the Group, we also participate in supplier assessments at the global level.

A key element in shaping supplier relations is the Supplier Code of Conduct, which requires all our business partners to:

- Respect and promote internationally recognized human rights, particularly those outlined in the Universal Declaration of Human Rights and the UN Guiding Principles on Business and Human Rights
- Strictly comply with all applicable labor laws and the standards and conventions developed by the International Labour Organization (ILO), including those related to fair wages, safe and hygienic working conditions, freedom of association, and the right to collective bargaining

We also require our partners to minimize their environmental impact and apply fair business practices throughout their supply chains. To help them better understand these expectations and encourage more sustainable business practices, we have developed an online ESG training, which covers the principles outlined in the Supplier Code of Conduct.

The ethical values and human rights principles we uphold are reflected not only in our agreements with suppliers but also with business clients.



## We encourage our partners to positive change

We also require our partners to minimize their environmental impact and apply fair business practices throughout their supply chains. To help them better understand these expectations and encourage more sustainable business practices, we have developed an online ESG training, which covers the principles outlined in the Supplier Code of Conduct. The training is available [here](#).

## SUSTAINABLE PROCUREMENT

In the supplier selection process, for transactions exceeding a company-defined threshold, 20% of the total available points are allocated to ESG criteria. The person conducting the procurement process may divide this portion into two components:

- Climate goals implementation (reporting and reducing CO<sub>2</sub> emissions) – minimum 10%
- Other criteria related to the implementation of T-Mobile Polska's ESG strategy (e.g. reduced energy consumption of the offered product, percentage of recycled materials used in the product, or guaranteed potential for reuse after disposal) – maximum 10%



## PROCUREMENT FROM POLISH SUPPLIERS

GRI: [204-1]

	2024	2023	2022
Total expenditure on goods and services [PLN]	5 436 533 583	5 821 616 684	5 898 916 150
Expenditure on goods and services from Polish suppliers [PLN]	4 167 555 975 939	4 663 883 939	4 667 129 400
Share of procurement from Polish suppliers <sup>14</sup>	77%	80%	79%

14) An organization or individual that provides the company with a product or service and is based in Poland (no international payments are made in settlement for purchases).

## STAKEHOLDER COMMUNICATION AND ENGAGEMENT

GRI: [2-16] [2-25] [2-29]

In our operations, we focus on building lasting relationships with a wide range of individuals and organizations. We aim for these relationships to be based on mutual respect, trust, and partnership, as well as a strong understanding of stakeholders' needs and expectations. Open and transparent communication is essential to us—both in day-to-day activities and in planning for the future.

We tailor our communication approach to the specific characteristics of each stakeholder group and the nature of our relationship with them. With those who are strategically important to us, we maintain regular, direct contact. Other groups are informed about our activities and plans through publicly available communication channels.



Stakeholder Group	Communication Channels
Management	Workshops, cross-departmental engagement projects, regular meetings (so-called town halls), annual conference (kick-off).
Employees (including potential employees)	Ongoing communication through internal channels, involvement in joint projects for local communities and the natural environment.
Owners	Sharing information about new job openings and activities carried out as part of employer branding.
Business partners	Communicating the company's status, financials, and ongoing plans; regular meetings within project groups.
Lokalne społeczności	Realizowanie programów i projektów angażujących wybrane grupy.
Rząd	Dostosowywanie działalności do przepisów prawa oraz informowanie zgodnie z wymaganiami rynku.
Clients	Phone conversations, in-person meetings at our showrooms, involvement in environmental initiatives.
Regulator	Communicating about implemented projects, adapting operations to legal regulations.
Global and local suppliers	Communicating standards and applicable rules of cooperation, ongoing communication within business partnerships.
Media	Company website, social media, online meetings, interviews, press conferences.
Society	Social media, reaching audiences with company information through the media.
Business and industry organizations	Collaboration on industry initiatives, information exchange.
Universities and high school students	Engaging in our educational and social projects, contact through parents and teachers as well as social media.
Competitors	Communicating our activities.
Non-governmental organizations (NGOs)	Collaboration with selected organizations on social projects, dialogue, and exploring opportunities for cooperation.

## RESPONSIBLE MARKETING COMMUNICATION

GRI: [3-3 RESPONSIBLE MARKETING COMMUNICATION] [2-27] [417-2] [417-3]

In accordance with the Code of Conduct, the Deutsche Telekom Group does not disseminate false information about competitors' products or services, nor does it seek to gain a competitive advantage through dishonest or abusive practices.

T-Mobile Polska holds the ISO 9001:2015 certification, which confirms, among other things, responsible management of marketing-related matters. The current scope of certification includes:

- Provision of telecommunications services
- Operation of Data Processing Centers
- Supervision of planning, construction, and maintenance of the mobile network
- Product development and management, marketing, and sales through the company's own network.

0

cases of non-compliance with marketing communication regulations or the voluntary Advertising Ethics Code in 2024.

Number of cases of non-compliance with regulations on product and service information and labeling that resulted in a penalty or fine	2024	2023	2022
0	0	1	0

In 2024, we received 3 warning from the regulator related to non-compliance with regulations on product and service information and labeling.





## ABOUT THE REPORT

**GRI:** [2-3] [2-4] [2-5] [2-14]

Every year, we publish the T-Mobile Polska Sustainability Report. This is our sixth edition. It has been prepared in accordance with the GRI (Global Reporting Initiative) Standards and covers our environmental, social, and responsible governance activities undertaken in 2024. This year, for the first time, the report also includes T-Mobile Polska Business Solutions sp. z o.o. As in previous years, the report is available both as a website and a PDF file.

### CONTACT REGARDING THE REPORT:

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The publication has undergone external verification by an auditing firm (the scope of the audit is described in the relevant statement published further in the report). Its final version was approved by the Management Board. No corrections were made compared to the previous report. We plan to maintain an annual reporting cycle.

**Report publication date:**  
August 4, 2025



## TOPIC SELECTION:

GRI: [3-1] [3-2]

In March 2024, we conducted an online survey among our stakeholders to learn which sustainability issues related to T-Mobile Polska they believe should be addressed in the report. To incorporate the financial perspective, we also surveyed the members of our ESG Board, asking them to assess the impact of the same issues on the company's business value.

### 1.

#### Issues identified by our stakeholders as material:

##### Environmental Area (E):

1. Raw materials and resources used by the company
2. Minimization of waste generation and recycling
3. Compliance with circular economy principles through a used phone take-back system and eco-friendly packaging
4. Energy consumption and methods of reducing it
5. Greenhouse gas emissions and reduction strategies
6. Impact on biodiversity

##### Social Area (S):

7. Employment conditions
8. Wages of entry-level employees
9. Employee health and safety
10. Training and support for employee development
11. Diversity and equal access to positions
12. Prevention of potential discrimination
13. Honest and transparent customer communication, ethical marketing and sales
14. Economic performance
15. Customer privacy
16. Procurement from local suppliers

##### Governance Area (G):

17. Anti-corruption activities

We compared the survey results with the list of key topics presented in the 2022 report to ensure continuity in reporting.





## GRI INDICATOR INDEX

Reporting Standard Statement	T-Mobile Polska has prepared the report in accordance with the GRI Standards for the period from January 1, 2024, to December 31, 2024.
GRI 1	GRI 1: Foundation 2021
Sector Standards Used	No applicable sector standard available

GRI STANDARD / OTHER SOURCE	NUMBER OF THE INDICATOR	NAME OF THE INDICATOR	LOCATION	OMISSION		
				OMITTED REQUIREMENTS	REASON	EXPLANATION
<b>General Disclosures</b>						
GRI 2: General Disclosures 2021		<b>The Organization and Its Reporting Practices</b>				
	2-1	Information about the organization	Company leadership, page 10			
	2-2	Entities included in the organization's sustainability reporting	Company leadership, page 10			
	2-3	Reporting period, reporting frequency, and contact information	About the report, page 57			
	2-4	Restatements of information	About the report, page 57			
	2-5	External assurance	About the report, page 57			
<b>Operations and Employees</b>						
	2-6	Types of operations, value chain, and other business relationships	About us, page 5			
	2-7	Employees	Our employees, page 19			
	2-8	Non-employee workers	Collaborator, page 20			



GRI STANDARD / OTHER SOURCE	NUMBER OF THE INDICATOR	NAME OF THE INDICATOR	LOCATION	OMISSION		
				OMITTED REQUIREMENTS	REASON	EXPLANATION
GRI 2: General Disclosures 2021						
	Management					
	2-9	Structure and composition of the governing bodies	Company leadership, page 10	Independence of board members, stakeholder representation	Lack of information	
	2-10	Appointment and selection of the highest governance bodies	Company leadership, page 10			
	2-11	Chair of the highest governance bodies	Company leadership, page 10			
	2-12	Role of the highest governance bodies in overseeing impact management	Sustainability management, page 49			
	2-13	Delegation of responsibility for impact management	Sustainable management, page 49			
	2-14	Role of the highest governance bodies in sustainability reporting	About the report, 57			
	2-15	Conflicts of interest	Anti corruption policies, page 52			
	2-16	Communication of critical concerns	Stakeholder communication and engagement, page 55			
	2-17	Collective knowledge of the highest governance bodies	Sustainable management, page 49			
	2-18	Evaluation of the performance of the highest governance bodies	Sustainable management, page 49			
	2-19	Remuneration policies	Fair compensation ,page 21			
	2-20	Process for determining remuneration	Fair compensation, page 21			
	2-21	Annual total compensation ratio		Disclosure omitted by the company	Confidentiality of information	



GRI STANDARD / OTHER SOURCE	NUMBER OF THE INDICATOR	NAME OF THE INDICATOR	LOCATION	OMISSION		
				OMITTED REQUIREMENTS	REASON	EXPLANATION
<b>GRI 2: General Disclosures 2021</b>						
	<b>Strategies, Policies, and Procedures</b>					
	2-22	Sustainability strategy statement	CEO's letter, page 4			
	2-23	Policy commitments	Sustainability strategy, page 12			
	2-24	Implementation of policy commitments	Sustainability strategy, page 12			
	2-25	Processes to mitigate negative impacts	Stakeholder communication and engagement, page 55			
	2-26	Mechanisms for seeking advice and raising concerns	page 51			
	2-27	Compliance with laws and regulations	Anti corruption policies, page 52			
	2-28	Membership in associations				
	<b>Stakeholder engagement</b>					
	2-29	Approach to stakeholder engagement	Stakeholder communication and engagement, page 55			
	2-30	Collective bargaining agreements	No collective agreements in place			
	<b>Material topics</b>					
<b>GRI 3: Material topics 2021</b>	3-1	Process of identifying material topics	Topic selection, 58			
	3-2	List of material topics	Topic selection, 58			
	<b>Economic performance</b>					
<b>GRI 3:Material topics 2021</b>	3-3	Managing material topics – aspect: economic performance	About us, page 9			
<b>GRI 201: Economic performance 2016</b>	201-1	Direct economic value generated and distributed	About us, page 9			



GRI STANDARD / OTHER SOURCE	NUMBER OF THE INDICATOR	NAME OF THE INDICATOR	LOCATION	OMISSION		
				OMITTED REQUIREMENTS	REASON	EXPLANATION
<b>Procurement practices</b>						
GRI 3: Material topics 2021	3-3	Managing material topics – aspect: procurement from local suppliers	Sustainable Procurement, page 54			
GRI 204: Procurement practices 2016	204-1	Percentage of spending on local suppliers	Sustainable Procurement, page 54			
<b>Anti corruption practices</b>						
GRI 3: Material topics 2021	3-3	Managing material topics – aspect: anti-corruption	Anti corruption measures, page 52			
GRI 205: Anti corruption 2016	205-2	Communication and training on anti-corruption policies and procedures	Anti corruption measures, page 52			
	205-3	Confirmed incidents of corruption and actions taken	Anti corruption measures, page 52			
<b>Materials and raw materials</b>						
GRI 3: Material topics 2021	3-3	Managing material topics – aspect: materials and raw materials	We reduce raw material consumption and waste generation, page 35			
GRI 301: Materiały i surowce 2016	301-1	Materials and raw materials used by mass or volume	We reduce raw material consumption and waste generation, page 37			
		Use of recycled input materials	We reduce raw material consumption and waste generation, page 37			
	301-3	Recovered products and packaging materials	We reduce raw material consumption and waste generation, page 37			
<b>Energy</b>						
GRI 3: Material topics 2021	3-3	Managing material topics – aspect: energy	Energy consumption, page 34			
GRI 302: Energy 2016	302-1	Energy consumption within the organization	Energy consumption, page 34			
	302-3	Energy consumption intensity	Energy consumption, page 34			
	302-4	Reduction of energy consumption	Energy consumption, page 34			



GRI STANDARD / OTHER SOURCE	NUMBER OF THE INDICATOR	NAME OF THE INDICATOR	LOCATION	OMISSION		
				OMITTED REQUIREMENTS	REASON	EXPLANATION
<b>Biodiversity</b>						
GRI 3: Material topics 2021	3-3	Managing material topics – aspect: biodiversity	We care for biodiversity, page 38			
GRI 304: Biodiversity 2016	304-2	Significant impacts of activities, products, and services on biodiversity	We care for biodiversity, page 38			
<b>Emissions</b>						
GRI 3: Material topics 2021	3-3	Managing material topics – aspect: emissions	Striving for climate neutrality, page 31			
GRI 305: Emissions 2016	305-1	Direct greenhouse gas (GHG) emissions (Scope 1)	Striving for climate neutrality, page 33			
	305-2	Energy indirect GHG emissions (Scope 2)	Striving for climate neutrality, page 33			
	305-3	Other indirect GHG emissions (Scope 3)	Striving for climate neutrality, page 33			
	305-4	GHG emissions intensity	Striving for climate neutrality, page 33			
	305-5	Reduction of GHG emissions	Striving for climate neutrality, page 33			
<b>Waste</b>						
GRI 3: Material topics 2021	3-3	Managing material topics – aspect: waste	We reduce raw material consumption and waste generation, page 35			
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	We reduce raw material consumption and waste generation, page 35			
	306-2	Management of significant waste-related impacts	We reduce raw material consumption and waste generation, page 35			
	306-3	Waste generated	We reduce raw material consumption and waste generation, page 35			
<b>Employment</b>						
GRI 3: Material topics 2021	3-3	Managing material topics – aspect: employment	Our employees, page 19			
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	Our employees, page 19			



GRI STANDARD / OTHER SOURCE	NUMBER OF THE INDICATOR	NAME OF THE INDICATOR	LOCATION	OMISSION		
				OMITTED REQUIREMENTS	REASON	EXPLANATION
<b>HSE</b>						
GRI 3: Material topics 2021	3-3	Managing material topics – aspect: employee health and safety	Workplace safety, page 28			
GRI 403: HSE 2018	403-1	Occupational health and safety management system	Workplace safety, page 28			
	403-6	Employee health promotion	Health prevention, page 29			
	403-9	Work-related injuries	Workplace safety, page 28			
<b>Trainings and education</b>						
GRI 3: Material topics 2021	3-3	Managing material topics – aspect: training	Training, page 26			
GRI 404: Trainings and education 2016	404-1	Average number of training hours per employee per year	Training, page 26			
	404-2	Employee upskilling programs and support during transition periods	Training, page 26			
	404-3	Percentage of employees receiving regular performance and career development reviews	Training, page 26			
<b>Diversity and equality</b>						
GRI 3: Material topics 2021	3-3	Managing material topics – aspect: diversity and equal opportunity	Diversity and equal treatment, page 23			
GRI 405: Diversity and equality 2016	405-1	Diversity of governance bodies and employees	Diversity and equal treatment, page 23			
<b>Anti discrimination policies</b>						
GRI 3: Material topics 2021	3-3	Managing material topics – aspect: prevention of discrimination	Managing cases of discrimination, page 25			
GRI 406: Discrimination prevention 2016	406-1	Incidents of discrimination and corrective actions taken	Managing cases of discrimination, page 25			



GRI STANDARD / OTHER SOURCE	NUMBER OF THE INDICATOR	NAME OF THE INDICATOR	LOCATION	OMISSION		
				OMITTED REQUIREMENTS	REASON	EXPLANATION
<b>Marketing and product labeling</b>						
GRI 3: Material topics 2021	3-3	Managing material topics – aspect: marketing	Responsible marketing communication, page 56			
GRI 417: Marketing and product and service labeling 2016	417-2	Incidents of non-compliance with regulations concerning product and service information and labeling	Responsible marketing communication, page 56			
	417-3	Incidents of non-compliance with regulations concerning marketing communications	Responsible marketing communication, page 56			





**INDEPENDENT LIMITED ASSURANCE STATEMENT**  
To: The Stakeholders of T-Mobile Polska

**Introduction and objectives of work**  
BUREAU VERITAS Polska Sp. z o.o. (Bureau Veritas) has been engaged by T-Mobile Polska (T-Mobile) *T-Mobile Polska Sustainability Report for 2024* (the Report). This Assurance Statement applies to the related information included within the scope of work described below.

**Selected information**  
The scope of our work was limited to assurance over GRI Standards Disclosures (Consolidated set of GRI Sustainability Reporting Standards), Core option included in the Report for the period 1 January 2024 to 31 December 2024:

- GRI Standards 2021: 1, 2-1 do 2-30, 3-1, 3-2, 3-3.
- GRI Standards 2016: 201-1, 202-1, 205-2, 205-3, 301-1, 301-2, 302-1, 302-3, 302-4, 305-1, 305-2, 305-4, 305-5, 401-1, 403-1, 403-9, 404-1, 404-2, 404-3, 405-1, 406-1, 417-3.
- GRI Standards 2020: 306-1, 306-2, 306-3.

Excluded from the scope of our work is any assurance of other information included in the Report.

**Reporting Criteria**  
The Selected Information needs to be read and understood together with the standards for sustainability reporting The GRI Standards 2016, 2020 and 2021 as set out at <https://www.globalreporting.org>.

**Limitations and Exclusions**  
Excluded from the scope of our work is any verification of information relating to:

- Activities outside the defined verification period;
- Positional statements (expressions of opinion, belief, aim or future intention by T-Mobile, and statements of future commitment).

This limited assurance engagement relies on a risk based selected sample of sustainability data and the associated limitations that this entails. The reliability of the reported data is dependent on the accuracy of metering and other production measurement arrangements employed at site level, not addressed as part of this assurance. This independent statement should not be relied upon to detect all errors, omissions or misstatements that may exist.

**Responsibilities**  
This preparation and presentation of the Selected Information in the Report are the sole responsibility of the management of T-Mobile.

Bureau Veritas was not involved in the drafting of the Report or the Reporting Criteria. Our responsibilities were to:

- obtain limited assurance about whether the Selected Information has been prepared in accordance with the Reporting Criteria;
- form an independent conclusion based on the assurance procedures performed and evidence obtained; and
- report our conclusions to the Directors of T-Mobile.



**Assessment Standard**  
We performed our work in accordance with International Standard on Assurance Engagements (ISAE) 3000 Revised, Assurance Engagements Other than Audits or Reviews of Historical Financial Information (effective for assurance reports dated on or after December 15, 2015), issued by the International Auditing and Assurance Standards Board.

**Summary of work performed**  
As part of our independent verification, our work included:

1. Assessing the appropriateness of the Reporting Criteria for the Selected Information.
2. Conducting interviews with relevant personnel of T-Mobile.
3. Reviewing the data collection and consolidation processes used to compile Selected Information, including assessing assumptions made, and the data scope and reporting boundaries.
4. Reviewing documentary evidence provided by T-Mobile.
5. Agreeing a selection of the Selected Information to the corresponding source documentation;
6. Reviewing T-Mobile's systems for quantitative data aggregation and analysis.
7. Assessing the disclosure and presentation of the Selected Information to ensure consistency with assured information.

**Conclusion**  
On the basis of our methodology and the activities described above:

- Nothing has come to our attention to indicate that the Selected Information is not fairly stated in all material respects.

**Evaluation against GRI Standards**  
Bureau Veritas Polska Sp. z o.o. undertook an evaluation of The Report against the GRI Standards. This included cross checking the GRI index table against all the reference documents to provide an opinion on the self-declared GRI application level.

Based on our work, it is our opinion that report *T-Mobile Polska Sustainability Report for 2024* has been prepared in accordance with standards for sustainability reporting The GRI Standards (2016, 2020, 2021).

**Statement of Independence, Integrity and Competence**  
Bureau Veritas is an independent professional services company that specialises in quality, environmental, health, safety, and social accountability with over 190 years history. Its assurance team has extensive experience in conducting verification over environmental, social, ethical and health and safety information, systems and processes.

Bureau Veritas operates a certified<sup>1</sup> Quality Management System which complies with the requirements of ISO 9001:2015, and accordingly maintains a comprehensive system of quality control including

<sup>1</sup> Certificate of Registration No. 44 100 160145 issued by TUV NORD CERT GmbH

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documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Bureau Veritas has implemented and applies a Code of Ethics, which meets the requirements of the TIC Council<sup>2</sup>, cross the business to ensure that its employees maintain integrity, objectivity, professional competence and due care, confidentiality, professional behaviour and high ethical standards in their day-to-day business activities.

**BUREAU VERITAS POLSKA Sp. z o.o.**

Warsaw, August 4, 2025

Witold Dżugan  
Managing Director

Artur Świątczak  
Lead Verifier

<sup>2</sup> TIC Council Compliance Code EDITION 1 December 2018