



# SUSTAINABILITY REPORT 2023

T-Mobile Czech Republic a. s.





# ESG INTRODUCTION

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

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



# Vladan Peković

*interim CEO of T-Mobile Czech Republic*

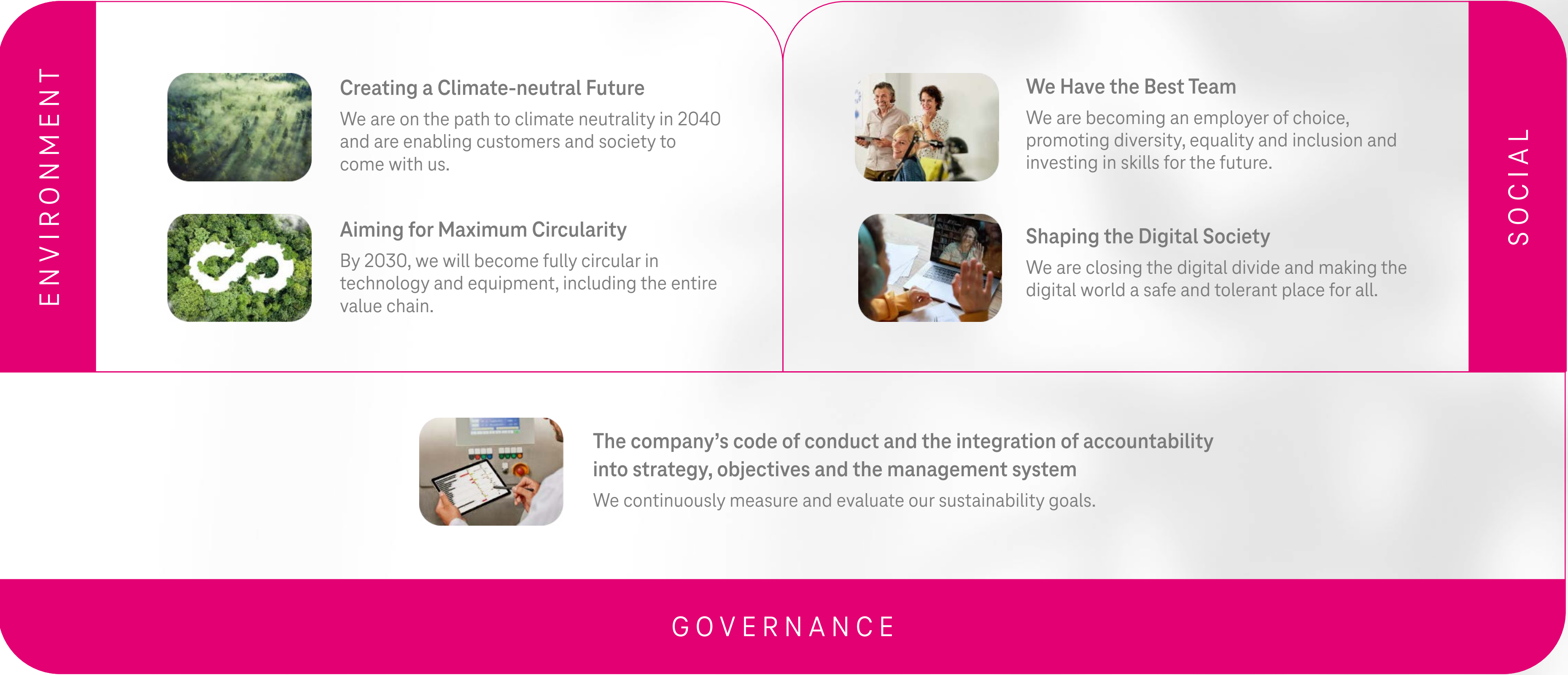
“ We see our ESG work as an integral part of our business and meeting our ESG goals is part of our corporate strategy. The year 2023 was marked by energy efficiency and emissions reduction, which was greatly helped by our internal ECCO2 programme, which works with ideas from all our employees. The circular economy, especially recycling, was also an important topic for us. Diversity and digital inclusion dominated the social field, where we actively engaged in the fight against hate speech on the internet. A big thank you to our customers and partners who motivate and drive us forward as a part of ESG. However, all the successes, projects and events of 2023 could never have happened without our employees. A big thank you to them for their work commitment, as well as for how they help those around them. ”





# ESG STRATEGY OF THE DEUTSCHE TELEKOM GROUP

We want to be the world telecom leader in sustainability and digitalisation.



Group-wide Sustainability Report 2023



# ESG STRATEGY OF T-MOBILE CZECH REPUBLIC

Moving a connected Czech Republic in the right direction:

We create partnerships • We are interested in systemic change • We think long term • We look for synergies with business • We use our “superpowers” • We bring about dialogue

1

Climate change and efficient  
use of resources

2

Progress through connectivity  
and digital inclusion

3

Personal well-being and  
success in a digital world



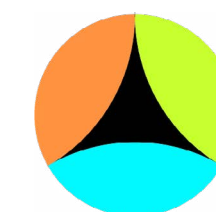
# THE UN SUSTAINABLE DEVELOPMENT GOALS WE FOCUS ON

The sustainable development goals (also known as SDGs) that the United Nations adopted in 2015 provide a basic global framework for sustainable behaviour by nations and companies. For T-Mobile Czech Republic, these SDGs are the cornerstone of sustainable business. For example, our activities contribute to better quality education, gender equality, decent working conditions or the sustainability of towns and villages.

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



## WE ARE MEMBERS OF THE FOLLOWING ASSOCIATIONS AND BODIES:





# ENVIRONMENT

We focus on minimising the impact of our activities on the environment through innovation, investment in renewable energy and digitalisation. We search for ways to reduce emissions and measure our carbon footprint. We strive to adhere to the principle of circularity and recycle as much as possible.

**2021**

100% OF ELECTRICITY FROM  
RENEWABLE SOURCES

**2025**

CLIMATE NEUTRALITY  
WITHIN SCOPE 1-2

**2030**

FULL CIRCULARITY OF TECHNOLOGIES  
AND EQUIPMENT

**2040**

CLIMATE NEUTRALITY  
WITHIN SCOPE 1-3



Carbon Footprint

ENVIRONMENT



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

As part of the Deutsche Telekom Group, we are committed to a substantial reduction in our carbon footprint by 2025 and to climate neutrality by 2040 at the latest.

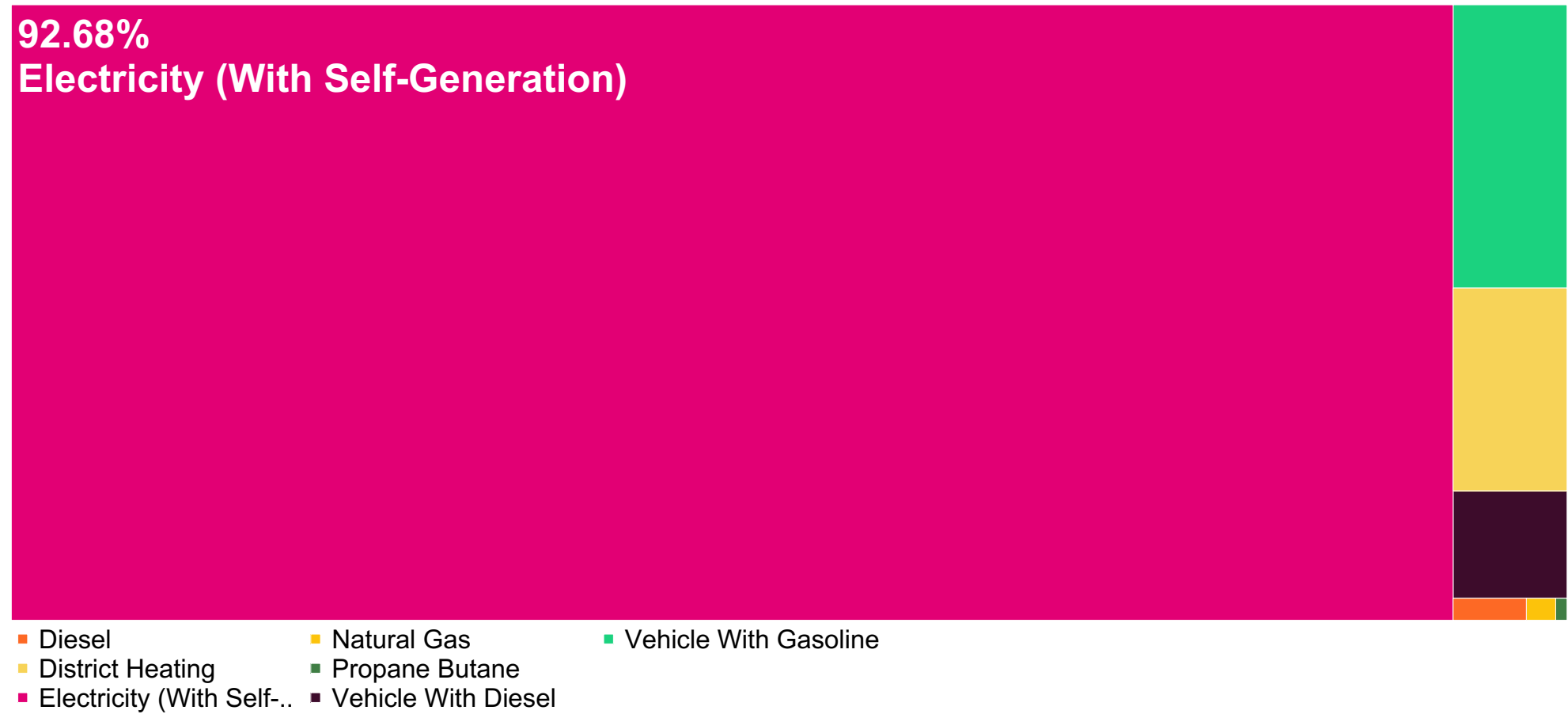


Energy

ENVIRONMENT

Energy consumption

182,361 MWh



Energy Intensity

76.21 kWh/terabyte



2023

We saved  
7,079 MWh  
of energy by saving measures in 2023

In total our operations consumed 182,361 MWh of energy, including 169,008 MWh of electricity, in 2023. Running our mobile network is particularly energy intensive. In 2023, our mobile network consumed 97.8 GWh, while the fixed network consumed 4.5 GWh, data centres 52.4 GWh and buildings 14.3 GWh of electricity.

We cover all of our electricity consumption by purchasing from renewable sources. We are working on pilot projects in the field of producing our own electricity from renewable sources.

We focus on keeping our energy consumption as low as possible and on managing it efficiently. We rent premises which are not currently in use, upgrade equipment and introduce free cooling

instead of active cooling, as well as replacing power units and power supplies. We replace lighting with LEDs and optimise the use of LCD panels and monitors. We have the ECCO2 programme, which allows all of our employees to suggest changes and cost-saving measures which will help us reduce energy consumption and CO2e emissions. We analyse each idea and gradually implement those which lead to real savings. For example, we optimised the heating of our motor generators and replaced outdated lighting.

We are now building a fibre-optic gigabit connection, which is an energy-saving solution. At the end of 2023, half a million households will have access to our fibre-optic internet.



# ENVIRONMENT

## Stores

We are eliminating unnecessary paper and single-use plastics in all our stores. We use e-price tags, paper bags only if necessary and we print contracts only on request. In 2023, 99.3% of our invoices were sent electronically.

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

## Logistics

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

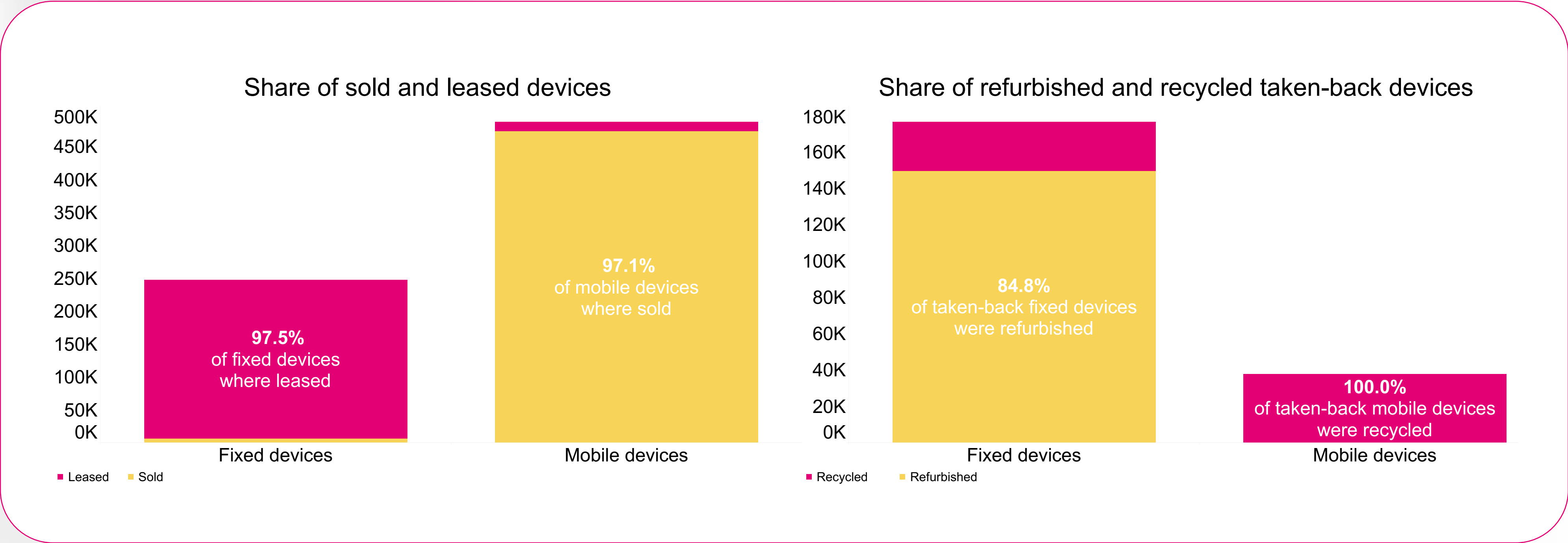
We use reusable containers to supply our stores and are reducing the use of disposable packaging. As of August 2023, we will load all shipments to end customers and supply stores or technicians in Prague using electric vans, saving 2,300 kg of CO2e per month. In addition, we are trying to coordinate everything so that hardware and accessories arrive at the same time, reducing emissions associated with transport. We also try to plan our imports into Europe to minimise air transport. In addition, we encourage our logistics partners to adopt environmentally friendly delivery methods.

We also launched a pilot project to deliver parcels to end customers in returnable boxes. The polypropylene box lasts up to 50 uses, and after only the 6th use its carbon footprint is neutral compared to a disposable cardboard box. The test was successful and customer satisfaction with this type of packaging was high.



Recycling

ENVIRONMENT



We support the collection and recycling of old electrical equipment. We are a member of the ASEKOL collective system and collect end-of-life electrical equipment at all our stores. In cooperation with Remobil and ASEKOL, we ensure efficient recycling of returned phones and accessories and as a part of the [Recycle!](#) project, we educate the public about the proper handling of unused and non-functional phones. We also lease equipment such as modems and routers to our customers, which we refurbish and reuse when returned. In this area, we strive for maximum circularity.

Employees have the opportunity to drop off e-waste and batteries directly in our buildings. We sort waste in our offices and kitchenettes, including bio-waste.

We participate in the EKO-KOM system. Our contribution to this scheme in 2023 enabled the take-back and recycling of 16 tonnes of packaging waste. We managed to save more than 558 GJ of energy (equivalent to the heat energy released from burning 28 tonnes of lignite) and 21 tonnes of CO2e emissions.



A background image showing a group of people, likely in a professional setting, using mobile devices. One person in the foreground is holding a tablet displaying a technical drawing or architectural plan. Another person to the left is holding a smartphone. The image is partially obscured by a large magenta overlay on the right side.

# ENVIRONMENT

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## SIM Cards

Many phone models in our range support eSIMs, which are completely waste-free. In 2023, more than 80,000 customers activated eSIM profiles.

In the case of conventional SIM cards, we have been using half-size plastic cards since the middle of 2021, saving 2 g of plastic per card. We have also started working with a card supplier that cooperates with social enterprises.

## Paperless HR

We are continuing the process of internal digitalisation, which we started in 2021. We have electronic employee files and most of our employees have R-Sign, which allows them to sign employment documents electronically via their mobile phones. We have also extended the signing options to include the use of Bank ID. Overall, 83% of all employment law documents were digitally signed in 2023. We have also made the HR portal accessible from a mobile phone, so employees can access their documents at all times and manage their HR issues easily and from anywhere. We are also completely paperless, for example, when it comes to everything related to business travel and mobility.



# ENVIRONMENT

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## Telephones

Our range includes used iPhones which have undergone complete inspection and have genuine components. These recycled phones are a convenient alternative for customers looking for high-quality technology at a more affordable price. In 2023, we sold 787 of the devices, each with a two-year warranty.

We use the **Eco Rating** system which rates the environmental impact of manufacturing, use, transport and disposal of mobile phones. This system helps customers better understand how their phone choice affects the environment. Based on various criteria such as durability, repairability, recyclability and resource efficiency, each phone is given a rating from a maximum of 100 points. In 2022, we introduced our own smartphone under the T Phone brand, which achieved an Eco Rating score of 74 and maintained it after a facelift in 2023.



# ENVIRONMENT

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## Smart Forest Landscape by the Czech University of Life Sciences

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

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









# SOCIAL

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





# SOCIAL

## Magenta Experience Center

For four years this key digital inclusion project has been educating the Czech population in digital, technical and media literacy on a daily basis (we focus specifically on pupils, students, teachers, senior citizens and our customers). We are involved in supporting non-profit organisations, organise our own beneficial projects for the general public, and at the same time, thanks to digital technologies such as streaming platforms and podcast studios, connect the offline and online worlds, bringing education to people outside the region. In 2023, we organised over 1,000 events for more than 17,000 participants, including 110 workshops for primary schools with more than 2,200 pupils from 100 schools. All programmes are interactive and offer participants not only theory, but above all the application of acquired knowledge in practice. Another new feature is the consultation hours for senior citizens, which complement the education offered as a part of the new Digital Senior Citizen project.

## Digital Senior Citizen

A new project that educates senior citizens about digital and media literacy topics, from the basics of smartphone control to safe online shopping, 3D printing and artificial intelligence. The programme also travels to various regions and 750 senior citizens participated in 2023.



# SOCIAL

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## For Customers Who are Hard of Hearing

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

## Digital Academy for Non-profit Organisations

Our conviction that digitalisation has a positive impact on society has led us to offer free webinars, workshops, seminars, e-learning programmes and downloadable and self-study materials to non-profit organisations. Our colleagues also provide their help and professional support in the role of expert volunteers. In 2023, we arranged 7 courses and webinars for non-profits on current topics such as disinformation, the digital office, modern marketing and Excel. Nearly 200 participants from more than 60 different organisations attended. We offered dozens more places to non-profit organisations in seminars and webinars from our in-house T-University.

## Keys to Media

We focus on long-term strengthening of media literacy among Czech schoolchildren and students. The Keys to Media project was created in collaboration with journalists and offers videos, podcasts and worksheets for teaching. It focuses on topics such

as the role of the media, disinformation, news production and social networks. The Keys to Media materials are freely available on Seznam.cz and on the Klicekmediim.cz homepage. The number of views exceeded 30,000 instructional videos last year. In 2023, the materials were also used to educate future teachers at the Teaching Faculties of the University of West Bohemia and Charles University as a part of media education courses and the Seznam Academy of Media Education, which is the largest Czech institution teaching teachers about media education. Approximately 500 social sciences teachers take the course in a year, as do about 400 graduates per semester at universities. In 2023, Keys to Media also organised a model lesson on media education as a part of a lecture that was attended by 50 teachers from all over Europe. In addition, a new video podcast, The X Facts, was launched to debunk disinformation and mysteries in a way that appeals to the younger generation and received more than 40,000 plays in its first year.

## Combating Prejudice-based Violence

Hate on the internet and acts of prejudice-based violence in the real world are unfortunately becoming more and more common. Groups at risk often do not know where to turn for help, and witnesses of prejudice-based violence do not know what is beyond the pale and how they can intervene. We feel our share of responsibility for the Internet environment and its cultivation. In 2023, we therefore established strategic cooperation with the non-profit organisation [In IUSTITIA](#), which helps victims of prejudice-based violence and is also dedicated to raising awareness of the topic.



# SOCIAL

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## Support for Families

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

## Click for Peace of Mind

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

## Mental Health

We are aware that the use of technology can affect our mental health. Moreover, the last few years have been very challenging for virtually everyone – from the pandemic to the protracted war in Ukraine. Thanks to our strategic partnership with the [Nevypust' Duši](#) organisation, we are involved in implementation of preventive care programmes in the field of mental health in schools. In 2023, 152 programmes were run for 3,800 pupils in secondary schools across the Czech Republic. Together, we also conducted a unique public opinion survey on children's mental health from the perspective of children themselves, building on the previous year's survey, which examined the adults' perspective.

## Sluchátko Therapy Line

We have donated hardware and services to support the Sluchátko therapy line. This platform provides free and anonymous psychotherapeutic help over the phone to anyone who needs it. A total of 4,092 incoming calls to the helpline were made lasting a total of 623 hours and 1,516 psychotherapeutic conversations were recorded.

## Technological Literacy

In 2023, T-Mobile became a partner in the Technological Literacy project, which introduces modern technology to primary and secondary school students and aims to increase interest in technological subjects. The project covers topics such as cybersecurity, electromobility, greenhouse gas emissions and, for example, artificial intelligence, and 12,000 students attended a lecture in 2023.





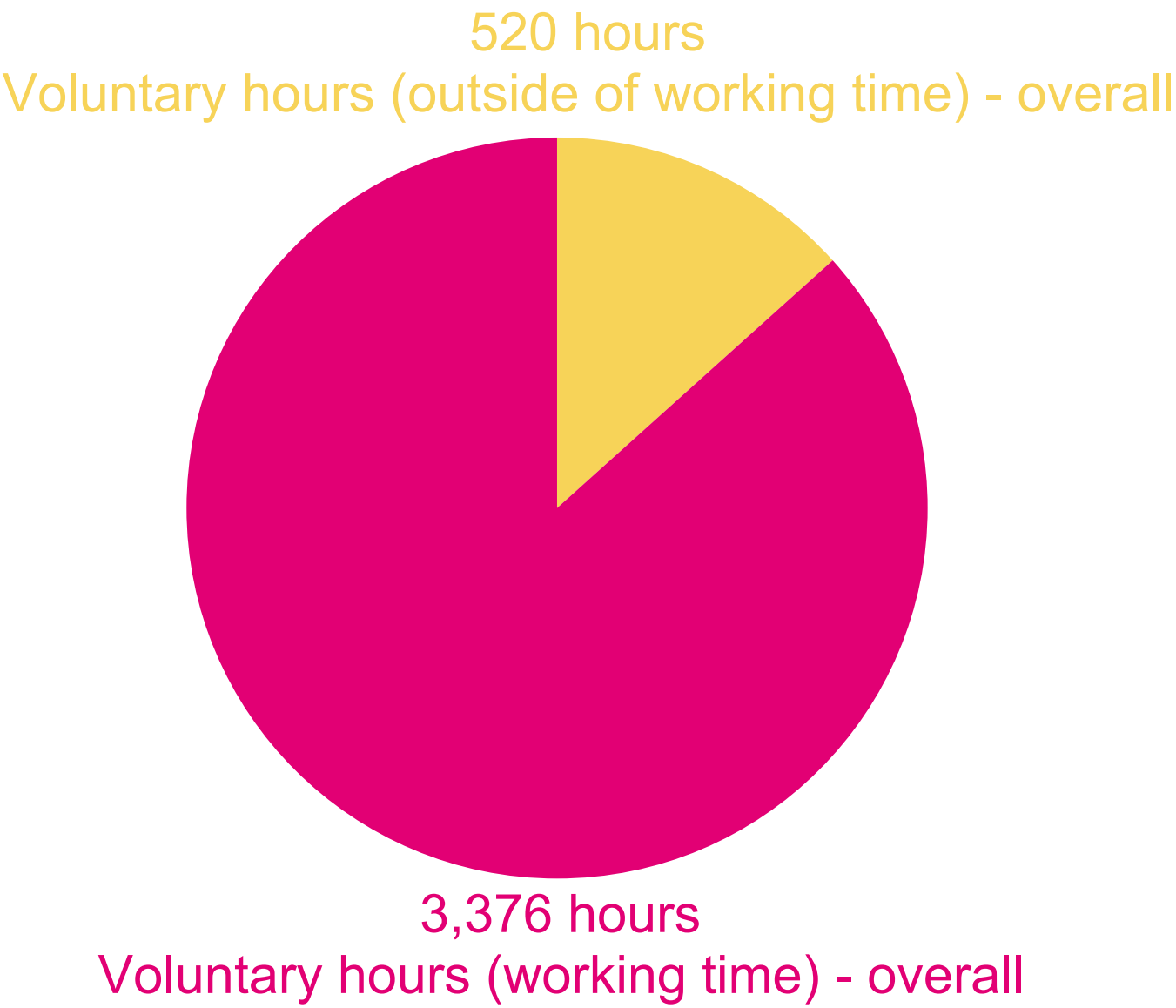
Volunteer hours worked

SOCIAL

Volunteer hours worked



By Working Time





# SOCIAL

## Together with Employees

### Let's help the stories

In the eleventh year of our traditional fundraiser among employees to help their loved ones in difficult life situations, thanks to the generosity of our colleagues, who donated over CZK 500,000 and the multiplication of the proceeds by the company, we helped 20 stories by giving a total of CZK 1,001,200. This aid was intended, for example, for a family with two young children who lost their father in a tragic car accident, for the family of a young boy who is recovering from terrible burns and for the purchase of a special brace for a little boy following a serious operation.

### Petra Hézlová Memorial

A sporting event for the whole family in Louny, co-organised annually by our employees in memory of a deceased colleague. Proceeds from visitors and our financial donation help the Oncology Department at Chomutov Hospital.

### Three Kings Collection

The Three Kings Collection, the largest Czech charity collection event organised by our long-standing partner, **Caritas Czech Republic** is a traditional event which we participate in. We supported it financially by giving CZK 1 m.

### Day for a Good Deed

Every year, our colleagues help out in many organisations over the course of one day dedicated to performing good deeds. The year 2023 was no exception and our colleagues helped even more than in previous years.

A total of 422 employees volunteered in 37 non-profit organisations and donated 3,376 hours of their time, enthusiasm and experience to a good cause. In addition to the Day for a Good Deed, other employees trained senior citizens in the proper use of modern technology.

### Christmas Trees of Wishes Fulfilled

Christmas time at T-Mobile is associated with fulfilling the Christmas wishes of lonely senior citizens and children from disadvantaged backgrounds. Our staff prepared exactly 222 beautiful gifts.



A large crowd of runners is gathered at a marathon starting line. In the foreground, a man in a black t-shirt with 'MOBILE OLYMPIKY BEH' and 'OLYMPIA' logos, and a bib number 176, is smiling and pointing towards the camera. He is wearing sunglasses. To his left, a woman in a pink tank top with bib number 674 is looking forward. Another woman in a pink tank top with bib number 804 is visible in the background. The crowd is dense, and many runners are wearing bibs with 'PRAHA - HVEZDA' and 'T-MOBILE OLYMPIKY BEH' logos. The background shows a grassy field and some trees.

# SOCIAL

## Together with Customers

### Christmas Collection

The end of the year is usually associated with charity in our Můj T-Mobile app. In 2023, together with our customers, we raised funds for **Charita Ostrava** for intergenerational activities for clients at a low-threshold facility for children and young people, homes for senior citizens and clients of a home for people with mental illness. CZK 250,000 went to support the project.

### T-Mobile Olympic Run

Every year we organise the T-Mobile Olympic Run, where part of the proceeds from the entry fee goes to the **Czech Olympic Foundation**, which focuses on supporting sports for children who would otherwise not be able to play sports for financial reasons. A total of CZK 474,300 was collected from competitors in 2023.



# SOCIAL

## Company Values

### Pillars of Corporate Culture

- **Customer enthusiasm is our driving force**
- **We complete things**
- **We respect each other**
- **We pull together**
- **TJSMEMY**
- **We Are Curious and Growing**

We strive to support our employees in their work and private life, offering flexible working hours and a variety of health and leisure benefits, including sporting challenges.

## Diversity and Flexibility

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

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

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

We were also an active part of the community within the group, sharing our experiences and ideas with other countries. In 2023, we ran the “We Can Be Ourselves at T” project, where we actively supported parents on maternity and parental leave, colleagues from abroad who do not speak Czech and female managers or women who would like to become managers. We have a history of webinars, conference attendances and public appearances. Together with In IUSTITIA, we participated in the Prague Pride march to show our support for the LGBTQ+ community. Our conference at the T-Mobile premises in Roztyly, Prague, was a great success; we invited many interesting speakers and presented our colleagues' stories.

In 2023, our company had 3,156 employees. 32% were women and the average age was 40.5 years. In 2023, a survey was carried out on various aspects of diversity, not only for employees, but also for the wider public. The results showed that employees perceive the corporate environment positively and better than the wider population in relation to diversity. The survey provided many valuable insights about what to focus on in the coming years. In November, the survey was followed by a conference for employees, HR experts and journalists. T-Mobile is a proud member of the Pride Business Forum.



Diversity and flexibility

SOCIAL



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# SOCIAL

## Training and Development

### Talent Programme

Last year, 130 employees who were nominated by their managers completed the two-year talent programme. They were educated mainly in the areas of digital mindset, care for their own body and energy. They gained experience through visits to different workplaces and agile management. A substantial part of the development was built on dialogue between a manager and one of his/her employees nominated for the programme.

The talent programme, which lasted a total of 1.5 years, produced excellent results and strongly supported employee development. Its success was confirmed by positive feedback from both employees and managers. The programme also kick-started internal mentoring between leaders and talented individuals, resulting in a deeper mutual understanding and an emphasis on nurturing talent that benefits both internal and external customers.

### T-Challengers

We offered all talent programme participants the opportunity to participate in the specific T-Challengers programme. If somebody wanted to be nominated, they had to propose an innovation or an interesting idea. Its implementation in specific form then became the focus of the programme. Twenty-three employees participated in the programme and were involved in a total of 6 innovative projects.

### Trainee Programme

In 2023, we had 15 dedicated IT and 15 non-IT positions in our trainee program. The aim of this programme is to integrate participants into fully-fledged positions in our company. We emphasise involvement in the business and the guarantee of an expert mentor, and spend at least 10% of our time developing trainees.

### Training and Development

We believe in lifelong learning. That is why the T-University platform was created, which enables employees to develop their personal and professional competences.

### T-University

In 2023, there were 4,539 attendees at the T-University. The greatest interest was in courses on financial literacy, artificial intelligence and how to work with emotions in communication.

“T-University Days” were held in the spring to raise awareness of educational activities among staff and also to introduce existing and new suppliers in short demonstrations. “AI Days” were held in the autumn in a similar spirit. In them, new AI tools and their practical uses in work and everyday life were introduced.



# SOCIAL

## Employee Health

### Health and Well-being

As a part of the “Healthy T” long-term well-being strategy, a number of thematic events were held, focused on prevention in the field of physical and mental health, personal development and connection with communities. Among the biggest events were Health Days, the Dry February challenge and support for sports activities such as Bike to Work, Bike for Life, the Step Challenge and the T-Mobile Olympic Run. There were also Mental Health, Immunity Building and Cancer Prevention Days. During the year, 20 teams of employees received grants for activities promoting sport and health.

As an extra healthcare service, employees can use the uLékaře app, which enables online resolution of health problems, easier appointments and preventive care. The staff also has a helpline for psychological counselling.

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

### Mental Health

We felt the need to support mental health and to catch potential problems early inside the company, and therefore offered a psychological helpline to all employees and their nearest and dearest. During the year, 475 consultations of various extents took place. They were supplemented by 6 workshops focused on various psychological and self-development topics.

#### What topics were most frequently dealt with by employees?

- Education
- Relationships in the workplace
- Family relationships
- Partner/marital crisis
- Relationship difficulties
- Anxiety-depressive disorders
- Stress disorders



### Ocenění

We were recognised by university students through the [Top Employers](#) in Telecommunications award, where we were ranked in first place.



A person is seen from the side, working at a desk with multiple computer monitors. The monitors display various data visualizations, including line graphs, bar charts, and pie charts. The person's hands are on a keyboard. The background is dark, and the overall tone is professional and tech-oriented.

# GOVERNANCE

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



# GOVERNANCE

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## Prevention of Corruption

We make sure that we comply with all laws applicable to doing business in the Czech Republic. We place emphasis on the conduct of all our employees in accordance with the [company's Code of Ethics](#) and all laws, standards and relevant internal regulations. Cooperation with consultants is defined in the Guidelines on Measures to Prevent Corrupt Practices. The aim is to achieve the highest possible level of transparency, openness and moral integrity, i.e. ethical behaviour of all our employees. The company's Compliance Management System (CMS), as an integral part of the Deutsche Telekom group-wide CMS, was successfully re-certified in 2021 in accordance with the applicable standards by means of an external audit performed by KPMG.

## Ethical Behaviour

The [Code of Ethics](#) applies to our employees and all employees of the Deutsche Telekom Group without exception. The Code includes the philosophies and visions of the company and all those who constitute it. It promotes the implementation of corporate values in the company's daily life, while linking them to the standards set by existing legislative and internal rules. Employees, customers and third parties

are able to contact the company's [Compliance](#) Department with any questions regarding the Code of Ethics or to report suspected violations of this policy. As a major purchaser of goods and services, we look for ways to make the best use of our purchasing potential across the Deutsche Telekom Group. We therefore monitor the market closely and are very sensitive to and evaluate aspects of our partners' business such as long-term sustainability, environmental impact and social responsibility. Precisely these things – together with an emphasis on prevention of corruption, money laundering, protection of competition, diversity and the prohibition against discrimination, environmental accountability and protection of the environment – are reflected in the binding Supplier Code of Ethics which we require all partners to adhere to. Read more at: [www.t-mobile.cz/oddeleni-nakupu](http://www.t-mobile.cz/oddeleni-nakupu).

We are a proud partner and long-time supporter of the NGO [Transparency International Czech Republic](#), whose mission is to map the state of corruption in the Czech Republic and actively contribute to its reduction.



# GOVERNANCE

## Security and Digital Inclusion

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

### Negative trends which we focus on and proactively protect our customers from:

#### Fake QR Codes

Fraudsters distribute fake QR codes and after scanning them customers are directed to a fake website that tries to obtain personal information from them.

#### eSIM Swap

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

#### Spoofing

Scammers change the identity of their phone number and pose, for example, as representatives of a bank or the police in order to extort money from customers. To protect our customers from this fraud, we work with banks and the Czech Police to prevent the misuse of their phone numbers.

#### Phishing

Scammers try to learn customers' e-banking login credentials, credit card numbers and other sensitive data. To protect our clients, we prevent the possibility of downloading fraudulent malware from our network. We thereby limit its spread

and we take further action.

Customers can report and forward suspicious messages free of charge to 7726, where the text is analysed and the number is blocked if fraudulent behaviour is confirmed.

#### Wangiri

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

Security is a key aspect for us. We focus on protecting client data, ensuring employee safety, and supporting network stability and security. As part of digital inclusion, we focus on senior citizens, disadvantaged groups, children and students. We have special educational materials covering security for children which are tailored to their age and level of understanding.

In response to events related to the shooting at the Charles University Faculty of Arts, we started to cooperate with the General Directorate of the Fire Rescue Service of the Czech Republic on the improvement and testing of the public warning system. At the same time, we are working on improving the accessibility of emergency communication for the disabled, where the European Union's current requirement is to introduce Real Time Text, an instant display of written text.



We follow the rules determined by the certifications we hold:

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

In 2023, we successfully passed surveillance audits for ISO 50 001, ISO 22 301, ISO 9 001, ISO 14 001, ISO 20 000-1, ISO 27 001, ISO 27 018, ISO 27 001 was supplemented by a certification audit for ISO 27 017.

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

CODE OF CONDUCT



SUPPLIER CODE OF CONDUCT



SOCIAL CHARTER



ISO CERTIFICATION



POLICY FOR AN INTEGRATED MANAGEMENT SYSTEM



DIVERSITY, EQUAL OPPORTUNITIES AND INCLUSION POLICY





# T-MOBILE IN NUMBERS

<div>6.523</div> <div>million</div> <div>Total number of customers</div>	<div>1.861</div> <div>million</div> <div>Number of prepaid card users</div>	<div>266,000</div> <div></div> <div>Number of viewers of T-Mobile TV</div>
<div>2,392,950.8</div> <div>TB</div> <div>Data consumption in our network</div>	<div>CZK 3</div> <div>bn</div> <div>Investment</div>	<div>CZK 30.7</div> <div>bn</div> <div>Revenues</div>
<div>CZK 11.267</div> <div>bn</div> <div>EBITDA (AL)</div>	<div>72 %</div> <div>of the population</div> <div>5G network coverage</div>	<div>0,5</div> <div>million households</div> <div>Access to fibre optic internet</div>
<div>103</div> <div></div> <div>Number of retail outlets</div>		



## FINAL WORD

„Our goal is to transparently communicate the T-Mobile strategy for sustainable development and the impact of our business on the environment and society. We strive to continuously improve and unify our data collection in order to provide relevant information to our customers, employees and suppliers. Because of our commitment to you, we are dedicated to providing high-quality services and protecting our planet for future generations.“

[More about Sustainability](#)

