

2021

SUSTAINABILITY REPORT





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GRI:102-14

Letter from the President of the Management Board

We want to follow the path of a more sustainable digital future.



that delivers innovative solutions for telecommunication. We are also aware that digitisation offers us unlimited opportunities and creates great potential for environmental protection and resource conservation. We want our operations to have as little impact on the environment as possible, so we have invested in technologies that will enable us to meet ambitious environmental goals. We also feel a strong commitment to advancing diversity in the workplace, counteracting exclusion and ensuring the safety of network users.

2021 was for us a year in which business goals intersected with those of sustainable and responsible corporate development. Maintaining the highest quality of services and customer care required continuous investment, as did the expansion of the network and technical facilities to be able to include new, innovative services in our offer. Despite a number of external pressures and key costs in the technology sector, we managed to achieve revenue growth, which shows the potential to grow our company and demonstrates that we are on the right business path.

Since the launch of T-Mobile Poland, the way we do business has been important to us. We believe that a strong company can only be built through the passion and commitment of employees, the trust of suppliers and business partners, the quality of services delivered to customers, and the favourable social environment.

We set ourselves the goal of taking care of such a space where modern technologies serve the sustainable development of society. This is a natural consequence of the responsibility of a business

In the face of increasingly alarming signs about the state of the planet, we also decided last year, within the Deutsche Telekom Group, to re-set our climate protection goals. They are more ambitious than those defined in previous years, as we are expediting their implementation by as much as 10 years! As early as in 2025, we will achieve the goal of zero net emissions when it comes to our own emissions, and we plan to be climate-neutral across the supply chain by 2040. That is why we were constantly focused on solutions that will enable us to meet this goal, including by installing photovoltaic panels on our base stations, there now as much as 100% of the electricity we consume comes from renewable sources. We also pursued projects aimed at extending product life cycles and reducing resource consumption.

All our corporate responsibility (CR) activities are based on the Corporate Responsibility Strategy for 2020–2025, which sets the direction of activities implementing the principles of corporate social responsibility in all areas of our business. „Act

responsibly, enable sustainability.” - these slogans are embedded in Deutsche Telekom Group’s strategy and are expressed every day in our actions. In contrast, our additional goal in 2021 was to increase transparency in communications by aligning our CR strategy with ESG (environmental, social and governance) oversight. So we’ve brought together a number of ongoing CR topics under the slogans #GREENMAGENTA and #GOODMAGENTA to highlight our initiatives that help protect the climate, conserve resources and address social challenges in a digital world.

You can read about our challenges, investments and the reasons to be proud in the report.

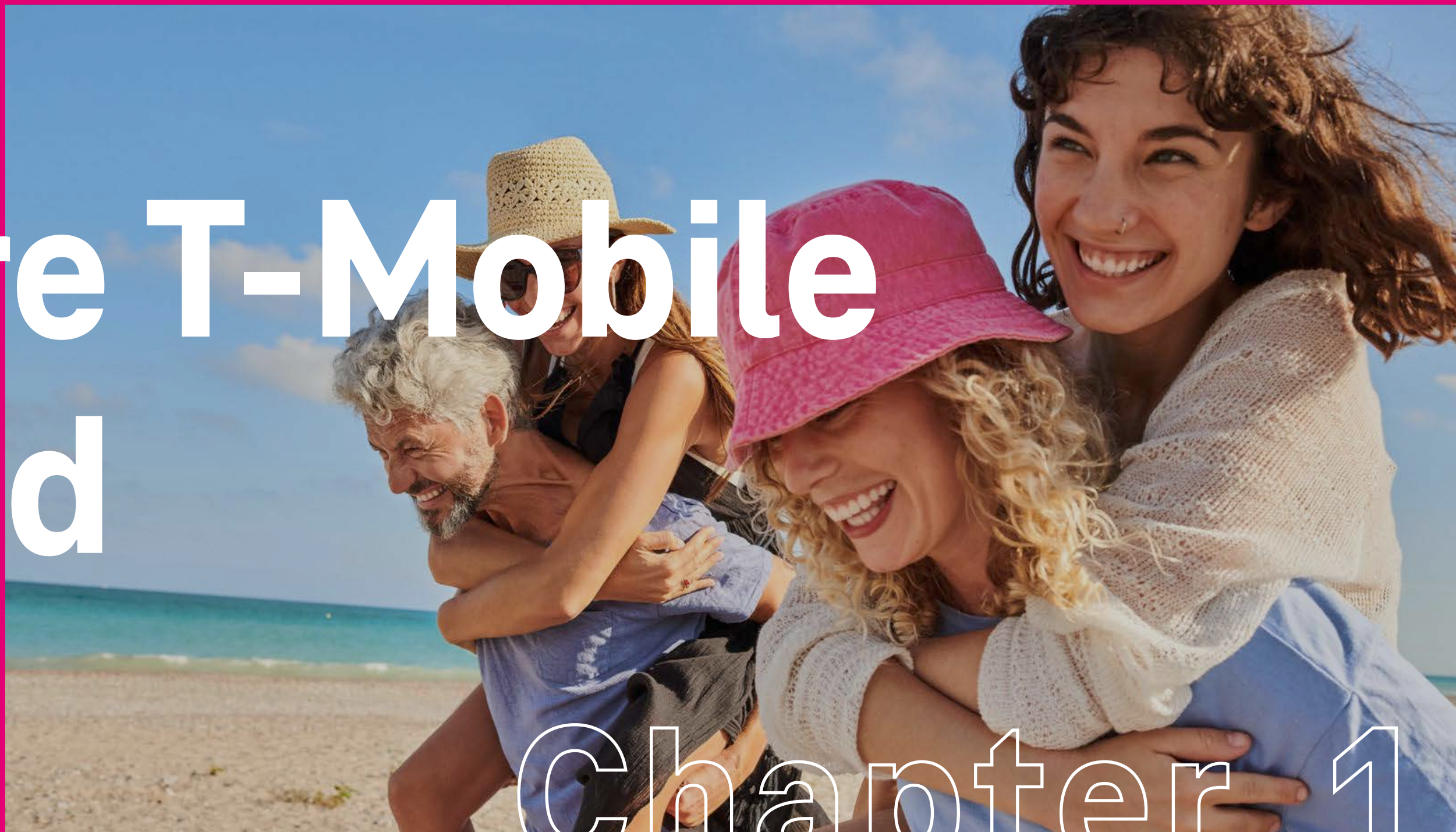
Enjoy

Andreas Maierhofer

**President of the Management Board
for T-Mobile Poland**

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We are T-Mobile Poland



Chapter 1

GRI 102-1, 102-2, 102-3, 102-4, 102-5, 102-6, 102-7, 102-45, 103-1, 103-2, 103-3, 201-1

About us

We are one of the largest mobile operators in Poland. We provide a full range of telecommunication services and solutions for individual and business customers. In 2021 these services and solutions were used by **more than 11 million customers**.

Telecommunications services are the core of our business, but first and foremost we are a tech company dedicated to delivering innovative solutions for individual and business customers.

We were among the first to make a 5G network available to the market.

With more than 3 500 base stations located across Poland, 5G technology covers 6.3 million people.

We don't stop, we continue to develop and work on new solutions to meet the needs of our customers.

**We cover
the entirety of Poland**

owing to our extensive network of showrooms and outlets, easily accessible to customers.

**Our main office
is located in**

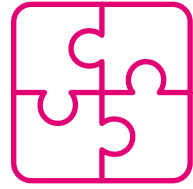
Warsaw at Marynarska street No. 12

**We deliver to our customers
the highest quality
voice and data services**

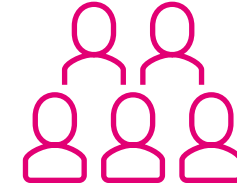
This has been demonstrated by independent network quality studies, making us one of the strongest telecom brands.



Mobile services



Full range of convergent services for B2C customers



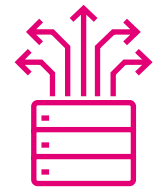
Entertainment for individual customers



Services for B2B customers



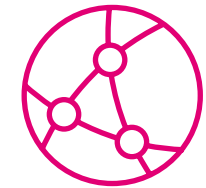
Telecommunications services



Data centre services



IT outsourcing



Data transmission and internet access services



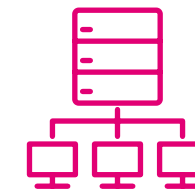
Cyber security services



Smart solutions



IoT and M2M solutions



BIG DATA offering

Our mission

Creating an environment in which modern technologies will serve the sustainable development of the community

Our responsibility

Providing innovative solutions in the area of modern technologies

In 2021

11.3 m

customers have trusted us
as a telecommunications
operator

99.8%

of Poland's population
was in range of our LTE

PLN 6.4 b

of revenue

Almost
4000

in our
#MagentaTeam

Some
PLN 1 m

donated to charitable
programs and
activities

100%

shares of T-Mobile
Poland S.A. is still held
by Deutsche Telekom
Europe B.V.

We are committed to providing the best customer experience with our brand and network

We have expanded our portfolio to include end-to-end products for entire households, focusing on removing limits and restrictions that prevented our customers from taking full advantage of the services we offer.

Embedded in our network expansion strategy was consistent roll-out of the 5G network and gradual replacement of older technologies with new ones so that customers can enjoy the best quality from T-Mobile Poland.

We achieved good financial results

Maintaining the highest quality of service and customer care requires continuous investment. So does the expansion of the 5G network and technical facilities to be able to include new, innovative services in our offer. On top of that we had to cope with higher inflation and rising energy prices, which is one of the key cost elements in the technology sector.

Despite external pressures, we managed to achieve revenue growth, which shows the potential to grow our company and demonstrates that we are on the right business path.

Direct economic value in 2021

	Amounts in PLN thousand	Comments
A Total revenue	6,442,312	Net of financial income
B Operating expenses	5,456,672	
B Remuneration and employee benefits	614,637	
B Payments to investors (dividends)		See data below
B Payments to the state (taxes)	137,762,584.00	CIT payments, item excludes VAT/PON/excise tax payments
B Social investment (donations and investments for the benefit of the community)	4031	Donations deducted and not deducted from income
Retained economic value (A-B)	316,562	
Net income	248,601	
Capitalisation - long-term debt	1,389,046	
Capitalisation - equity	8,345,512	
Total assets	11,597,083	

We do not prepare consolidated financial statements.



GRI 102-1, 102-2, 102-3, 102-4, 102-5, 102-6, 102-7, 102-45, 103-1, 103-2, 103-3, 201-1

Responsible strategy

Corporate responsibility and sustainable business development is the foundation of T-Mobile Poland. We believe that a strong organisation can only be built through the passion and commitment of employees, the trust of suppliers and business partners, the quality of services delivered to customers, and the favourable social environment.

All our CR (corporate responsibility) activities are based on the **Corporate Responsibility Strategy for 2020–2025**, which sets the direction of activities implementing the principles of corporate social responsibility in all areas of our business.



CR strategy of T-Mobile Poland sets out 3 main pillars, which are based on RESPONSIBLE MANAGEMENT

Act responsibly

Enable sustainability

...in our processes

...with and for our employees

...for our customers

...in society

Responsible in a digital world

We educate

- how to be a user and member of the digital community,
- how to use new technologies in a safe and responsible way.

Socially responsible

We create

- relationships with our stakeholders.

We work together

- on joint projects for important social issues.

Environmentally responsible

We want

- to run our business in a sustainable manner to have the possible least negative impact on the environment

Each fundamental area and each of the three strategic directions are assigned strategic goals and measures of their achievement in the strategy.

We also follow the strategy of the Deutsche Telekom Group.

The Group is at the forefront of corporate social responsibility solutions and sets additional goals for us to achieve, which we pursue as part of the Group. We believe that a **collaborative approach will let us have an even greater positive impact on our environment.**

Together we can act on a larger scale and achieve significant results.

In 2021 we compiled a number of ongoing CR themes under the headings of **#GREENMAGENTA** and **#GOODMAGENTA**, to highlight our initiatives and **increase the transparency in our communication by aligning our CR strategy with ESG** (environmental, social and governance) oversight.

Act responsibly. Enable sustainability.

These slogans are embedded in Deutsche Telekom Group's strategy and are expressed every day in our actions.



ESG Oversight

Environment

Social

Governance

Strategic Topics

- Climate goals and resource efficiency
- Digital responsibility
- Digital integration
- Corporate governance

For the purposes of integrated financial and sustainability reporting for the entire Group, all country organisations, including T-Mobile Poland, monitor key performance indicators (KPIs) for a particular ESG area.

Figures covering 2021 are published in Deutsche Telekom's CR report, available at www.cr-report.telekom.com.

We support sustainable development

We want to have a real impact on the changes taking place around us for a sustainable future of our planet. We have been actively supporting the UN Sustainable Development Goals for several years.



With our innovative products and solutions we contribute to the development of society and the environment to ultimately achieve the UN Sustainable Development Goals.



- By expanding our network, we create conditions for economic and social participation, including by providing access to education, as its lack is one of the main causes of poverty.



- We invest in the training and development of our employees.
- We promote the development of skills and safe use of the Internet.



- We pursue a climate strategy integrated for the Group that increases the share of green energy in our total energy consumption.
- We promote sustainable energy management by using energy-efficient technology and investing in green energy.



- We promote health by providing medical care for our employees.
- We continued our work with the Polish Centre for International Aid.
- We educate employees on health topics and hold meetings with health experts.



- We implement activities to promote the idea of diversity under the project “We love diversity”.
- We published the Diversity&Inclusion (D&I) Strategy 2021–2022.

8 DECENT WORK AND ECONOMIC GROWTH


- We strive for sustainable development and provide good working conditions for our current and future employees.
- We are continuing to work toward a more sustainable supply chain.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE


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

11 SUSTAINABLE CITIES AND COMMUNITIES


- Our innovative solutions and network expansion help shape the transformation of cities into smart urban spaces (smart cities).

13 CLIMATE ACTION


- We help protect the climate through activities with DT (energy efficiency and renewable energy use), as well as through sustainable products and services based on our integrated climate strategy.



- We are committed to promoting diversity among our current and potential employees.
- We pursue initiatives to counter digital exclusion as well as popularise access to modern technologies and improve digital competence among seniors.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION


- We spare no efforts to offer more sustainable product solutions.
- We are committed to minimising waste generation and to recycling valuable natural resources through smartphone remanufacturing and second life projects, as well as to environmental activities in our offices and showrooms.

17 PARTNERSHIPS FOR THE GOALS


- We work with associations and institutions to jointly support sustainable development activities.

GRI 102-40, 102-42, 102-43

Our stakeholders

Initiatives undertaken by T-Mobile Poland are grounded in the needs of our stakeholders, with whom we maintain an open dialogue. We strive to build relationships with them based on the principle of mutual respect, to take into consideration their opinions and expectations of our activities.

In implementing the principles of corporate social responsibility, we scrutinised the **map of our stakeholders**. Stakeholders groups, which are key to our business, were defined in 2020, including during senior management meetings.

Based on an internal evaluation in 2021, we assessed that the results of this process are up to date at the time of this year's report.

In our daily operations we build relationships with a wide range of people, businesses and organizations.



We strive to build our relationships with stakeholders based on the principle of mutual respect.

We want to get to know and understand the needs and expectations of our stakeholders well, assess opportunities for collaboration and ensure full transparency in communicating our plans, activities and impact on the environment. These are the basis for building our relationships. Particularly important to us are the social aspects such as employee engagement, the trust of our suppliers and business partners, and the quality of services provided to customers.

T-Mobile Poland's efforts to engage our stakeholders involve three main areas: engagement, communication, dialogue.

We use a variety of channels to communicate with stakeholders in order to reach the widest possible audience.

We are in regular contact with select groups, owing to long-term cooperation, while some stakeholders are made aware of our activities through publicly available channels of information exchange.



Stakeholder group	Channels of communication
Executive leadership	Workshops, joint projects involving different departments, regular meetings (so-called townhalls), annual conference (kick off).
Current and potential employees	Ongoing communication via internal communication channels, engagement in joint projects for the benefit of local communities and the environment. Communicating new job offers, employer branding activities.
Owners	Reporting company affairs, finances and ongoing plans, regular meetings in project groups.
Business partners	Communicating cooperation standards, building a network of partners, dialogue.
Local communities	Pursuing programs and projects that involve select groups.
Government	Aligning with the law and disclosure as per market requirements.
Customers	Phone calls, face-to-face meeting in our showrooms, engagement in environmental actions.
Regulatory authorities	Communicating implemented projects, conformity with legal requirements.
Global and local suppliers	Communicating standards and applicable rules of cooperation, ongoing communication during business cooperation.
Media	Corporate website and other electronic channels, social media, interviews, press conferences, online meetings.
Society	Social media, getting the word out about the company via media.
Business and industry organisations	Cooperation on industry initiatives, exchange of information.
Universities and high school students	Involvement in our projects, social media. Involvement in educational and community projects, contact via parents and teachers.
Competitors	Communicating our activities.
NGOs	Collaboration with selected organisations on community projects, dialogue and seeking opportunities for collaboration.

GRI 102-12, 102-13

Partnerships and awards

We seek to actively participate in initiatives aimed at digital responsibility, sustainability, diversity and a friendly workplace. We are pleased to be recognised in these areas by independent institutions.

We belong to **associations and organisations**

Global Compact

Digital Poland Foundation

Polish Chamber of Information Technology and Telecommunications

Polish-German Chamber of Industry and Commerce

National Chamber of Commerce for Electronics and Telecommunications

Lewiatan Confederation

Responsible Business Forum



Initiatives we are involved in

We are a party to a number of agreements and ventures with goals including the safe use of telecommunications services, support for people with disabilities and climate changes.

Code of Conduct for safe use of mobile phones

The code was developed by mobile network operators, members of the Polish Chamber of Information Technology and Telecommunications.

Accord for prevention of sexual violence against children

The agreement was executed at the international level by members of the GSM Mobile Network Operators Association.

Accord for children's safety on the Internet

The agreement aims to limit children's access to illegal content and protect them against harmful online behaviour.

Code of Conduct

The document outlines consistent ethical principles that guide us in our daily work and is standardised across the Deutsche Telekom Group.

Memorandum on cooperation to improve the quality of services provided to users in the telecommunications market

The memorandum is on performing quality indicator surveys by telecommunications service providers, thereby making aware their current and potential customers of the actual quality of their services.

Agreement to pilot a communication system for the hearing impaired

We are a signatory to the agreement to pilot a communication system for the hearing impaired, prepared under the auspices of the Ministry of Administration and Digitisation.



Eco Rating

In response to the growing interest in green issues and the demand for more environmentally friendly electronic products, Deutsche Telekom Group has joined forces with other leading European mobile operators. They have introduced an industry-wide labelling system to help consumers compare mobile phones from an environmental perspective and to encourage suppliers to implement measures in reducing the environmental impact of their devices.

Eco Rating is about providing reliable information on how the production, use, transportation and disposal of smartphones affect the environment.

Under the initiative, smartphones offered by 12 different manufacturers were assessed and the Eco Rating label was introduced in 24 European countries. At T-Mobile Poland, the labelling has not yet been introduced and is planned in future years.

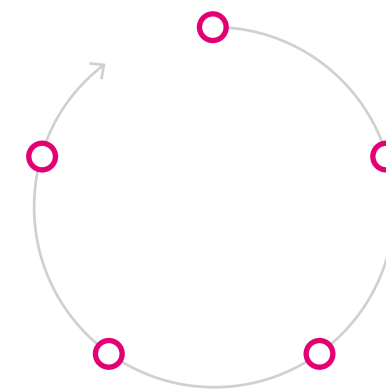
Eco Rating will provide transparency in labelling and will improve awareness among our customers of the environmental impact of the smartphones they choose.

The label highlights five key aspects of mobile phones sustainability

Repairability
Determines the ease of device repairability, given its design and other aspects that affect the life of the product.

Durability
Shows the robustness of the device, battery life and the guarantee period for the device and its components.

Climate efficiency
Determines the greenhouse gas emissions of a device over its entire life cycle.



Resource efficiency
Assessment of the impact of the amount of scarce raw materials necessary for a device (such as gold for electronic components) on resource depletion.

Recyclability
Shows to what extent the device and its components can be recycled, reclaimed and reused in production.

Eco Rating



80/100

Durability



Repairability



Resource efficiency



Recyclability



Climate efficiency



© 2021

To see how the rating is awarded and to learn more about the initiative, visit: www.ecoratingdevices.com.

Start-Up Support

For years Deutsche Telekom has also been supporting start-ups and the business community in their efforts to create a more sustainable world. In 2021 DT announced a contest for the best concept for a solution that would increase the efficiency of telecommunications networks.

Network energy efficiency plays a key role in achieving the goals set by Deutsche Telekom Group. The development of new technologies, the recently accelerated digitisation of many domains and the modernisation of existing networks are all affecting network performance.

How can the ITC industry run sustainable operations? Will using the right technologies help businesses operate more environmentally friendly in the long term? These questions faced the participants of the **“Network Sustainability Award 2021”** contest. Companies and individuals would submit their concepts for energy generation and storage that can help increase the efficiency of DT’s grid. Awards were granted for sustainable solutions, particularly in renewable energy and grid management.

At T-Mobile Poland, we are eager to learn from the European practices of the entire DT. This inspires us to make changes locally, in our market. That is why we support initiatives such as the Network Sustainability Award 2021.

We are where important talks on climate changes are taking place

We participated in the **TOGETAIR** Climate Summit. Discussions during the event included the consequences of climate changes and the conditions for a just transition.

The topics of the meeting were very close to our hearts, so we took part in two debates - „Polish New Deal and National Recovery Plan - ecology as opportunity for development of innovation, economic growth and improvement of health of Poles” and „Digital Transformation of Poland.”



For Earth Day, we changed the color of our logo to green.

Our awards in 2021

FRIENDLY WORKPLACE

- An award for building an organisational culture based on ethical values, respect for work-life balance and commitment in creating a healthy, friendly workplace.
- Friendly Workplace 2021 award was granted by the editors of MarkaPracodawcy.pl to businesses that boast a modern approach to HR policy and employee development.

RANKING OF RESPONSIBLE COMPANIES

- We took 3rd place in the industry category, or „Telecommunications, Technology, Media and Entertainment.” This is a promotion against last year, when we scored 6th. A great result which shows that we are committed to be the best.
- The Ranking of Responsible Companies is a list of companies operating in Poland evaluated in terms of the quality of their corporate social responsibility management.

CSR GOLDEN LEAF

- It was the second year in a row for us to win the highest award - the CSR Gold Leaf - for our corporate social responsibility activities.
- CSR Leaves are awarded annually by the editors of Polityka weekly magazine, along with Deloitte and the Responsible Business Forum. Actions by companies are assessed based on a detailed questionnaire completed by the organisation, covering a broad spectrum of reported domains.

T-MOBILE AND RESPONSIBLE BUSINESS

- T-Mobile's initiatives were recognised in four categories of the „Responsible Business in Poland. Good Practices 2021” report: corporate governance, environment, consumer issues as well as social engagement and local community development. A total of nine of our projects were presented. This demonstrates T-Mobile Poland's consistent implementation of the values necessary for responsible business.
- The „Responsible Business in Poland. Good Practices” report is a periodic publication of the Responsible Business Forum. It is an overview of the activities of businesses that reported their CSR initiatives and summarises the most important responsible business issues of the year in Poland.

T-MOBILE ON DIVERSITY IN CHECK LIST

- We were recognised for our efforts to build a policy of diversity and inclusion, which is the foundation of our company's culture of openness.
- Responsible Business Forum and their partners, using the Diversity IN Check tool, for the first time verified the maturity of employers in terms of diversity management and building inclusive organizations. The survey questionnaire was based on internationally recognised standards and guidelines, including ISO 26000 and GRI Standards.

Chapter 2 Chapter 2 Chapter 2 Chapter 2 Chapter 2

Management based on ethics

Chapter 2

GRI 102-10, 102-16, 102-18, 103-1, 103-2, 103-3, 418-1

How we operate?

At T-Mobile Poland, we know that a goal in the sense of a business result is definitely not enough - there is much more. We are a brand that sincerely believes in actions driven by a higher purpose are indispensable and responsible business is one of our priorities.

We see ourselves as a responsible business and responsible management the core element of our strategy. It is the basis for effective implementation of our strategy.

Our Management Board

No changes have occurred in the composition of the management board since 2020 until the publication of the report. Also no other significant changes have been made to the organisation and its supply chain.

The CEO is responsible for ESG.

To meet our management board members, visit www.firma.t-mobile.pl/o-firmie/zarzad-spolki, to find more information.

We design our core business processes and goals in a sustainable manner and want to play an important role in responding to today's environmental, economic and social challenges. All this in line with our values.

In 2021, T-Mobile Poland was managed by a six-member Management Board that sets and achieves our goals.



ANDREAS MAIERHOFER
PRESIDENT OF THE MANAGEMENT BOARD
(od 2017 roku)



JURAJ ANDRAS
MANAGEMENT BOARD MEMBER/
CFO



DOROTA KUPRIANOWICZ-LEGUTKO
MANAGEMENT BOARD MEMBER/
CHRO



GORAN MARKOVIC
MANAGEMENT BOARD MEMBER/
B2C DIVISION MANAGER



PETRI PEHKONEN
MANAGEMENT BOARD MEMBER/
CHIEF TECHNOLOGY AND INNOVATION OFFICER


















AGNIESZKA RYNKOWSKA
MANAGEMENT BOARD MEMBER/
B2B DIVISION MANAGER

Members of the Supervisory Board, T-Mobile Poland

- Dominique Leroy
- Jonathan Talbot
- Stefan Lemmen
- Elvira González Sevilla

Magenta values **that guide us**

		 <p>BE WITH THE CLIENT</p>		
	 <p>YOU CAN RELY ON ME</p>		 <p>WE ARE IN IT TOGETHER</p>	
 <p>BE CURIOUS</p>		 <p>ACT WITH RESPECT</p>		 <p>ACHIEVE GOALS</p>

Customer privacy

We are committed to ensuring that those who use our services feel that the standards of utmost care we apply ensure the information entrusted to us is processed in accordance with its declared purpose and protect it from misuse.

The Deutsche Telekom Group, of which we are part, has set privacy standards that apply to all group companies. These principles are described in the **Privacy Code of Conduct**.

We have also drafted other documents to ensure responsible management of customer privacy:

- **Personal Data Protection Policy** - describes the current requirements of the personal data protection process and responsibilities based on EU regulations.
- **Information Security and Data Protection Requirements Policy** - identifies the security and data protection requirements to ensure that customers' personal data, telecommunications sensitive data and protected information are correctly classified into one of the standard protection classes.
- **Group Policy - Risk Management** - describes the essential principles of risk management at Deutsche Telekom and sets out uniform guidelines for risk management across Group companies.

- **Corporate privacy rules** - determine the minimum standard of data protection for all Deutsche Telekom Group companies in all countries around the world.
- **Internal regulations of T-Mobile Poland (procedures, instructions)** - define specific requirements, guidelines and responsibilities in the processing of personal data at our company.

We assess on on-going basis potential risks and implement the necessary measures to ensure adequate security of the processed data. We monitor the effects of our data protection measures through:

- internal audits,
- job monitoring at the Customer Service Department,
- violation process - a procedure for dealing with abuses in customer service processes.

Should data be disclosed by our employees, then the employee and their supervisor, in order to minimise the risk of recurrence of violations:

- are notified of the identified violation,
- hold an appropriate disciplinary conversation with the supervisor of the employee concerned, during which they are instructed to exercise special diligence so that a similar violation does not recur in the future, etc. Employees are

aware of the responsibilities and consequences in case of a specific data breach.

2021 saw 269 incidents of significant priority involving customer privacy breaches and loss of customer data.

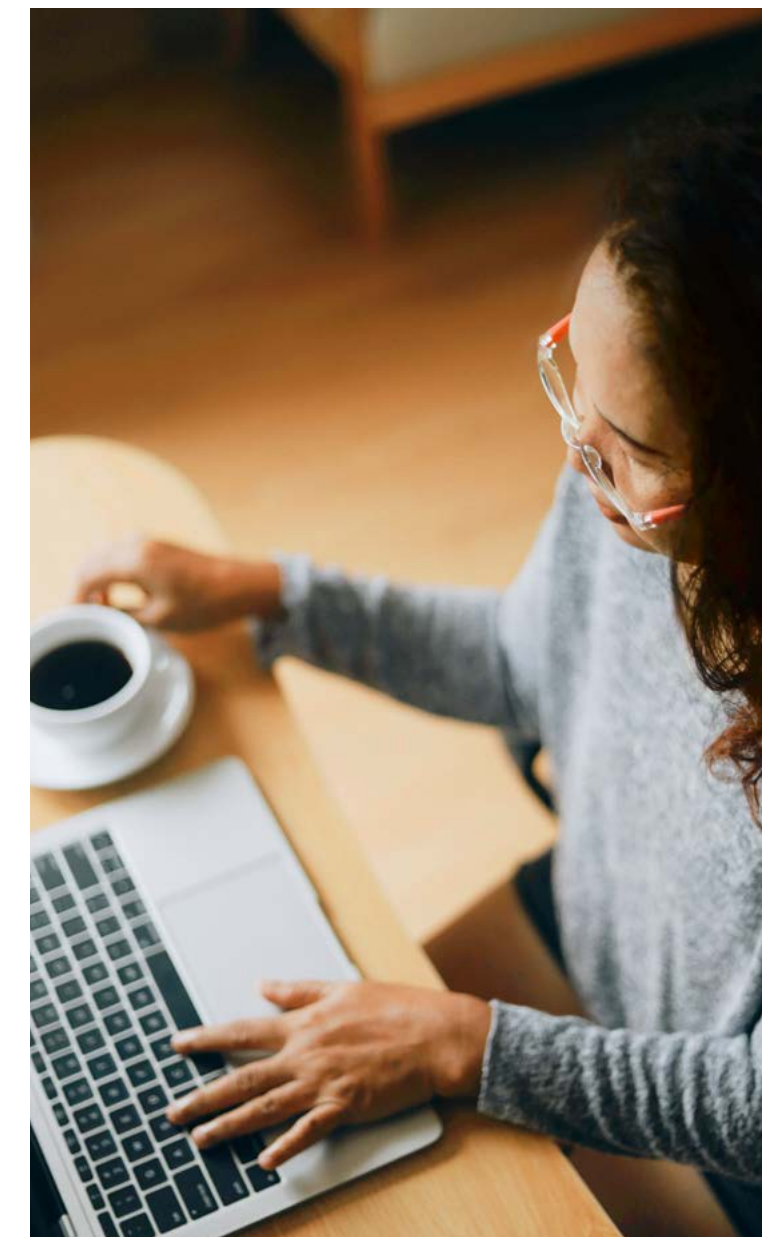
These are complaints received from third parties (customers, courier companies) and our employees. At the same time, no penalties were imposed on T-Mobile Poland by regulatory authorities.

We respond in a timely manner to identified violations. We also run training and awareness campaigns on data protection for our employees. Furthermore, we have implemented appropriate procedures for reporting data protection violations. Violations are on a case-by-case basis.

In addition, we verify if courier companies' fulfil their obligations under contracts with us and if they act as per the data protection guidelines received from us.

Providing end-to-end privacy security and data protection is more than just an obligation for us, imposed by corporate and legal standards - it is also a clear testament to

the quality of our services, ensuring that customers are free to use them



GRI 102-9, 102-11, 103-1, 103-2, 103-3, 205-2, 205-3, 206-1, 412-2, 416-2, 417-3, 419-1.

We follow the rules

The key to our success is the corporate culture of the entire Group, featured by integrity in actions, respect for the law, ethical conduct and personal responsibility.

Principles of ethical conduct in business relationships and in the workplace are the basis of our Code of Conduct. T-Mobile Poland creates a network of suppliers, partners, sales agents, through which our services reach a wide range of customers. Particularly important to the operation of the company are suppliers of mobile phones and other equipment available in our showrooms, or courier companies and sales agents who have direct contact with our customers.



CODE OF CONDUCT



LIFE IS FOR SHARING.

The Code of Conduct followed at T-Mobile Poland describes five areas defined by the Deutsche Telekom Group:

- 1. Corporate governance**
 We follow all regulations governing the management and supervision of the company and widely recognised international standards of good and responsible corporate governance.
- 2. Business relationships**
 Trust and fairness in all business decisions are the indispensable elements of the relationship between us and our business partners. The private interests or personal gain of employees do not have any influence on business decisions.
- 3. Avoiding conflicts of interest**
 We expect that the personal interests of employees will not interfere with the interests of the company.
- 4. Private use of company property**
 Private use of company property is permissible only where provided for by individual contract, collective agreement or company regulations, or where such use is accepted company practice.
- 5. Handling information**
 Data security is of paramount concern to us - as it is a decisive factor of the company's commercial success and public image.



To complete the implementation of the principles of our Code of Conduct, we have implemented a **compliance management system**.

Its primary objective is to prevent and detect potentially inappropriate behaviour of T-Mobile Polska employees. Our Management Board, together with management personnel, supports the Compliance Management System.

We never cease striving to raise awareness among all employees on the need to act with integrity and in accordance with the applicable rules.



Every employee and associate has the opportunity to ask questions if they are unsure how they should proceed in a specific case.

For this purpose we operate a special Compliance Desk advisory portal to help find answers to questions about guidelines and situations where an employee is unsure how to behave or interpret internal procedures.



Where misconduct on our part is suspected, such as corruption or violation of basic rules of conduct, T-Mobile Poland provides a special portal for reporting incidents.

Any person (from inside or outside the company) can use this tool to communicate potential regulatory violations.

Each report is verified by us carefully and in a way that ensures confidentiality, and then appropriate action is taken

We expect our business partners to follow the same compliance rules and requirements that we require of ourselves. We offer all business partners the opportunity to conduct training sessions to discuss the rules of conduct at T Mobile Poland, in particular the rules for the prevention of corruption. We use anti-corruption and ethics as well as environmental provisions in all contracts. In our relations with suppliers, we act to the highest stan-

dards set forth in Deutsche Telekom's global procurement policies. At the same time, as a member of the Deutsche Telekom Group, we participate in the supplier evaluation process at the global level.

In 2021 our Procurement Policy was revised. The changes included the inclusion of provisions on environmental care and other ESG issues.



100%

of employees and managers were briefed in 2021 on anti-corruption policies and procedures and have received anti-corruption training.

Mandatory training on ethics and anti-corruption rules is attended:

- by new employees as part of their onboarding,
- by employees hired under employment contracts and some employees hired under other types of contracts,
- by management board and executive leadership.

By following business ethics and compliance requirements in 2021:

- **We recorded zero cases of corruption in our organization.**
- **No principles of free competition or monopolistic practices have been violated at T-Mobile Poland.**
- **No fine was imposed on us for non-conformity with marketing communications regulations as well as social and economic regulations.**
- **No cases of non-conformity with regulations on the impact on health and safety by products and services were found.**

We respect human rights

We are committed to ensuring the safety, equal treatment, freedom of expression and freedom of association to each of our employees, therefore respect for human rights is very important to us.

We are actively trying to counter phenomena such as disrespect for human rights. We implement appropriate programs and procedures to effectively respond to any irregularities and make employees aware of the way they must act when either their rights or those of their associates are violated.

- Work regulations
- Procedure for Counteracting Bullying and Unequal Treatment at T-Mobile Poland
- Code of Conduct
- Strategy
- T-Mobile's value statement



We also conduct employee training on issues of diversity, discrimination, unequal treatment and bullying.

The training that involved issues associated with the respect for human rights was attended by:

- all new employees as part of their onboarding,
- specific groups of employees (e.g., contact centres, consultants in stores).

The total number of human rights training hours was: 1961.

In 2021, a total of 1803 employees attended compliance training which discussed compliance management both in business relationships as well as within the organisation. These were onboarding training sessions as well as targeted training sessions, such as online training on Code of Conduct and anti-corruption issues.

2021 saw 3 discriminatory incidents.

Each case was followed by internal investigation. Corrective actions were implemented for those who knowingly or unknowingly committed discrimination against their associates. In addition, their actions were subject to review by both senior superiors and the Equal Treatment Coordinator. In one case a decision was made to terminate an employee committing discrimination and unequal treatment of subordinates.

We follow the standards

Customer satisfaction, information security, concern for the environment and the highest standards of occupational safety and health are the most important goals and criteria in our daily operations.

In meeting the established criteria, we find support in functioning in accordance with international standards. We hold Management System certificates for Quality, Information Security, Business Continuity, Environment as well as Occupational Health and Safety to the requirements of relevant ISO standards issued by reputable certification bodies.

Certified Quality Management and Information Security Management Systems cover all our processes and locations, to guarantee a reliable and end-to-end approach to these issues. The scope of certification of other Systems includes key services, processes and locations in terms of the purpose of their implementation.

Towards the customer

ISO 9001 Quality Management System

For us customer satisfaction as key to achieving our business goals and we place special emphasis on the quality of customer service, customer satisfaction and brand perception.

We pledge to conduct a reliable process of selling telecommunications services and meet customer demands through end-to-end service featuring the highest level of quality.

Caring about information security

ISO 27001 Information Security Management System

Information is one of the most valuable assets of any business, so in order to protect it, we strive for end-to-end solutions defined by international standards that would cover all our assets, personal, physical and environmental security.

Reliability of services

ISO 22301 Business Continuity Management System

For our customers, an effective business continuity management system means ensuring that we correctly identify risks and threats and effectively manage potential incidents. It is an acknowledgment of the consistency in improving processes and procedures in our organisation. The scope of certification is very broad and includes the provision of electronic communication services, ICT services, cyber security, and data centre maintenance and development.

In harmony with the environment

ISO 14001 Environmental Management System

Being certified means that the construction and operation of our network are fully controlled at every stage of development and operation and that their impact on the environment is minimised with the utmost care for the environment.

The absence of identified non-conformity with environmental laws and regulations in 2021 only attests to our care for the environment.

Occupational health and safety

ISO 45001 Occupational Health and Safety Management System

As a leading telecommunications operator in Poland, in an effort to maintain the highest standards of occupational safety and health protection for employees, contractors and customers, we introduced a Health and Safety Policy. In it, we pledge to strive to continuously improve occupational health and safety, prevent accidents at work, and follow regulatory and other health and safety requirements.

Anti-corruption system

ISO 37001 Anti-bribery Management System

T Mobile Poland follows the highest standards for anti-corruption and we have implemented a system approach to countering corruption. This is of great importance to business partners and guarantees our honest approach to business.

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Meet MAGENTA TEAM



Chapter 3

GRI 102-8, 102-41, GRI 103-1, 103-2, 103-3, 202-1, 202-2, 401-1, 402-1, 404-1, 404-2, 404-3, 406-1, 407-1

Our employees

We create innovative solutions, and all this is possible owing to company's employees, who are diverse in terms of age, gender, appearance or other aspects. What they have in common is a passion for creating technology.

Diversity is our strength, while the creativity, vision and skills of T-Mobile employees ensure that we are able to provide Poles with innovations that make their daily lives easier.

Our documents to ensure responsible management of employment and employees

- Policy on building relationships between employees
- Policy on Diversity, Equity and Inclusion (DE&I)

Total number of employees:	female employees	male employees	total
Type of employment contract and gender			
fixed term	231	289	520
unspecified term	1387	2015	3402
Employment type and gender			
full-time	1547	2287	3834
part-time	71	17	88

The figures are based on average employment figures for 2021, excluding employees with long absences.

3922

the number of our employees, including:

1618 female **2304** male

At least 50% of managers to be female by the end of 2022

89% senior executives (board of directors and managers/senior directors) are recruited from among local community

Nearly 700 people joined our Magenta Team

23% turnover ratio





We also employ associates under contracts of mandate and B2B contracts:

- contract of mandate: associates employed under contracts of mandate have different scopes of duties, depending on where they work. They perform operational and repetitive activities that do not require authorizations and qualifications, as in the case of contract employees.

- B2B: B2B associates have different scopes of services depending on where they provide their services. This could be technology in the broad sense, including programmers, testers, developers, as well as lawyers, agile coaches and other roles supporting product development.

Employment and turnover

Total number of new hires by gender and age	female employees	male employees	total
under 30	185	218	403
between 30 and 50	129	148	277
above 50	7	9	16
Total	321	375	696
Employment rate	20%	16%	18%

Total number of departures by gender and age	female employees	male employees	total
under 30	158	226	384
between 30 and 50	207	290	497
above 50	11	12	23
Total	376	528	904
Turnover ratio	23%	23%	23%

Employee development and engagement

Our goal is to foster a culture of performance in which the core competencies of our employees are defined, evaluated and developed.

We want our employees to be distinguished by skills specific to the area in which they work. We focus on a work culture and a way of thinking that includes thinking through the result rather than the action, in addition to focusing on the customer. We strive to achieve team effectiveness through a culture of collaboration, efficient communication and feedback.

W 2021 roku

Average number of training hours

(1 hour = 60 min) **per:**

employee: 4

female: 3

male: 5

All our employees (both by gender and employee categories) receive regular periodic employee appraisal.

Average number of training hours (1 hour = 60 min) by gender and employee category

Division by structure:	female employees	male employees	total
senior management	130	79	91
middle management	36	56	49
other employees	0.2	0.5	0.4

Total training hours: 15,876

In 2021, we pursued the following employee skills development programs to support the continuity of employment:

for all employees:

- T-Mobile Academy - training on soft skills development,
- Cloud Academy - training on cloud issues,
- Learning culture - training on effective learning.

for employees in finance, programming, frontline, sales and executive-level leaders, etc.:

- Career shifter - training on programming,
- Automation Tester Academy - training on automated testing,
- Tango - training on java basics and advanced, devops, business analysis, agile leadership, security, etc.,
- X-days - bringing headquarters together with frontline employees and the customer, gathering lessons learned, recommendations and goals to implement in order to increase employee satisfaction,
- sales training.

The total number of participants in all training courses was more than 16 000. **We monitor**

employee involvement and satisfaction.

For Magenta Pulse, we use several types of employee opinion surveys:

- Pulse Survey - to obtain a clear picture of current employee feedback on strategically important topics, such as job satisfaction and employer referrals, but also obtain a valuable feedback to leaders on their work with the team.
- Employee Survey - covers engagement and health issues.
- Europe Pulse - verification of the level of employee engagement and satisfaction.

We are sensitive to any signs that might indicate a potential decline in employee engagement. On an ongoing basis, we undertake measures to shape a friendly work environment and enable the development and growth of employee involvement.

Remuneration, freedom of association and communicating material changes

Ratio of wages of least paid employees to the minimum wage in 2021

Female employees	Male employees	Total average
163%	181%	172%

Employees receive all company information in real time via company's intranet.

Employees receive information of greater importance, such as changes to salary or work regulations, two weeks in advance.

We don't have collective bargaining agreements.

At the same time, as an employer, we communicate with employees, ensure freedom of association in trade unions, we discuss, consult and negotiate with the Enterprise Trade Union Organisation on labour issues.



GRI 405-1

Strength in diversity

Diversity and tolerance are the foundation of our actions and values. Diversity and tolerance are our greatest strength. They are the basis of an innovative approach to all employees, customers, business partners and contractors of T-Mobile Poland.

We love diversity.

For several years now, under the “We love diversity” project we have been pursuing a series of activities to promote the idea of diversity.

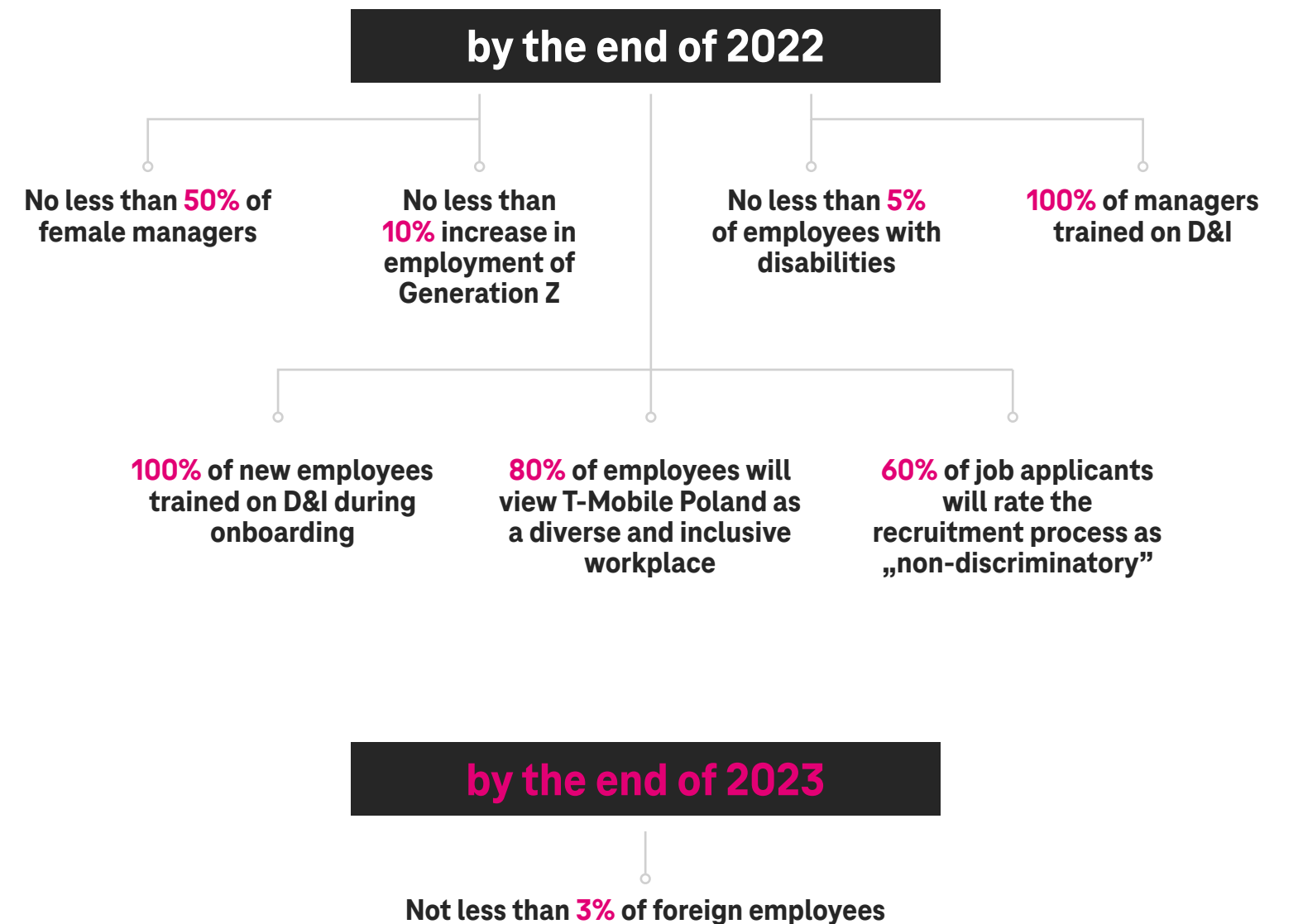
We want all our employees to feel respected and our customers to feel safe and welcome. Always, regardless of identity, age, or background.

In 2021, we launched more projects to continue our mission of creating an open and tolerant organisation.



We published the Diversity&Inclusion (D&I) Strategy 2021–2022

D&I strategic assumptions



What does the diversity of our workforce look like these days?

Percentage of employees by category and gender	female employees	male employees	total
management board			
under 30	0%	0%	0%
between 30 and 50	29%	29%	57%
above 50	0%	43%	43%
Total	29%	71%	100%
senior management			
under 30	0%	2%	2%
between 30 and 50	20%	69%	90%
above 50	2%	6%	8%
Total	22%	78%	100%
middle management			
under 30	0%	1%	1%
between 30 and 50	33%	62%	95%
above 50	2%	3%	5%
Total	35%	65%	100%
other employees			
under 30	9%	13%	22%
between 30 and 50	31%	41%	72%
above 50	2%	4%	6%
Total	42%	58%	100%

In 2021, we launched more projects to continue our mission of creating an open and tolerant organisation.

We tailored the recruitment process and made sure it was free of discrimination

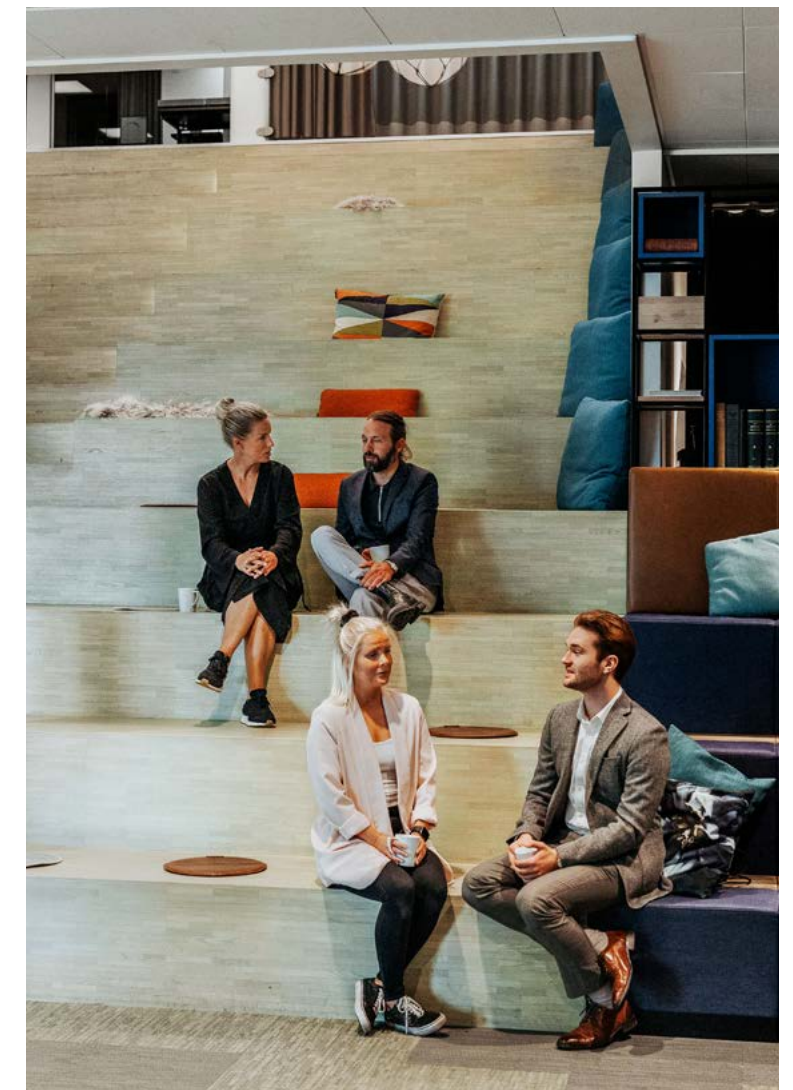
We follow the principle of ZERO TOLERANCE FOR NO TOLERANCE.

- We included the Diversity&Inclusion module in our onboarding process.
- We created gender-neutral job opportunities.
- We sensitised those in charge of personnel about stereotypes.

We launched the #DiversityThursday initiative

For us, respect for diversity is not an empty slogan. We want it to become part of our daily life.

- We ran a program referred to as #DiversityThursday, where the D&I issue combines with our corporate values. We wanted to translate our corporate values into the language of specific D&I situations.



We created tailored e-learning offers and held issue-specific webinars

We wanted to show our #magenta-team that diversity has different faces.

- We prepared educational materials in the form of videos for employees to learn and understand this issue even better. We also arranged discussion webinars, during which selected areas of Diversity&Inclusion were discussed, including: gender equality, inclusion, needs of people with disabilities, advancement of women.

We supported employment of people with disabilities

We want everyone to feel comfortable in our company. We know that this is not easy for people with disabilities, who are among our colleagues. Moreover - some of them do not talk about their problems, fearing exclusion.

To support them, we provided:

- training for managers on managing diverse teams, including in terms of efficiency,
- an extended medical care package for people with a disability certificate,
- an additional day off for health-related issues,
- individual consultation with a health and safety expert to adapt the workstation and work tools to the needs arising from disability.

We established a commission for equal treatment

In our diversity efforts, we try to involve everyone as much as possible in the process of collective change.

- We established a commission for equal treatment. Its main tasks are to identify possible signs of bullying, harassment, discrimination and unjustified unequal treatment in employment, and to draft proposals to prevent and remedy the consequences of these actions.

We removed barriers for the hearing impaired

One of the priorities of our Diversity and Inclusion strategy is to continually develop new solutions to ensure the complete removal of barriers for our customers and to pay attention to the needs of people with disabilities.

- Owing to our preparatory activities in 2021, deaf people can take advantage of all available forms of contact with us as of 2022. Using www.t-mobile.pl/c/migam, they can connect with an online sign language interpreter, who will participate in communication between the person and a member of our contact centre staff. We managed to introduce such a fully professional service solution for the deaf as the first operator in Poland in all our stores and in our call centre. We believe that this will significantly improve the service comfort of our customers and build their best experience and satisfaction.

We strive to keep customers at the centre of our interests. We want to be accessible to everyone, without any borders and on equal terms.

We provided assistance to the blind and visually impaired and those with limited mobility

Everyone tosses around the word 'diversity' but we facilitate access to our services for customers with disabilities.

We streamlined the document ordering process for the visually impaired and blind. Any customer using our services can request a duplicate of documents printed using enlarged A3 font or in Braille.

We also make every effort to design our stores without barriers for people with disabilities, in accordance with current regulations.

We painted a mural promoting diversity

A 237-square-meter environmentally friendly mural appeared on the wall of a building at Chmielna street No. 98 in Warsaw and helps clean the air of harmful substances.

This is because special photocatalytic paints were used to paint the mural, which, given their titanium dioxide content, neutralise different microorganisms and pollutants under the influence of light, including health-threatening sulphur and nitrogen oxides.

In addition to its positive impact on the health of residents, the mural serves another important purpose - it is a reminder of the importance of diversity, not only in workplace.

It depicts five different individuals who share love of technology.

The mural reflects our approach to the diversity of employee personalities and tastes, which can be a source of inspiration and a team strength.



Our efforts to promote diversity and inclusiveness were recognised.

We were recognised in the Diversity IN Check survey.

It was conducted by the Responsible Business Forum and a group of partner organisations. It was intended to test the maturity of employers in terms of diversity management.

We set ourselves the goal of taking care of such a space in which modern technologies serve the sustainable development of society. This is a natural consequence of the responsibility of a business that delivers innovative solutions in modern technology.

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GOOD MAGENTA



Chapter 4

GRI 103-1, 103-2, 103-3, 203-1

We are digitally responsible

Digital responsibility is one of the pillars of our responsible business strategy. We believe that we have a great impact on the reality around us and do not ignore issues that are socially relevant.

We care about online safety

The Internet facilitates access to information, entertainment, helps in learning, collaboration and effective communication with others. Today it is difficult to imagine our daily life without access to the network. We are committed to

ensuring that the use of technology is safe.

The Internet can also hide dangers. This awareness is especially important when letting children use network resources. They, as well as their parents and teachers, should know the dangers they may face when using the Internet.

In 2021, together with the Digital University Foundation, we completed **the first edition of the B.NET educational project.**



16

online workshops

close to 500

trained teachers representing public and non-public elementary schools, educational centres and libraries

almost 7 000

students in the knowledge contest concluding the project

The B.NET project addressed the important need to increase online safety for the youngest users, who, especially during the pandemic, spent long hours in front of computer screens.

B.NET effectively made the participants aware of the ways to protect themselves against online threats. It was also an excellent opportunity for teachers to learn about online safety. We wanted to give them practical knowledge and a hint of how to convey it to students in a simple and attractive way.

A survey among participating educators shows that 90% of them implemented cyber security activities with their students based on the lesson scenarios they received during the workshop.

Part of the project was an interactive contest. The participating children competed for the opportunity of additional activities in their schools. The top classes demonstrated not only excellent knowledge during the quiz, but also creativity in preparing artwork and multimedia works on online safety.

Interest in the project was very high, and feedback after the training sessions was positive. This shows us how great the demand is from teachers for this type of workshop with reliable and specific knowledge about online safety.

The project received the honorary patronage of the Ministry of Digitization and the Research and Academic Computer Network, National Research Institute.

We say STOP to exclusion

According to a Eurostat study, only 43% of people aged 65–74 in Poland use the Internet. Quite a low percentage compared to other age groups in our country and considering access to the internet in other European countries.

For the elderly, family is often the most important source of social contact and a guide to the world of modern technology. Through the necessity of isolation caused by the pandemic, they were further deprived of meeting and digitally excluded. A particularly difficult situation was in nursing facilities.

Digital exclusion is a social problem that we do not want to accept. We believe that everyone, regardless of age, has the right to enjoy the benefits of new technologies on an equal basis.

The **Network of Generations** project brought generations together. It aimed to popularise access to modern technologies and improve digital competence among seniors. We gave them the tools and knowledge they needed to develop their passions and connect with their loved ones.

We brought technology and the opportunities it provides to the elderly.

During this campaign, we donated to

11 senior citizens' homes and nursing homes nationwide - equipment to enable them to access the Internet

Seniors also received free access to the „Digital World for Everyone” course, prepared especially for them, which explains step-by-step the most important concepts of computer operation, Internet use and online safety. Phone consultations with our hotline staff were also arranged for those who had additional questions.

In 2021, we also conducted an educational campaign „Seniors, beware of these numbers” to protect seniors from telephone scammers, and „ABC of technology for seniors” - a series of how-to articles published in popular magazines.

Digital exclusion may occur not only because of a lack of competence, but also because of a lack of awareness of the dangers that may lurk on the Internet. The current generation of young people is growing up in a fully digitised society. Many of them suffer from online bullying or low self-esteem.

We are a modern, responsibility-conscious company that, on the one hand, wants to sensitise young people to the risks in the online world, but on the other hand, also show them the many benefits made available to them by wise use of the Internet.

In our educational initiative, *The Winning Position*, aimed at young people, we wanted to be a guide for them in the world of modern technology, speaking in a language attractive to this target group.

We engaged four young and popular influencers who are building their careers online to work with us on the project. They talked about their experiences with hate, self-acceptance, privacy protection and security. They took part in live meetings where participants could ask questions via a chat. Topics discussed included responding to negative comments, fake news and protecting one's privacy on social media. All materials and live meetings are available at www.nawygranejpozycji.pl.

Our social responsibility also includes investment in infrastructure.

Network investments, including expanding broadband coverage enables mobile connectivity and the Internet access necessary for remote working and learning, which was a constant feature of the COVID pandemic in 2021. In addition, investments of our innovation hub (hub4industry) provide opportunities for emerging start-ups and companies to test new technological solutions and develop new services and products. The investments we are carrying out are commercial in nature.

We foresee a positive impact of increasing the capacity and throughput of mobile communications services, both in terms of consumers and the economy as a whole. New technologies speed up processes and production, optimise supply chains and operating costs.

4

○ young web developers

○ live meetings

○ video materials prepared especially for T-Mobile Poland, touching on important topics such as online safety



GRI 103-1, 103-2, 103-3, 413-1, wskaźniki własne

We bring the joy of helping and support

Help and support give great power, which is why we join numerous charity events and sponsorships every year. We want to be seen as a brand that is sensitive to social needs and involved in events relevant to our industry.

Everyone at T-Mobile Poland is involved in campaigns. We listen to social needs and, responding to them, we provided support to numerous initiatives across the country. We conduct an assessment of the impact of our investments on the local community in 100 percent of operations conducted in implementation of the investments.

Christmas charity auction and partnership with the Polish Red Cross

In 2021 marked 20 years since we joined forces and made helping out our Christmas tradition.

We raised nearly
PLN 30 000 in
contributions from
employees

The amount was
further doubled by
the management
board



We donated the money raised in the campaign to support volunteer projects in the „Joy of Helping” program (T-Mobile’s employee volunteer project) and the Polish Red Cross.



Under the partnership with the Polish Red Cross, we also donated additional funds to establish a Polish Red Cross point in the municipality of Michałowo. It organised relief efforts for refugees on the Polish-Belarusian border. We decided to cover the costs of establishing and operating a Polish Red Cross departure point from which rescue groups could be easily distributed and coordinated. At the point, on-call relief efforts (humanitarian and medical assistance) were undertaken when groups of migrants were found.

We donated the money raised in the campaign to support volunteer projects in the „Joy of Helping” program (T-Mobile’s employee volunteer project) and the Polish Red Cross.

Child Alert - everyone can do something for others

We are the only mobile operator in Poland to use the „Child Alert” system in cooperation with the police to provide technological support in the search for missing children.

■ What is Child Alert?

This is a support system for the search for missing children that operates in Europe and around the world. It is a tool to instantly disseminate information to the public about the search for a missing child.

■ How does the system work?

The operation of the system is based on rapid dissemination of information about a missing child via system’s partners - media such as television, radio, Internet, billboards, electronic road signs, and mobile phones. The preparation and dissemination of missing child alerts is carried out via a specialised IT platform.

If an alert is issued, we send a special MMS (Child Alert) to our customers.

The alert is drafted by the police and contains basic information about the incident and the missing child. The alerts are sent only to those T-Mobile Poland customers who agreed beforehand to receive such notifications.

Together to the rescue

We live in a time when we witness important and often dramatic events every day. It is important to have courageous people around, who with their knowledge and experience are professionally engaged in saving health and lives.

Such are the members of the Medical Rescue Team of the Polish Centre for International Aid Foundation. It is the only in Poland and one of the few in Europe medical rapid response groups, capable of going almost immediately to a zone affected by

natural disasters or humanitarian crisis. It is a team of more than a hundred excellent specialists and dedicated medical professionals.

We believe in long-term friendship, which is why we continued our partnership with the Foundation. We have utmost respect to its dedication and we consider working with the Foundation a true honour.

Our cooperation was multidimensional. In addition to financial support, giving the organisation a greater ability to maintain full readiness for rescue operations, we provided the it with assistance in communication and reaching as many recipients as possible by jointly organising educational and social events - including first aid classes for company’s employees.

Being on constant alert is a huge commitment. Observing the work of the Foundation members, we are convinced that what they do is extremely important for all of us. We want to support the activities of the medical team so that they can always be ready to help around the world.

In 2021, we sponsored the following events and institutions

POLISH FOOTBALL ASSOCIATION AND NATIONAL TEAMS

- The sponsorship of Poland's men's and women's national football teams directly links our brand to the most popular sport and matches of the national team. The national team arouses great interest and excitement. By helping to experience them even more intensely, we are building a brand image that is customer-friendly.

13TH TIME ECONOMIC FORUM

- We supported the largest meeting of the European digital industry in Central and Eastern Europe, arranged by NGOs of the ICT sector from Poland and Germany. The forum was dedicated to important issues and opportunities for regulation in the new technology market to maximise opportunities and avoid the most serious risks.

CYBER SECURITY CONFERENCE

- We are aware that information security has become a critical factor for the operation and development of companies, and how important it is to share the experience of those who deal with it. This is why we supported the conference, the idea of which was to expand managers' knowledge of IT security.

CYBERSEC 2021

- T-Mobile Poland was a strategic partner of the CyberSec international conference. The forum provides an opportunity to build lasting relationships with key companies involved in strengthening cyber security in Poland. Online security is our priority.

DIGITISATION FESTIVAL

- Digital responsibility is one of the pillars of our operations, so we decided to sponsor the second edition of Digitisation Festival, organised by the Digital Poland Foundation. The event educates and builds digital competence among citizens, business and government representatives.

12TH EDITION OF THE EUROPEAN ETHICS, COMPLIANCE AND INTEGRITY FORUM

- Cooperation with the Compliance Institute has continued for another year, with its activities being a combination of research and training work. Ongoing projects involve compliance issues, publications and industry conferences. Participation in the forum underscores that compliance management and business ethics are very important to us.

GERMAN-POLISH PARK IN WARSAW

- Together with the German embassy and in cooperation with Warsaw authorities, we supported the renovation of the gardens in Skaryszewski Park, promoting the key idea of Polish-German cooperation.

GERMANY UNITY DAY

- German Unity Day is a meeting held at the German Embassy. In addition to the ambassador and representatives of the Polish government, it is attended by many people from the world of business, culture and politics. This is another example of how important Polish-German friendship is to us.

The total amount spent on sponsorship actions in 2021 was **nearly PLN 13 million.**

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GREEN
MAGENTA



Chapter 5

GRI 103-1, 103-2, 103-3, 201-2, 302-1, 305-1, 307-1,

Climate neutrality strategy

For many years, we have been pursuing projects that support sustainable development and protection of the planet. We mobilise the entire organisation to ensure that the business we run is environmentally friendly and driven by a higher purpose.

We support a good climate. This is our common goal and commitment. The responsibility for addressing the climate crisis is close to the entire Deutsche Telekom Group and to us at T-Mobile Poland as well.

In previous years, Deutsche Telekom Group adopted a plan to completely eliminate the carbon footprint it produces (both directly by the organisation and throughout the process from production to distribution) by 2050.

Faced with increasingly alarming signs about the condition of the planet, the Group decided to accelerate the process by as many as 10 years.

T Mobile Poland's strategy is inextricably linked to protecting the planet and putting sustainable business goals into practice. We are successively implementing our assumptions.

Deutsche Telekom's zero emissions as early as 2040!

This process will take place in stages

by 2025

1. Reduction of indirect and direct emissions

by 2040

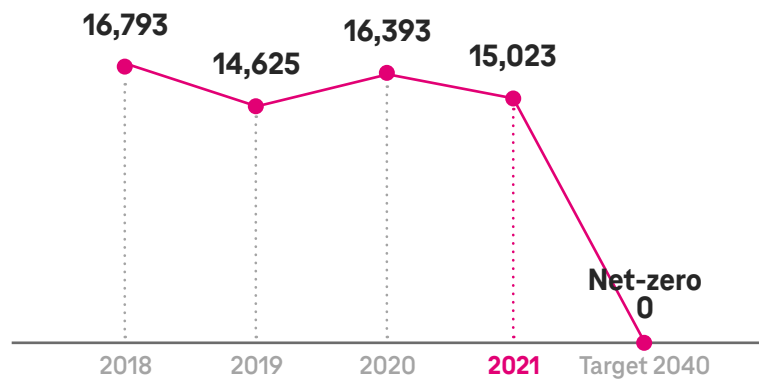
2. Complete elimination of emissions from the entire supply chain

2040

3. Zero emissions by DT

What is the progress of the implementation?

Data for the Group



Total emissions for scope 1-3 [ktCO₂e]

Data for T-Mobile Poland

Gross volume of direct greenhouse gas emissions

1788 tCO₂e

Scope 1

Calculations based on the GHG Protocol. 2017 was adopted as a baseline year.

From 2021

As of 2021, we cover 100% of our Group-wide electricity consumption from renewable sources, thus meeting one of our climate goals.

As a result, scope 2 emissions were about 90% lower than the previous year.

We made changes to our vehicle fleet - 50% of cars are hybrid cars.

The green aspect in the fleet is very important to us and, along with the costs associated with the use of vehicles, it is a key element determining the choice of future cars for T-Mobile Poland.

In addition, our employees use carpools, i.e. company cars at their disposal, they have the possibility

of arranging shared commuting owing to the electric cars provided.

All hands on deck! That's why, with other country organisations, we are supporting our Group's efforts toward the common goal of zero emissions.



Our projects supporting the Group's strategy

Powered by green energy

For years, we have been pursuing an environmental strategy to reduce carbon emissions.

Already since 2018, we have been utilising solar energy installations, including at the station at the PTTK Hostel on Ornak Meadow and in the Valley of Five Ponds, where they support the operation of the facility without access to the power grid.

In 2021, more panels were installed at telephone exchanges in Lublin and Rzeszów, as well as at 130 base stations across the country.

This kind of solution is a benefit not only for the environment, but also for our customers. The station's partial independence from the traditional energy source means that, in the event of an outage, it is able to operate longer using the energy coming from the panels and stored in batteries.

Data collected on the basis of existing installations show that photovoltaic panels provide about 15% of the average annual demand of a base station, and with the right configuration and the use of energy storage, the share of solar energy in the total energy mix for the most efficient facilities can be as high as 30%.



Using photovoltaic panels, since the beginning of the project we have generated

over **210**
megawatt hours

of electricity, saving nearly **170 tons**
of CO₂ emissions

We also measured our collective carbon footprint

Under a global study by Deutsche Telekom, we looked at the carbon footprint we generate by commuting to work.

In a global survey, we looked at the forms of transportation employees use most often and the distances they travel, but also asked respondents about their ideas for environmentally friendly solutions the company should implement..

Average 140 kg of CO₂ emissions from commuting per employee per month in the Group



An average of 98 kg of CO₂ at T-Mobile Poland

Conclusions and actions for the future:

- Promotion of electromobility by ensuring charging infrastructure
- Promotion of shared commuting
- Promotion of public transport use
- Expansion of bicycle infrastructure
- Including mobility aspects in site planning

Our energy consumption in 2021

Energy consumption in 2021	Consumption (GJ)
Total non-renewable energy consumption and types of fuels used	
natural and coke gas	47
heating oil	255
other liquid fuels	21,079
Total consumption of energy from non-renewable sources	21,381
Total energy consumption from renewable sources	
wind energy	860,339
photovoltaic energy	13,230
hydropower	223
biomass energy	64,033
biofuels	60,617
Total energy consumption from renewable sources	988,442
Total energy consumption	
electric energy	
heat energy	9,000
energy for cooling	626
Total energy consumption	9,626
Total energy consumption in the organisation	1,029,449

We reduced energy consumption across the organisation

We use energy-efficient solutions

- LED on ceilings and in advertising as well as in showrooms
- high-efficiency heat pumps in some stores
- energywise software in corporate devices
- HighEfficiency power supply for IT equipment in stores and showrooms
- systems to streamline the shutdown of unused spaces
- energy-efficient cooling systems
- shut down of advertising during night peaks

Running a sustainable business and protecting the environment is an essential factor in our times, determining organisation's awareness and indicating that it not only cares about growth in the business sense, but also cares about customers and the environment. At T-Mobile Poland, we will continue and promote programs aimed at maintaining environmental neutrality, whose overriding value is a secure future for all of us.

In 2021, no administrative penalties or sanctions were imposed on T-Mobile Poland for non-conformity with environmental regulations.

Climate risks

We also consider the possible consequences of climate change when planning our future business activities.

- **Risk of destruction of infrastructure**
We design our network infrastructure to be protected against storms, temperature changes and high winds, and to provide access to mobile power infrastructure for emergencies.
- **Financial risk**
Climate change may also bring increase in energy costs and emission fees. We strive to improve our energy efficiency and we aim to reduce our carbon footprint.
- **Image risk**
We are aware that our declarations in pursuit of zero-emissions cannot be just empty words. We want to maintain our image as an environmentally responsible company, so we place great emphasis on the implementation of DT Group's strategy and sustainability efforts.

GRI 103-1, 103-2, 103-3, 301-3, 306-1, 306-2, 306-3

We care about raw materials and reduce waste

The world of electronics is expanding at a rapid pace. As a result, each year we can benefit from more and more convenient solutions that are better suited to our preferences. At the same time, however, this means that the number of devices produced continues to grow, which is not neutral for the environment.

Reconciling the needs of consumers and protecting the planet is no easy task. The greater is the responsibility of the tech industry, which has an impact on development of the entire electronics sector.

So is it possible to combine modernity, economy and ecology?

At T-Mobile Poland, we do it with no problem!



Giving smartphones a second life is not a bad idea. We wanted to create this opportunity for our customers.

So we launched the **Replace your smartphone with a new one** campaign, where our customers can hand over equipment that will receive a second life, and the benefit they will get in return is reduced price when buying a new device.

Equipment given a second life is offered to a new user or its components are used in the manufacturing process.



Our Smartphone re:generation campaign was also continued.

We hired specialist companies to refurbish and test used Apple phones. The equipment on offer, following a thorough refurbishment, is almost like new - with only minor signs of use, and all components are properly tested.

An important element in the marketing of refurbished equipment is consumer uncertainty about the durability of such equipment. We addressed this issue not only through appropriate contracts and quality control, but also by offering products only with a 24-month guarantee. Most phones also have new, original chargers and new batteries. These phones are included in the subscription offer at a very attractive price.

Smartphone re:generation is about reducing e-waste and giving smartphones a second life. By remarketing refurbished phones in the circular economy, we are not only providing our customers with efficient, modern and affordable equipment, but above all we are supporting the idea of zero waste.

How we measure the effects of our campaigns?

The measure of efficiency in case of refurbished equipment is the increase in the share of refurbished equipment relative to new equipment both in terms of volume and the ever-growing portfolio.

In 2021 the percentage of products recovered in our campaigns was 0.35%.

This is the number of refurbished devices sold and those repurchased from customers for refurbishment in all our showrooms.

In the coming years, we plan to expand our offer to include other brands of phones so that we can steadily increase the percentage of recovered phones.

We also reduce the waste we generate ourselves

In our Magenta team we work together for ecology. Sustainability is not only a fashionable concept of recent years, but also an important and viable activity pursued around the world. Concern for the environment is part the DNA of the Magenta operator.

We act responsibly and monitor waste management on an ongoing basis to reduce the amount of waste generated, to properly segregate waste and then transfer valuable raw materials for recycling. We also make sure to introduce circularity in all upstream, core and downstream areas, as evidenced by the projects we pursue. We are aware that this has a direct impact on reducing the consumption of natural resources and protecting the environment.

632.57 tonnes

Total weight of waste generated by us in 2021

The mass of waste generated by its composition	tonnes
Plastic waste	9.53
Paper and cardboard packaging	136.50
Plastics packaging	12.83
Wooden packaging	14.01
Composite packaging	6.93
Used equipment	366.39
Components removed from used equipment	1.11
Inorganic waste	61.36
Other batteries and accumulators	0.06
Iron and steel	3.43
Cables	5.00
Paper and cardboard	15.42

All waste generated by T-Mobile Poland comes from our offices and showrooms in selected locations.

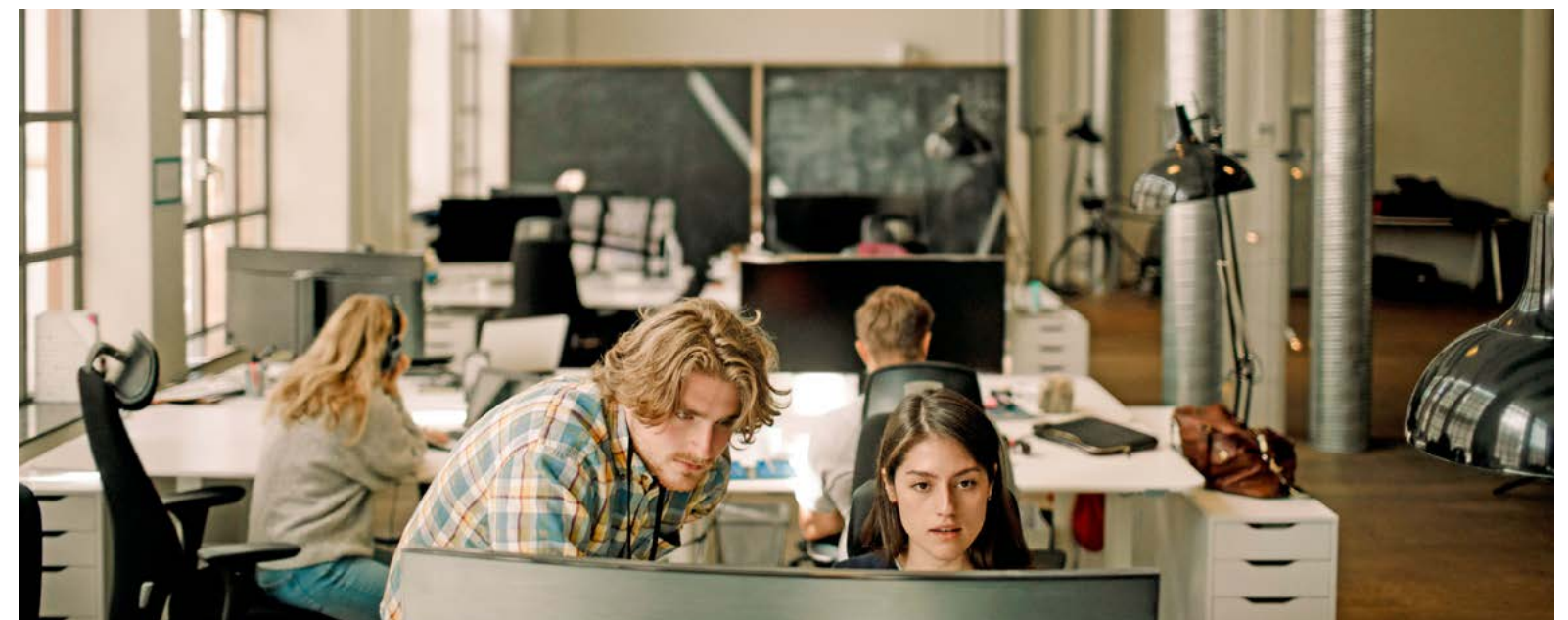
Firstly: plastic

We have phased out plastic bags and bottles from our offices and stores, removed disposable cutlery, cups and straws from the canteen, and we encourage people to have their own cup when buying coffee in the cafeteria at our main office.

Secondly: paper

Project Paperless

We encouraged customers to sign documents electronically and we reduced the number of documents in packages sent to customers. We also minimised the amount of printed flyers.

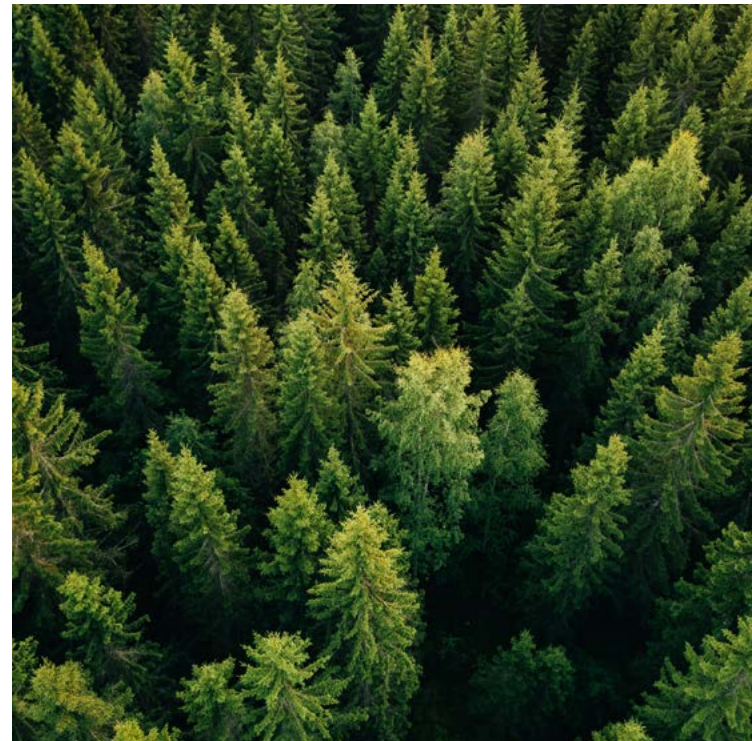


Magenta Forests - together we can do more!

Polish companies print tonnes of invoices every year. We believe that this is not necessary. At T-Mobile, we wanted to start taking action and convince our customers to join our efforts for the environment and to responsible use of valuable resources such as wood. We believe that taking care of the environment together simply pays off!

In September 2021 we launched the Magenta Forests campaign. Its goal was to encourage our business customers to abandon conventional invoices in favour of their electronic version. We always start with ourselves changes that benefit the environment, which is why we planted 30,000 seedlings at the start of the campaign.

In the “Magenta Forests” campaign, T-Mobile pledged to plant one tree for every two sheets of paper saved.



T-Mobile customers
have given
21,718 paper sheets

10,859
trees planted
owing to our
action

we also
planted
60,000
seedlings

The program could be joined by all our business customers who receiving hard copy invoices. When the customer confirmed switching to e-invoicing on our website www.magentowe-lasy.pl, they would receive a link, under which they could identify the location where the tree was to be planted. We worked in liaison with six forest districts: Lipusz (Pomeranian province), Oborniki Śląskie (Lower Silesian province), Miechów (Lesser Poland province), Świdnik (Lublin province), Jabłonna (Mazovian province) and Wichrowo (Warmian-Masurian province).

As part of an internal campaign, we supported the **Clothes to donate initiative and encouraged employees to do some summer closet clean-out. They could donate clothes and for every kilogram of clothes 1 PLN was donated to UNICEF Poland.**

We sell responsibly in our showrooms

- we reduce the number of printed leaflets
- our floors are made of special organic materials
- we eliminated plastic bags and bottles
- we only use FSC-certified paper
- our accessories are made of recycled plastic
- we used rainwater to flush waste water in some stores



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About the Report



Chapter 6

GRI 102-44, 102-46, 102-47, 102-48, 102-49, 102-50, 102-51, 102-52, 102-53, 102-54, 102-56

This is our third edition of a report presenting highlights of our sustainability and responsible business activities. We are following in the footsteps of the Deutsche Telekom (DT) Group, which issues their responsible business reports each year to share information on their actions and the results they achieved. We are close to and act with our stakeholders in mind, so we want the projects and initiatives, including social and environmental campaigns pursued by T-Mobile Poland, as well as their outcome, to be known and easily accessible to those around us. By publishing our reports online we present all the information in one easily accessible location on our website.

The report by T-Mobile Poland was prepared in accordance with GRI (Global Reporting Initiative) standards in the Core version and covers activities of T-Mobile Poland in 2021 as well as major initiatives up to the time of its publication.

The report was reviewed by a third party auditing firm. The final form of the report was approved by the Management Board. No corrections to the previous report were made. T-Mobile Poland plans to continue reporting in annual cycles. At the stage of preparing the report, we identified issues of particular importance that are relevant both from the perspective of our organisation as well as its social

and economic environment. As we incorporate the opinions of our stakeholders into decision-making processes regarding our daily operations and future plans, we also listen to their expectations when preparing this publication. Issues important to T-Mobile Poland to be included in the report were identified during meetings with representatives of our company. In identifying the most important sustainability and responsible business topics related to our operations, we also included the results of a survey, conducted for the 2020 report and responded by a wide range of our stakeholders. Based on this information, we compiled a list of key issues that we address in this year's report. In addition, following our commitment to pursue the Sustainable Development Goals, we also included in the report information on the fulfilment of selected SDGs. Being aware of the impact of climate changes on our business, we also decided to present the key climate risks we identified.

Report issues identified as relevant to our business in 2021.

Environmental aspects

- Materials and raw materials
- Energy
- Emissions

Social aspects

- Remuneration levels
- Employment
- Employee-management relations
- Training and education
- Diversity and equal opportunity
- Non-discrimination
- Freedom of association
- Human rights
- Local communities

Corporate governance

- Prevention of product and service non-conformities
- Anti-corruption

- Waste
- Compliance with environmental regulations

- Indirect economic impact
- Charity activities
- Sponsorship
- Employment on the local market
- Customer health and safety
- Marketing and marking of products and services
- Customer privacy
- Financial performance

- Anti-competitive behaviour



Contact about the report

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GRI 102-55

Name of the GRI standard	Indicator No.	Indicator name	Reporting level	Page number
GRI 101: Foundation 2016	101	Foundation	<input checked="" type="checkbox"/> full <input type="checkbox"/> partial	
PROFILE DISCLOSURES				
GRI 102: Wskaźniki profilowe 2016	Organisation profile			
	102-1	Organisation name	<input checked="" type="checkbox"/>	5
	102-2	Primary brands, products or services	<input checked="" type="checkbox"/>	7
	102-3	Location of the organisation's headquarters	<input checked="" type="checkbox"/>	6
	102-4	Number of countries where the organisation operates, and names of those countries	<input checked="" type="checkbox"/>	6
	102-5	Nature of ownership and legal form	<input checked="" type="checkbox"/>	9
	102-6	Markets served	<input checked="" type="checkbox"/>	9
	102-7	Scale of operations	<input checked="" type="checkbox"/>	6
	102-8	Information on employees	<input checked="" type="checkbox"/>	31
	102-9	Value chain	<input checked="" type="checkbox"/>	26
	102-10	Significant changes to the organisation and its supply chain	<input checked="" type="checkbox"/>	23
	102-11	Precautionary principle	<input checked="" type="checkbox"/>	27
	102-12	External initiatives to which the organisation subscribes	<input checked="" type="checkbox"/>	17
	102-13	Membership in associations	<input checked="" type="checkbox"/>	17
	Strategy			
	102-14	Statement by the top management staff	<input checked="" type="checkbox"/>	4
	Ethics and integrity			
	102-16	Values, principles, standards and norms of behaviour in the organisation	<input checked="" type="checkbox"/>	24

Name of the GRI standard	Indicator No.	Indicator name	Reporting level	Page number
	Organisational governance			
	102-18	Governance structure	<input checked="" type="checkbox"/>	23
	Stakeholder engagement			
	102-40	List of stakeholder groups	<input checked="" type="checkbox"/>	15
	102-41	Percentage of total employees covered by collective bargaining agreements	<input checked="" type="checkbox"/>	34
	102-42	Identifying and selecting stakeholders with whom to engage	<input checked="" type="checkbox"/>	15
	102-43	Approach to stakeholder engagement	<input checked="" type="checkbox"/>	16
	102-44	Key topics and concerns raised by stakeholders	<input checked="" type="checkbox"/>	57
	Reporting practice			
	102-45	List of entities included in the consolidated financial statements	<input checked="" type="checkbox"/>	10
	102-46	Process of defining the report content	<input checked="" type="checkbox"/>	57
	102-47	Material topics identified in the process for defining report content	<input checked="" type="checkbox"/>	
	102-48	Restatements of information given in previous report, and the reasons for such restatements	<input checked="" type="checkbox"/>	57
	102-49	Significant changes from previous report	<input checked="" type="checkbox"/>	57
	102-50	Reporting period	<input checked="" type="checkbox"/>	57
	102-51	Date of publication of the last report	<input checked="" type="checkbox"/>	57
	102-52	Reporting cycle	<input checked="" type="checkbox"/>	57
	102-53	Contact about the report	<input checked="" type="checkbox"/>	58
	102-54	Claims of reporting in accordance with the GRI Standards	<input checked="" type="checkbox"/>	57
	102-55	GRI Content Index	<input checked="" type="checkbox"/>	59
	102-56	External assurances	<input checked="" type="checkbox"/>	57

Name of the GRI standard	Indicator No.	Indicator name	Reporting level	Page number
SPECIFIC DISCLOSURES ON MATERIAL TOPICS				
Economic aspects				
Economic performance				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		10
	103-2	Management approach and its components		10
	103-3	Evaluation of the management approach		10
GRI 201: Economic performance 2016	201-1	Direct economic value generated (revenues) and distributed (operating costs, employee wages, payments to providers of capital, payments to government, community investments)	■	10
	201-2	Financial implications and other risks and opportunities for the organisation's operations resulting from climate changes	□	50
Remuneration levels				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		34
	103-2	Management approach and its components		34
	103-3	Evaluation of the management approach		34
GRI 202: Market presence 2016	202-1	Ratio of wages of least paid employees by gender to the minimum wage in specific market in major business locations	■	34
	202-2	Percentage of senior management hired among local community	■	31
Indirect economic impact				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		40
	103-2	Management approach and its components		40
	103-3	Evaluation of the management approach		40
GRI 203: Indirect economic impact 2016	203-1	Development and impact of investments in infrastructure and services	□	40

Name of the GRI standard	Indicator No.	Indicator name	Reporting level	Page number
Anti-corruption				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		26
	103-2	Management approach and its components		26
	103-3	Evaluation of the management approach		26
GRI 205: Prevention of corruption 2016	205-2	Percentage of employees that have received training on anti-corruption policies and procedures	■	27
		Confirmed cases of corruption and actions taken	■	27
Anti-competitive behaviour				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		26
	103-2	Management approach and its components		26
	103-3	Evaluation of the management approach		26
GRI 206: Anti-competitive behaviour 2016	206-1	Legal actions for anti-competitive behaviour, anti-trust and monopoly practices	■	27
Environmental aspects				
Materials and raw materials				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		51
	103-2	Management approach and its components		51
	103-3	Evaluation of the management approach		51
GRI 301: Materials 2016	301-3	Reclaimed products and their packaging materials	□	52
Energy				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		47
	103-2	Management approach and its components		47
	103-3	Evaluation of the management approach		47
GRI 302: Energy 2016	302-1	Energy consumption (electricity, heating, cooling, steam) within the organisation — from renewable and non-renewable sources	■	50

Name of the GRI standard	Indicator No.	Indicator name	Reporting level	Page number
Emissions				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		47
	103-2	Management approach and its components		47
	103-3	Evaluation of the management approach		47
GRI 305: Emissions 2016	305-1	Direct GHG emissions (from sources owned or controlled by the reporting organisation)	□	48
Waste				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		51
	103-2	Management approach and its components		51
	103-3	Evaluation of the management approach		51
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	■	53
	306-2	Management of significant waste-related impacts Waste generated		53 53
Compliance with environmental regulations				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		50
	103-2	Management approach and its components		50
	103-3	Evaluation of the management approach		50
GRI 307: Compliance with environmental regulations 2016	307-1	Amount of significant fines and total number of non-financial sanctions for non-compliance with environmental laws and regulations	■	50
Social aspects				
Employment				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		
	103-2	Management approach and its components		
	103-3	Evaluation of the management approach		
GRI 401: Employment 2016	401-1	Total number and rate of new employee hires and employee turnover by age group, gender and region	■	32

Name of the GRI standard	Indicator No.	Indicator name	Reporting level	Page number
Employee-management relations				
	103-1	Explanation of the material topics		31
	103-2	Management approach and its components		31
	103-3	Evaluation of the management approach		31
GRI 402: Employee-management relations 2016	402-1	Minimum notice periods regarding operational changes, with information on whether they are specified in collective agreements	■	34
Training and education				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		33
	103-2	Management approach and its components		33
	103-3	Evaluation of the management approach		33
GRI 404: Training and education 2016	404-1	Average hours of training per year per employee by gender and employee category	■	33
	404-2	Programmes for upgrading management skills and transition assistance programs provided to facilitate continued employability and the management of career endings Percentage of employees receiving regular performance and career development reviews, by gender and employee category	■	33 33
Diversity and equal opportunity				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		35
	103-2	Management approach and its components		35
	103-3	Evaluation of the management approach		35
GRI 405: Diversity and equal opportunity 2016	405-1	Composition of management bodies and staff, broken down by sex, age, membership to minorities and other diversity indicators	■	36

Name of the GRI standard	Indicator No.	Indicator name	Reporting level	Page number
Non-discrimination				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		28
	103-2	Management approach and its components		28
	103-3	Evaluation of the management approach		28
GRI 406: Non-discrimination 2016	406-1	Total number of incidents of discrimination and corrective actions taken	■	28
Freedom of association				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		34
	103-2	Management approach and its components		34
	103-3	Evaluation of the management approach		34
GRI 407: Freedom of association 2016	407-1	Identified operations and suppliers in which case the right to freedom of association and collective bargaining may be at risk and measures taken to protect these rights	□	34
Human rights				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		28
	103-2	Management approach and its components		28
	103-3	Evaluation of the management approach		28
GRI 412: Human rights 2016	412-2	Total number of hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to the organisation's operations, including percentage of employees trained	■	28
Local communities				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		43
	103-2	Management approach and its components		43
	103-3	Evaluation of the management approach		43

Name of the GRI standard	Indicator No.	Indicator name	Reporting level	Page number
GRI 413: Local communities 2016	413-1	Percentage of operations with implemented local community engagement/impact assessments program	□	45
	wskaźnik własny	Programmes and amounts allocated to charitable activities	■	45
	wskaźnik własny	Programmes and amounts allocated to sponsorship	■	45
Customer health and safety				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		26
	103-2	Management approach and its components		26
	103-3	Evaluation of the management approach		26
GRI 416: Customer health and safety 2016	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	■	27
Marketing and marking of products				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		26
	103-2	Management approach and its components		26
	103-3	Evaluation of the management approach		26
GRI 417: Marketing and marking of products 2016	417-3	Total number of cases of non-compliance with regulations and voluntary codes of marketing communication, including advertising, promotion and sponsorship	■	27
Customer privacy				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		25
	103-2	Management approach and its components		25
	103-3	Evaluation of the management approach		25
GRI 418: Customer privacy 2016	418-1	Total number of substantiated complaints concerning breaches of customer privacy and losses of customer data	■	25

Name of the GRI standard	Indicator No.	Indicator name	Reporting level	Page number
Socio-economic compliance				
GRI 103: Management approach 2016	103-1	Explanation of the material topics		26
	103-2	Management approach and its components		26
	103-3	Evaluation of the management approach		26
GRI 419: Socioeconomic compliance 2016	419-1	Non-compliance with laws and regulations in the social and economic area	■	27



Independent Limited Assurance Statement



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 2021* (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 2021 to 31 December 2021: GRI Standards 2016: 102-1-14, 16, 18, 40-56, 103-1-3, 201-1 and 2, 202-1 and 2, 203-1, 205-2 and 3, 206-1, 301-3, 302-1, 305-1, 307-1, 401-1, 402-1, 404-1-3, 405-1, 406-1, 407-1, 412-2 and 3, 413-1, 416-2, 417-3, 418-1, 419-1 and GRI Standards 2020: 306-1-3.

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 and 2020 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 2021* has been prepared in accordance with standards for sustainability reporting The GRI Standards, Core option.

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.

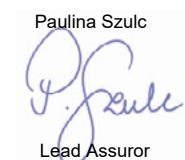
Bureau Veritas operates a certified¹ Quality Management System which complies with the requirements of ISO 9001:2015, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Bureau Veritas has implemented and applies a Code of Ethics, which meets the requirements of the TIC Council², 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 2022


Witold Dżugan
Member of the Board


Paulina Szulc
Lead Assuror

¹ Certificate of Registration No. 44 100 160145 issued by TUV NORD CERT GmbH

² TIC Council Compliance Code EDITION 1 December 2018

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