



T *CONNECT*
TO CHANGE

CSR REPORT

T-Mobile Netherlands 2021

T . .

CONTENT

Management statement ▶

We won't stop until
everyone is connected ▶

Connect to Change ▶

Sustainability ▶

Diversity & Inclusion ▶

Digital Inclusion ▶

Innovation for Society ▶

GRI Table ▶

MANAGEMENT STATEMENT

We live in a decade of climate action, in which digitalisation plays a crucial role for a better future. The combination of the sustainability transition and the transition towards a more digital world is called the 'Twin Transition'*. Access to data and connection enables knowledge sharing and collaboration. We are proud that T-Mobile is realising and enabling more and more the impactful role digitalisation plays in sustainable development.

It is clearer than ever that we urgently need to take bold actions in order to counter the existential threat of global climate change and to promote a green economic recovery. The European Union has set an ambitious target of reducing our emissions by 55% compared to 1990 levels. If we are serious about reaching that goal, we need to think digitally. Studies have found that by 2030, digital technologies have the potential to help other industries save 20% of global CO2 emissions due to, for example, saving transportation*. We want to unlock that sustainable potential in a socially inclusive manner. Empowering citizens, customers and employees is crucial. We want to include everyone, leaving no one behind. This mission guides T-Mobile Netherlands every day.

We are putting in the extra effort to expand our role in society and connecting in order to make a change. As a result, we reach out to more vulnerable or distant groups in society to fight against loneliness and social isolation - which in 2021, became more important than ever due to the COVID-19 era.

We are proud of all the work that is put into the activation where we demonstrate how digitalisation is used to create an inclusive society. An example of this is our cooperation with Join Us. Loneliness among young people is a growing social problem that was rarely discussed until recently. In the Netherlands, 8 percent of young people feel chronically lonely. In the current COVID-19 climate, as many as 81 percent of young people indicate that they are more lonely.

Next to this, T-Mobile is incredibly proud of its diverse team and is convinced that this contributes to its success. T-Mobile has continued to be a company where employees have many different backgrounds. We want to make sure that people feel safe, can participate and have equal opportunities. This makes us resilient as an organisation. Therefore on the International Day of Cultural Diversity 2021 we introduced a new policy

to give employees the flexibility to choose on which holidays they take a day-off. Employees can choose to exchange Dutch national holidays for personal cultural or religious reasons. For example, Whit Monday or Ascension Day can be exchanged to celebrate the end of Ramadan, Ketu Koti, Diwali or Hanukkah.

We are at the beginning of this decade of action and change. With our motto 'Connect to change', we take our responsibility and are committed to creating a more sustainable and inclusive future for everyone. Are you with us? [#takepart](#)

On behalf of the Executive Committee of T-Mobile Netherlands,

Søren Abildgaard,
CEO T-Mobile Netherlands



*Source: <https://www.digitaleurope.org/news/digital-can-cut-a-fifth-of-carbon-emissions-by-2030-heres-how/>

WE WON'T STOP UNTIL EVERYONE IS CONNECTED

We are team magenta. Our spirit and energy is based on two important drivers that embody our strength: challenge and care. We recognize that all progress starts with the passion to go against the tide, daring to take risks. Putting our heart and soul in what our customer and society needs: unlimited seamless connectivity for everyone. Every step forward that we have taken was the result of recognising that things could be better and taking up the challenge accordingly. We're here to challenge. It's deeply embedded in our DNA. We don't just challenge ourselves to be competitive as a company. We do this because we care about what we do and who we do it for. We challenge ourselves because we care.

We take responsibility in society by doing what we do best: helping people to stay connected with each other. Providing businesses with connectivity solutions to further drive the digitalisation of the Netherlands. Being a role model for organisations to embrace minorities and excluded groups. Acting sustainably for better environmental conditions for future generations. Simply caring for each other.

We want to create an inclusive digital world. That means we won't stop until everyone is connected. Everyone should have the means and skills to access this digital society. By using environmentally friendly services, we make an important contribution towards the protection of the environment and fighting climate change. At T-Mobile Netherlands, part of Deutsche Telekom, we aim to be as circular as possible: we use 100% green electricity, use the latest energy-efficient transmission equipment for our network; and recycle our own hardware and equipment.

WE ARE
TEAM
MAGENTA

T-MOBILE AT A GLANCE



TELE2

Ben[®]

simpel

MOBILE **6,9 MLN**
customers

739 K FIXED
customers

The Hague *(Head Quarters)*

Diemen

Arnhem

offices

14001 ISO

27001 ISO

certifications

FTE **2078**
full-time equivalent

Website T-Mobile

CONNECT TO CHANGE

We won't stop until everyone is connected. The way we connect matters for people and the planet. When we work together, we know that our network, our technology and our people have the power to create a positive impact on society and our planet. From sharing knowledge to fighting loneliness, we are actively using our influence to contribute to a society that is more liveable and inclusive for everyone. Read more about our Connect to Change mission [on our website](#).

In this report, we present the results of 2021 of our CSR activities. We have divided them into four programs:

SUSTAINABILITY

DIVERSITY & INCLUSION

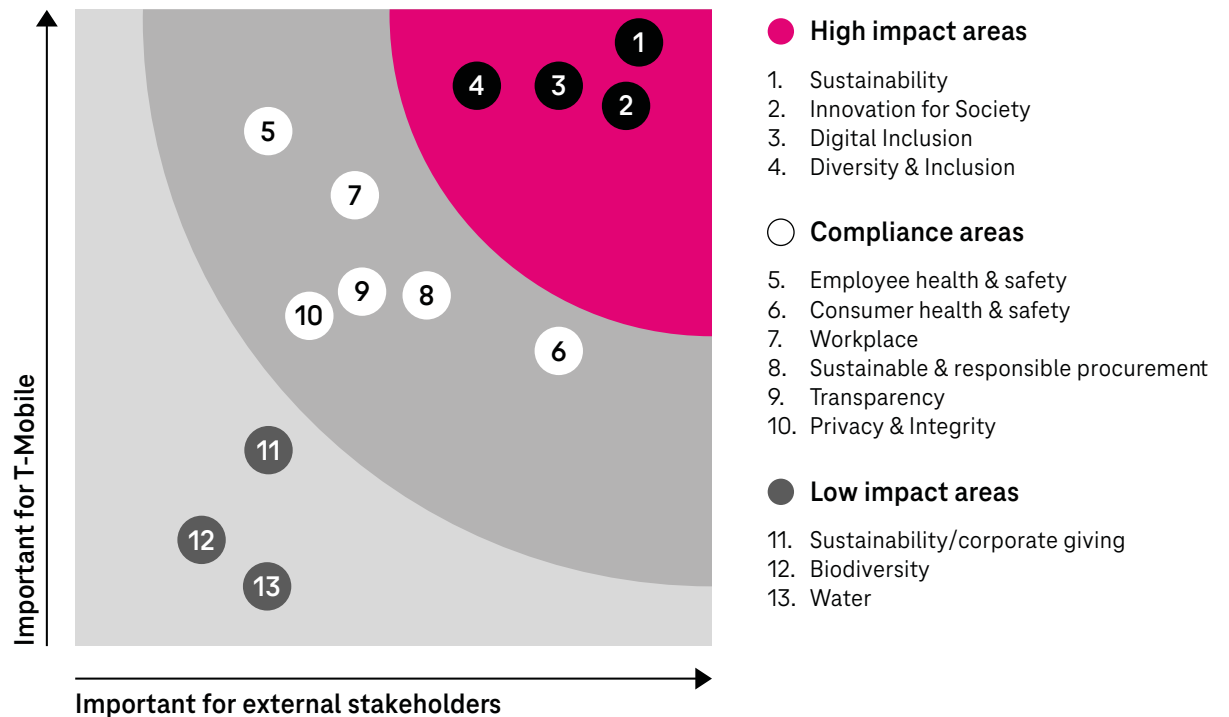
DIGITAL INCLUSION

INNOVATION FOR SOCIETY

Impact-Matrix

We started developing our CSR strategy with one single question in mind: where can our company make the biggest environmental and societal impact? When analysing this, not only did we look at our own ambitions and key sustainability strengths, but we also looked at our business from the perspective of important stakeholders: our customers, our

employees, our suppliers, partners – representing the planet, our climate and society at large. This allowed us to identify the topics where we could make the biggest impact, where we should direct our focus and the topics that were less relevant to our business. You can find the outcome of this annual analysis in our Impact Matrix, which forms the backbone of our SR strategy.





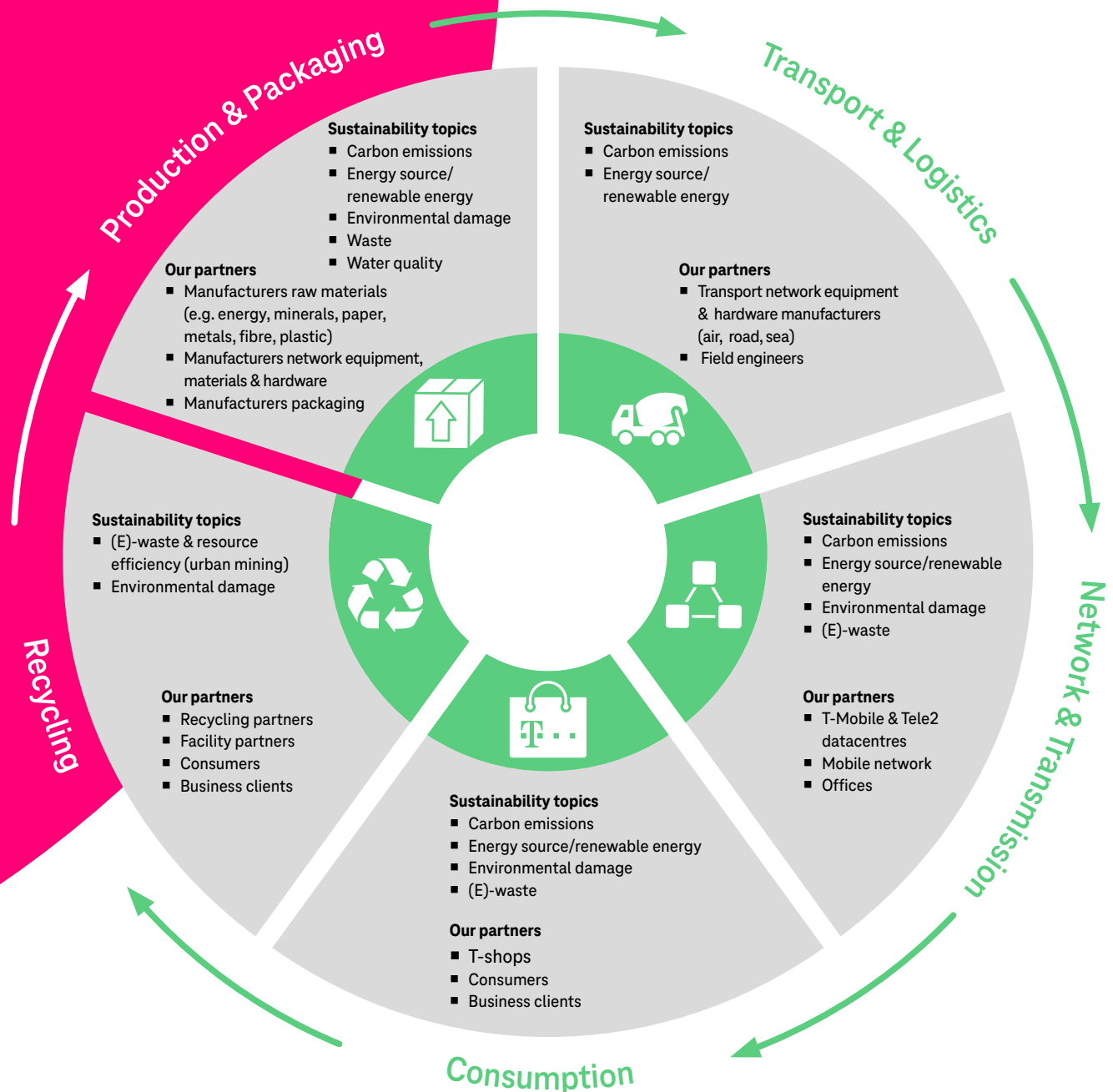
“We believe (and we have demonstrated) that we can make relevant societal impact with our people, our products & services and our brands. We do so by making sure CSR is fully integrated in our business operations.”

Pieter de Klein
Director Strategy & Transformation



The process of value creation

Integral value chain management is part of the fundament of the CSR strategy and program of T-Mobile. T-Mobile is part of a complex value chain: containing a diverse range of suppliers, customers and societal partners. Our Connect to Change plan is focused on creating value together with all of these different groups, while realising maximum societal impact and minimising the negative impact on the environment and society. In the scheme below, all of the different components of our value chain are visualised, together with the different categories of partners and the corresponding CSR topics.



Connect to Change programs

To realise our Connect to Change mission, we have worked out the following four programs:

Sustainability	Diversity & Inclusion	Digital inclusion	Innovation for society
<i>We won't stop until sustainability is at the core of everything we do.</i>	<i>We won't stop until everyone at T-Mobile feels included.</i>	<i>We won't stop until everyone is included in the digital society.</i>	<i>We won't stop until technology helps to solve social & environmental challenges.</i>
We've unlocked our role in the transition to a low carbon and circular economy. From committing to 100% renewable energy to working with our suppliers to implement new designs to reduce materials usage and avoid waste, we're empowering people to do global business, without the traditional corresponding carbon footprint.	To unleash the full potential of our company, we put our effort into promoting diversity and creating an inclusive workplace. Different backgrounds and points of views not only make us stronger as a company but also as individuals. This way, we anchor ourselves in society and our creative and innovative power grows. We are a company where everyone can be themselves and has equal opportunities.	We're proud to activate our technology and skills to fight loneliness and social exclusion. We also believe in a connected so we are committed to provide safe access to digital services for children, the elderly, and marginalised groups, such as lonely youth, enabling them to go online with a smile.	We are working hard to put our leading network and technology to work for the greater good of humanity. By partnering with social entrepreneurs to facilitate innovations at the cutting edge of health care, education and smart cities, we are accelerating towards a better society and a healthier planet.
Focus areas: ■ Sustainable network ■ Circular supply chain ■ Green retail ■ Green offers ■ Green office & transport ■ Sustainable procurement	Focus areas: ■ Stimulate diversity on gender, LGBTQIA+, ethnic diversity and physically challenged people ■ Create psychological safety ■ Intervene with appropriate behaviour ■ Understand diversity & privilege ■ Counteract unconscious bias ■ Use inclusive language	Focus areas: ■ Affordable access to connectivity services ■ Fighting loneliness and social exclusion ■ Digital skills and safe access to the online world	Focus areas ■ E-health ■ Online education ■ Smart cities

Sustainable Development Goals

T-Mobile is dedicated to contributing to the United Nations Sustainable Development Goals, through activities such as the promotion and production of sustainable and circular innovations, to the reduction of carbon emissions and bridging the digital divide. Our network infrastructure offers the technological foundation for diverse and innovative approaches for solving social and ecological challenges - and hence

also for achieving many of the SDGs.

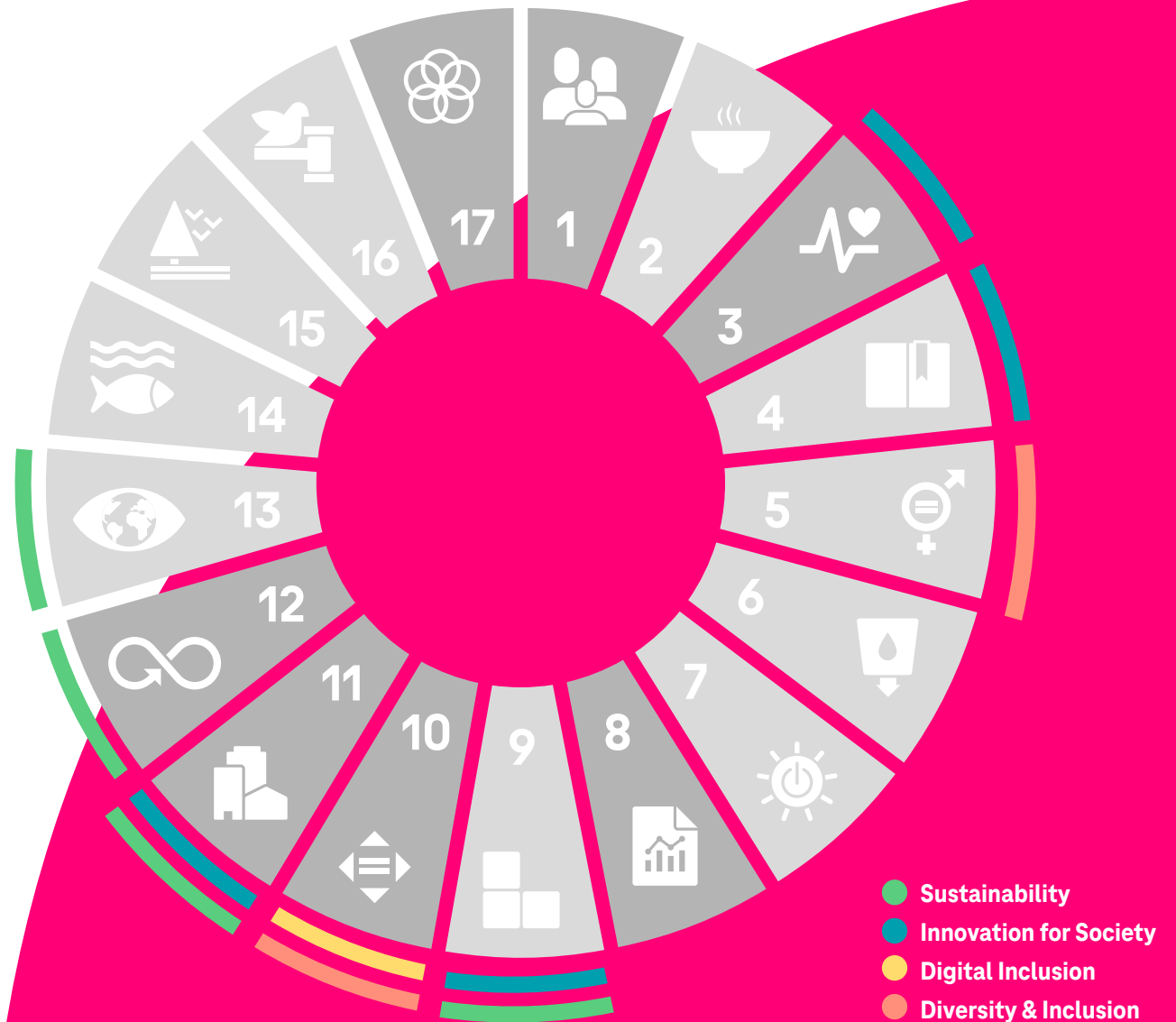
Our CSR strategy supports the following global goals:

- **SDG 3** - Good Health & Well-being: with our Innovation for Society projects, we support businesses, start-ups and NGOs with technology & connectivity for improved health and well-being in the Netherlands. In addition, our Digital Inclusion

initiatives, including our long-term partnership with Join Us, contribute to the mental wellbeing of marginalised groups, such as lonely youth and marginalised families.

- **SDG 4** - Quality Education: with our Innovation for Society projects, we support businesses, startups and NGOs with technology & connectivity for improved (online) education in the Netherlands.

- **SDG 5** - Gender Equality: with our inclusion and diversity initiatives, we contribute to the empowerment and development of women.
- **SDG 9** - Building resilient infrastructure, promoting inclusive and sustainable industrialisation and fostering innovation: we execute this goal with the help of our development of state-of-the-art mobile networks and telecommunication products and services for our customers.
- **SDG 10** - Reduced Inequalities: with our Digital Inclusion and Diversity initiatives, we aim to provide everyone with equal opportunities in life and as a result, reduce inequalities within the Netherlands.
- **SDG 11** - Sustainable Cities & Communities: with our Innovation for Society projects, we support businesses, start-ups and NGOs with technology & connectivity for safe and smart cities.
- **SDG 12** - Responsible Production & Consumption: we meet this goal by offering our customers solutions that help to monitor, control and reduce their energy consumption more effectively - such as cloud solutions and smart home solutions.
- **SDG 13** - Climate Action: we are striving towards a 100% climate neutral business operation and supply chain – thereby significantly contributing to climate protection.



Collaboration for sustainable and inclusive market transformation

To boost the impact of our work and contribute to a sustainable and inclusive market transformation, we are working together with the following initiatives and networks:

1. NLdigital; cooperation of companies that contribute to the digital transition in the Netherlands.
2. Monet; an association that coordinates the placement of antennas with governments on behalf of the network operators (KPN, Vodafone and T-Mobile).
3. Stibat; focused on maximum recycling of products and raw materials and ensure the safe

and responsible processing of batteries and accumulators.

4. Joint Audit Cooperation (JAC): an association of telecom operators aiming to verify, assess and develop sustainability implementation.
5. Ecovadis: Rating platform for assessing corporate social responsibility and sustainable procurement.

Connect with our neighbourhood

Besides our strategic CSR programs, we also have activities that are aimed at connecting with our neighbourhood and contribute to improve the wellbeing of our neighbours. The headquarters of T-Mobile are located in The Hague, in between two neighbourhoods that face challenges with safety and poverty. That's why we feel it's important to also give

back to our local community. For example, for many years T-Mobile has worked together with Wijkberaad Laak, to offer elderly in the neighbourhood a Christmas Lunch. This year we've visited more than 300 elderly at their homes to offer them a Christmas box. The Christmas box was composed by DoGoods, a workplace for people with intellectual disabilities.

In addition, this year T-Mobile auctioned off the honey that was produced by its own bees living on the HQ rooftop. The money that was raised with this campaign was donated to the local foundation De Jonge Ooievaars. This foundation encourages and supports local youth to keep their neighbourhood - 'Laakhaven' - safer, cleaner and more liveable.



This annual CSR report covers all sustainability information for 2021. It reflects on the social and environmental impact made by T-Mobile Netherlands. We aim to report our social and environmental performance according to the Global Reporting Initiative Standard. Please find more about this in **chapter 8**.

BEEES AT OUR ROOFTOP

[Watch the video here](#)



SUSTAINABILITY

We won't stop until sustainability is at the core of everything we do.

We actively use our role in the transition to a low carbon and circular economy; from committing to 100% renewable energy to working with our suppliers to minimize new production and waste. In this chapter we will elaborate on our sustainability approach.

Our Sustainability program is part of our environmental management system that is certified according to the internationally recognized environmental management system standard ISO14001, while supporting the Sustainable Development Goals. Our sustainability management approach aims to influence the environmental impact of our total supply chain from suppliers to customers. It entails our procurement process, operations and the impact our products and services have before, during and after their use.

We continuously increase our energy efficiency and decrease our waste production, despite the exponential growth of our network and the large growth of our data traffic. Every day, we make the conscious decision to use the latest technology that is of less harm for the environment.



Climate protection: the transition to a low-carbon economy

From a climate perspective, our company has a significant impact on the environment and climate change – both in a positive and a negative way. On the positive side, we are in the position to make a valuable contribution to a so-called low-carbon economy.

By digitising and offering alternatives for commuting and transport, we enable our clients (both commercial and private) to lower their carbon footprint.

Thus, the ICT sector can be the engine of a sustainable future. On the negative side, we realise that offering telecommunication products and services has a considerable impact on the environment; mainly focused on energy usage and carbon emissions. Over 2% of global carbon emissions is being caused by information, telecommunication and all the data centres around us*. In total, this is equal to the carbon footprint of the airline industry. That is why we focus on using renewable energy and energy efficiency of our own network and supply chains in our sustainability programs.

This is why we will continue to focus on using renewable energy and on increasing the energy efficiency of our own networks and supply chains in our sustainability programs.

* Source: <https://thenextweb.com/news/data-centers-generate-the-same-amount-of-carbon-emissions-as-global-airlines>

“The ICT sector is an engine of a sustainable future. Every day, we make a conscious decision to use the latest technology that is of less harm for the environment.”

Kim Larsen

Chief Technology and Innovation officer

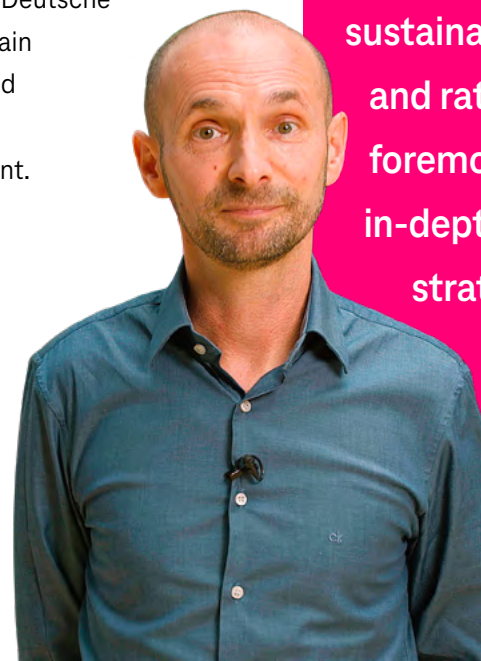


Big levers for emission reduction are purchased goods and services, capital goods and the use of sold and leased products, making innovative collaborations with our suppliers an important part of our climate protection strategy. Research by Deutsche Telekom has shown that value chain emissions – both downstream and upstream, account for more than 80% of our overall carbon footprint.

“In 2021, we took our sustainable procurement management to a higher level by sharpening our sustainability criteria in sourcing and rating our suppliers, but foremost by entering into in-depth dialogues with our strategic suppliers on sustainability and potential joint efforts.”

Stefan de Wit

*Director Procurement
Supply Chain*



A circular economy

E-waste and raw material scarcity is an enormous, second challenge we face. For example, an estimated amount of around 2,000 tonnes of unused smartphones are scattered across homes and office buildings in The Netherlands. This is an unused amount of raw valuable materials of around 7,000 kg of silver, 680 kg of gold, 260 kg of palladium and 261,000 kg of copper*. As T-Mobile, we aim to contribute to the shift towards a sustainable economy in which we involve our employees and customers. We intend to collaborate with our partners to redesign products and packaging in order to improve upcycling and recycling and to avoid waste altogether. Together with different partners, we aim to secure as much impact within the value chain as possible.

* <https://www.businessinsider.nl/mobiele-telefoon-smartphone-onderzoek-verkopen-hergebruiken/>

OUR AMBITION

Our long-term ambitions to limit global warming and to protect the planet include:

Net zero

Net zero on CO₂e emission in scope 1&2 by 2025

Net zero on CO₂e emission in scope 1–3 by 2035

100%

All packaging put on the market by T-Mobile Netherlands is made of 100% recycled materials.

Our impact in 2021

The activities designed to help us achieve our environmental and climate targets have been divided across six sustainability focus areas. In the section below, we explain our main results in 2021 per focus area and goals for 2022.

Focus area	Main results 2021	Goals 2022
Company-wide	100% renewable electricity	100% renewable electricity 20% reduction of our CO2e footprint - Launching a system to measure our Scope 3 CO2e emissions
Sustainable network management	- Total 5.4% reduction of electricity consumption - Production of 47,731 kWh renewable electricity production with 300 of our own solar panels	Increase in the energy efficiency and savings in a growing network (increased number of users and increase in data use)
Circular Supply Chain	- FSC certified & recycled packaging 53.6% of the returned customer network equipment is reused 542 tonnes of eWaste was responsibly recycled	- Introduce eco-plastic packaging - Optimization of the refurbishment/retake logistics of Customer equipment, such as modems and servers of Business customers. - Follow up with refurbishment/retake of network equipment, such as modems and servers, from business customers
Green retail	100% LED lighting 100% organic or recycled company clothing - No give-aways	- Increase in the sustainability of the shop consumables. - Launch of a consumer engagement awareness on sustainability program
Green offer	2.559 devices have been bought back via the Recycle Deal - Introduction of the Fairphone 4	Introduction of more digital product solutions
Green facilities & mobility management	- Renewed mobility management policy 18.4% increase of CO2e related to the fleet 41.1% increase of CO2e related to buildings - Waste Reduction program launched in offices (and shops) - Green construction of new T-Mobile office in Diemen (from Label D to A)	- Reduction of the CO2 footprint of our car fleet by electrification of our fleet. - Reduction of energy consumption in our offices.
Sustainable procurement	New sustainable procurement program launched	>95% of strategic suppliers enrolled in sustainable procurement program

Investing in energy efficiency

A focus area in our sustainability program lies in energy efficiency. This means that we aim to minimise the increase in absolute energy consumption of our network and office while our networks are growing; an increased amount of mobile sites and fixed Points of Presence, show that an increasing amount of people utilise our network, with a higher data usage per customer. This approach has led to the following results in 2021:



100% green

In order to be climate neutral, all electricity consumed by our network, the data centers, offices and shops is purchased 100% green. This means that apart from the electricity generated by the solar panels on our rooftops, all electricity used by T-Mobile is produced by sustainable European wind. We are able to easily

demonstrate where this power originates from and the semi-governmental agency that we work with can also prove that these certificates have only been issued once. The so-called Guarantees of Origin and Disclosure Certificates this agency provides digitally, are the only valid proof that electricity is sustained. Buying 100% sustainable electricity is part of our ambition to be 100% climate-neutral.

Our energy consumption

The total electricity consumption of T-Mobile in 2021 is 173,472 MWh and 213,715 m³ of natural gas. Despite our continuous growth and our 5G activities, in 2021 our electricity consumption was reduced by 5.3%. Although we have invested in technological measures including data centre consolidation, virtualisation and the turning off of legacy equipment, to some extent the decrease is due to the COVID-19 pandemic, as our shops have been closed for weeks at a time and our offices have been largely empty during 2021.

ISO 14001 certified

In 2011, T-Mobile became the first Dutch telecom provider to be ISO 14001 certified. Ten years later, T-Mobile still holds the certificate. This implies that T-Mobile has an environmental management system, in which clear environmental policy, objectives and the management of environmental risks are spearheads. This also ensures that we comply with the applicable environmental legislation and regulations at all times. network over the years has led to a total energy saving

213,715 m³
**natural
gas**

A decrease in gas
consumption of

10.0%
compared to 2020



A decrease of

5.3% in electricity
use compared
to 2020



of 20%, which is equal to the energy consumption of more than 4,500 households. Turning off legacy equipment and increasing the maximum temperatures in our data centres, which requires less cooling and therefore less energy, was part of this project.

From MJA3 to EED

Over 1,000 Dutch companies from 37 sectors are working together on energy saving and CO2 reduction by 2020 within the Long-Term Agreement on Energy Efficiency (MJA3). T-Mobile has also signed the MJA3 agreement which indicates that signatories should achieve an average of 2% energy-efficiency improvements per year. Since 2020 was the last year of the covenant, at the end of 2020 and beginning of 2021, we prepared ourselves with a thorough Energy Efficiency Directive (EED) audit. The EED is a European directive that has been in place for several years and

intends to stimulate energy saving in larger companies. The audit has provided us with an overview of the energy flows of our various buildings, operations and transport streams and has given valuable insight into potential energy-saving measures, which are integrated in our sustainability roadmap for 2022 and beyond.

Sustainable network management

High tech network and efficient data centres

The relative share of our mobile network that focuses on energy efficiency measures and savings in this part of our business, is quite substantial; even more since we are switching to a more energy efficient 5G-network, and older, less efficient networks are being phased out. Therefore, this also has a relatively positive impact on the environment and also contributes to cutting the costs within our business operations. T-Mobile has a modern high-tech energy efficient 4G-network, with

Renewable energy production
with our 300 solar panels

47,731 kWh

Our network is powered by

100%
renewable electricity



This reduction equals the
annual energy consumption
of approximately

3.500
Dutch households



thousands of base stations and antennas all over The Netherlands. Optimising the complete network over the years has led to significant energy savings. Turning off legacy equipment and increasing the maximum temperatures in our data centres, resulting in less cooling and therefore less energy consumption, are large contributors as well.

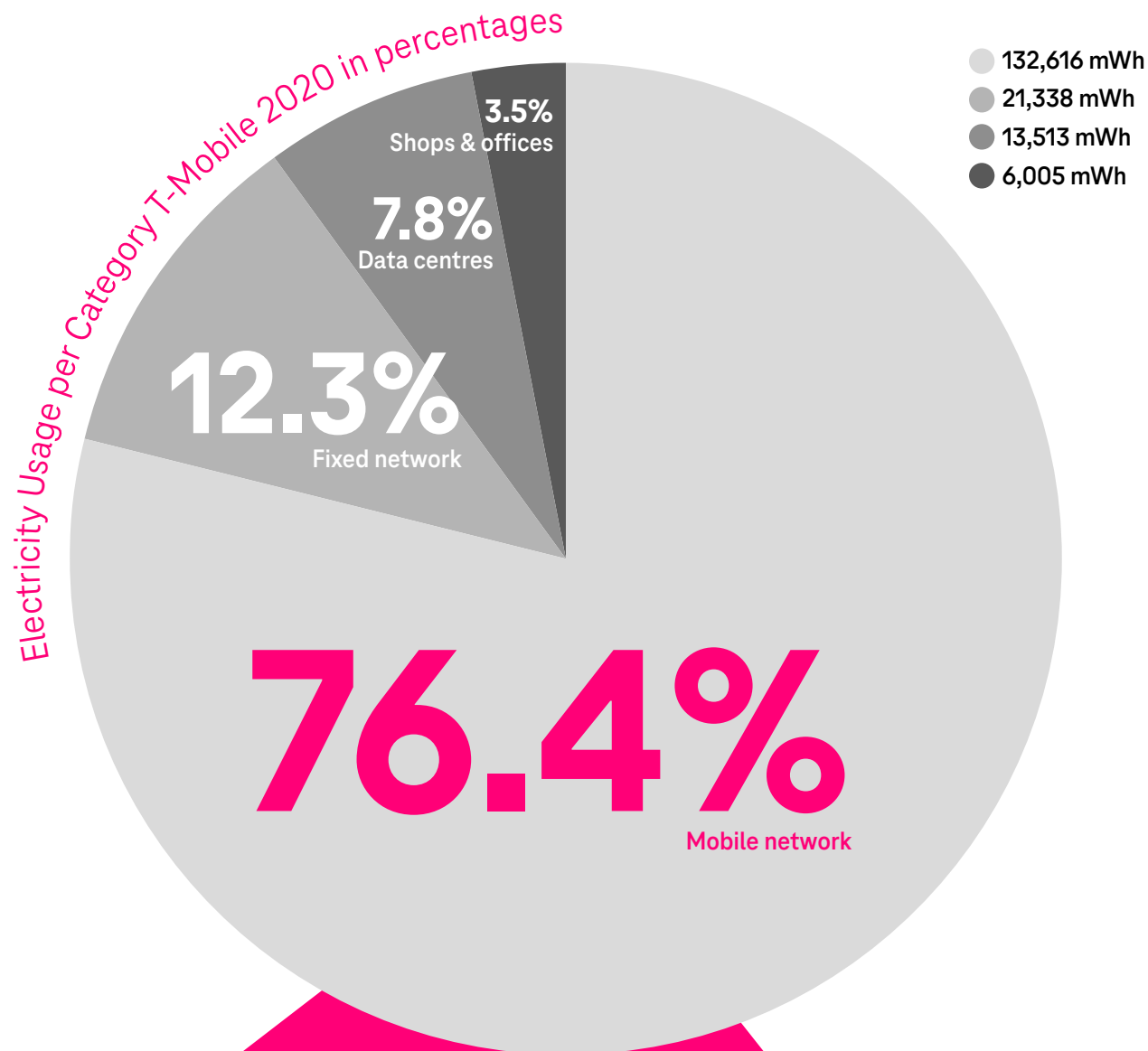
In 2021, we continued with implementing a Cube Solutions approach in order to reduce our energy consumption in our fixed network and data centres.

These are also the main infrastructure for our T-Mobile Thuis. One of the biggest energy consumers in a data centre is the cooling system. By making the spaces where our network equipment and servers are located as small as possible, it enabled us to optimally decrease the amount of cooling that we needed and thus the amount of energy required to manage and maintain these so-called cubes. Moreover, in various Mobile Switch Centres, the surplus of network equipment has been turned off and removed for process efficiency and to reduce the energy consumption accordingly.

Fiberglass ambitions

In addition to building an energy efficient mobile network, we highly invest in a sustainable fixed network. One of our focus areas is the roll out of a fiberglass network. With fiber optic internet you literally go at the speed of light. This is because this network transmits data by means of light signals. Very fast, but also very environmentally friendly. It consumes much less energy than other fixed networks*. In addition, fiberglass has less impact on the environment and the soil because there is less heat from the cables that the ground has to endure. Today, more than 2,3 million households are already connected, a number which we expect to grow exponentially over the years to come.

*<https://www.t-mobile.nl/blog/glasvezel-milieuvriendelijk/>



Circular supply chain

E-waste is the fastest growing waste stream in the world. Therefore, T-Mobile is committed to the principles of a circular economy; meaning that we try to use fewer materials, enhance product lifespans and take measures to reduce our waste production to zero. To increase our circular operations, we focus on circular design and waste management of in-home equipment and hardware from our network. We call this the Recycle Movement. In 2021, more than 50% of the returned customer network equipment is being reused. Also, we took back more than 500 tonnes of e-Waste, from batteries to cables and servers, from our network. If we cannot refurbish or recycle network equipment or devices, we ensure to find other purposes for them. For example by donating handsets to local charities.

In addition, T-Mobile Netherlands and its logistic partners are continuously investigating for ways to optimize its logistical operation, from optimizing logistic routing to reducing freight by reducing packaging sizes. As part of the circular supply chain program, we invest in more sustainable transportation by adding CO2 neutral logistical partners in 2022.

542 tonnes
of eWaste was
responsible recycled



53.6 %
of the returned
customer network
equipment is reused



Sustainable packaging

Within our operations, we use a significant amount of packaging material; most of which is made of FSC certified carton. In 2021, we elevated our sustainable packaging by piloting with eco-plastic and lighter packaging to reduce waste and carbon emissions. With our ambition of reducing 100% virgin packaging put on the market by us in 2026, these impactful innovations will be further rolled out in 2022.

65.3%
of the IT equipment
disposed of was reused
and donated to

**allemaag
digital**

In 2021 **2,559** handsets
have been bought back
via our Recycle Deal



Green offer

Since both our fixed and mobile networks are fully powered by European renewable electricity, every phone call made or text message sent by one of our customers is carbon neutral. From a climate perspective, you cannot go greener. Additionally, in order to offer our customers the opportunity to be smarter with their phone, we set up The Recycle Deal. This is an innovative recycling program that addresses e-waste in a forward-thinking way and stimulates circularity in the telecom sector: T-Mobile offers customers the latest mobile phones whilst giving them the option to sell their old device back to T-Mobile after the contract has expired, enabling them to make an active contribution to reducing e-waste. These devices will then be recycled or offered for reuse. In 2021, 2,559 handsets have been brought back via our Recycle Deal, a decrease of 12.6% compared to 2020. We attribute this decrease, among other things, to the COVID measures that caused shops to be closed for weeks.

In order to make our offer more sustainable, the Fairphone was introduced in 2021. The Fairphone has an Eco Rating of 85 out of 100 points. This rating is also displayed to potential customers. The Eco Rating looks at the robustness of the device, reparability, recycling capabilities, efficiency of use of raw materials and CO2 emissions in the production of the phone.

Green facilities & mobility management

Green offices

Energy consumption in the T-Mobile offices dropped significantly by over 50% compared to 2012. In 2021 during the redevelopment activities, we implemented many technical saving measures in collaboration with the building owner of our office in Diemen. As a result, the building went from a D energy label to an A label. Furthermore, our journey towards a more circular company starts with effective waste management in our own office. It goes without saying that we actively separate the different waste streams at our offices and

in the 120 T-shops; from paper and glass to e-waste and coffee cups. In 2021, we continued the Waste Reduction project in our offices. In addition to extensive waste separation, we also extended our Bring Your Own Cup campaign. This project looks at waste reduction through involving suppliers as well, such as returning packaging materials to transporters for reuse. We are also rolling out this policy in our shops.

Solar panels

T-Mobile Netherlands has installed more than 300 solar panels on the roof of our Headquarters in The Hague and on one of the data centres. Together, these solar panels produce approximately 50,000 kWh per year. This is equal to the annual energy consumption of 15 Dutch households.



In 2021 we
introduced the
Fairphone 4

Sustainable mobility

Over the last years, we have observed a volatile trend in the carbon footprint of our fleet, caused by reorganizations and mergers. In 2021, there was 0.16 lease cars available per FTE, which amounts to less than 1 in 5 employees. The rest of the colleagues travel, for example, by public transport or by bicycle. In order to further reduce the CO2 emission of employees during the daily commute, we develop a new mobility policy. Stimulating electric transport is part of this endeavour.

Number of cars	2021
Total	332
Diesel	101
Gasoline	163
Electric or hybrid	68

GREEN RETAIL

- 100% stores powered by LED
- Paper bags made of agricultural waste
- No give-aways
- Use of organic company clothing

In our shops, we already witnessed a significant reduction of energy consumption over the last years, despite the opening of new T-shops. However, a further reduction in 2021 could be witnessed, partly due to higher temperatures and temporary closing of the shops due to corona. Implementing LED lighting in all shops, improving adjustment of air curtains and motion sensors have also thoroughly helped to reach this goal.

However, to us green retail is more than simply realising energy reductions. For example, we also consider sustainability and circularity of materials used when it comes to our shops; such as sustainable merchandising and packaging and organic company clothing.

Beyond these actual measures, behavioural changes of the people working in the shops is an important driver of green shops. The people working in our shops are the ones operating the installations and explaining our green offers to our customers. In 2021, we also developed an environmental management training for all employees in the shops.

Sustainable procurement

As the environmental performance of our suppliers significantly impacts the extent to which we can operate as a climate neutral and circular company. Our procurement process includes an environmental element, as well as social elements including human rights. This helps us to take environmental and social practises of our suppliers into account, whilst improving our collaboration with them. Our expectations from our suppliers are expressed in our Supplier Code of Conduct, which contains principles ranging from Social Responsibility Practices (including fair labour, health & safety and non-discrimination policies) to Environmental Responsibility Practices (including environmental protection and waste management). Our Code of Conduct is based on principles from national and international laws, including the UN Declaration on Human Rights, UK Bribery Act, US Foreign Corrupt Practises Act and the principles of the International Labour Organisation. In 2021, we updated our sustainable procurement management, especially concerning sourcing* and rating our suppliers via Ecovadis, which will be further rolled out in 2022.

* Purchasing activities aimed at securing the supply of the products to be purchased, with an emphasis on the somewhat longer term. Sourcing involves procurement market research and the search for alternative sources.



“All stores work as paperless as possible, for example by emailing information to customers. All our cotton company clothing is made of one hundred percent organic GOTS-certified cotton. This contributes to reducing our CO2 emissions and we save millions of litres of water. Old clothing is recycled instead of destroyed as much as possible. The panel material for the furniture in new stores is partly made from circular material, which can be shredded after use, so that something else can be made of it.”

Danitsja Eekhout
Construction & Maintenance Manager Retail



DIVERSITY & INCLUSION



We won't stop until everyone at T-Mobile feels included.

To unleash the full potential of our company, we put huge efforts into promoting diversity and offering an inclusive working environment. We truly believe that different backgrounds and point of views make us stronger as a company and as individuals. In this way, we anchor ourselves in society and our creative and innovative power grows. We are a company where everyone can be themselves and where everyone has equal opportunities.

Our ambition

- We won't stop until everyone feels included:
 - We strive to be an inclusive organisation.
- Therefore we:
- » want to be an attractive employer for diverse talents and offer an inclusive working environment;
 - » are a company where everyone can be themselves, where everyone has equal opportunities and can get the most out of themselves;
 - » put effort into improving diversity in all layers of the organisation.



“Until people in my position start working on positive change, nothing happens. When it comes to diversity & inclusion it is extra important to challenge ourselves. I’ve been warned by people around me who claim that diversity & inclusion is too complex to address. For me this is not an excuse to not work on this important topic every day. We are the largest mobile operator in the Netherlands and we are intrinsically motivated to work with all our stakeholders – employees, customers, partners and suppliers – on realising equal opportunities and an inclusive work environment.”

Søren Abildgaard
CEO



Watch video about
diversity & inclusion



“As T-Mobile we believe that an inclusive working space boosts innovation and creativity, strengthens employee loyalty and attracts talents. That’s why we put all effort into offering a working environment where everyone feels welcome and included. That’s why we delved into the moments that matter to an employee. Those moments are often celebrating holidays together with family and friends. Offering interchangeable holidays was a small thing to do, but received with great enthusiasm by our employees.”

Saskia Bekkers
Director HR



Diversity & Inclusion in numbers

- 2067 fte
- 1417 male/ 650 female
- 213 male/58 female management
- 37.5% of the board members are women
- 3 participants in the T-Mobile Back to Work program

Focus areas	Ambitions	Main results 2021	Goals 2022
<i>Inclusive working environment</i>	Offer an inclusive working environment where everyone feels welcome and included.	■ Conduct a companywide survey to generate insights on psychological safety, D&I vision, equal career opportunities, inclusion ■ Offer training on unconscious bias ■ Introduce new leave policy: interchangeable holidays	■ Launch an awareness campaign ■ Expand our Inclusive HR policies & hiring practises ■ Diversity, Equality & Inclusion statement & guiding principles
<i>Inclusive leadership</i>	Develop the skills of our leaders to promote and offer an inclusive working environment.	■ D&I workshops on inclusive leadership with management teams	■ Diversity, Equality & Inclusion management training & dialogue
<i>Stimulate diversity</i>	Offer equal opportunities for everybody, resulting in more diversity in all layers and teams.	■ Diversity & Inclusion Task Force set up ■ Facilitation of Employee Resource Groups ■ Pilot talent program: Magenta stars	■ Expand our talent program to improve diversity in all layers ■ Define diversity target figures
<i>Focus on talent not the limitations</i>	Offer people with a distance to the job market an opportunity within our company.	■ Launch Back to Work fund for people with a distance to the labour market ■ 3 full-time participants in the Back at Work program ■ Improve wheelchair accessibility in our office(s)	■ Expand our partnerships on social return ■ > 5 full-time participants in the Back at Work fund
<i>Be who you want to be</i>	Strive to create a culture where everyone can be themselves and feel safe to stand up for their sexual orientation or identity.	■ Provide gender neutral toilets in our offices	■ Improve gender neutral communication in our corporate language
<i>All should recognise themselves</i>	Include more people of colour, different backgrounds, LGBTQIA+ individuals in our campaigns.	■ Celebrate diversity throughout the year	■ Solid heartbeat on communications regarding moments that matter for our employees

The foundation: happy, safe and engaged people

We believe that the growth of our company for a large part depends on the motivation, commitment and happiness of our employees. That is why we strive to be a great place for our people to work. We listen to them, take care of them and appreciate them for giving the maximum for our customers every day. In addition to providing comprehensive career opportunities and professional development, we frequently try to take our HR activities to the next level.

Career development

In 2021, more than 2067 people were employed at T-Mobile. We are proud to be able to offer so many people not only employment, but also social security and solid terms of employment. Something which is highly important for us, is to be able to contribute to the career development and personal growth of our staff. T-Mobile therefore offers its employees an extensive range of training and personal development

opportunities. In addition, we find it crucial to provide students with a chance to learn about what it means to work in a professional environment. Therefore, investing in future leaders is also relevant for us.

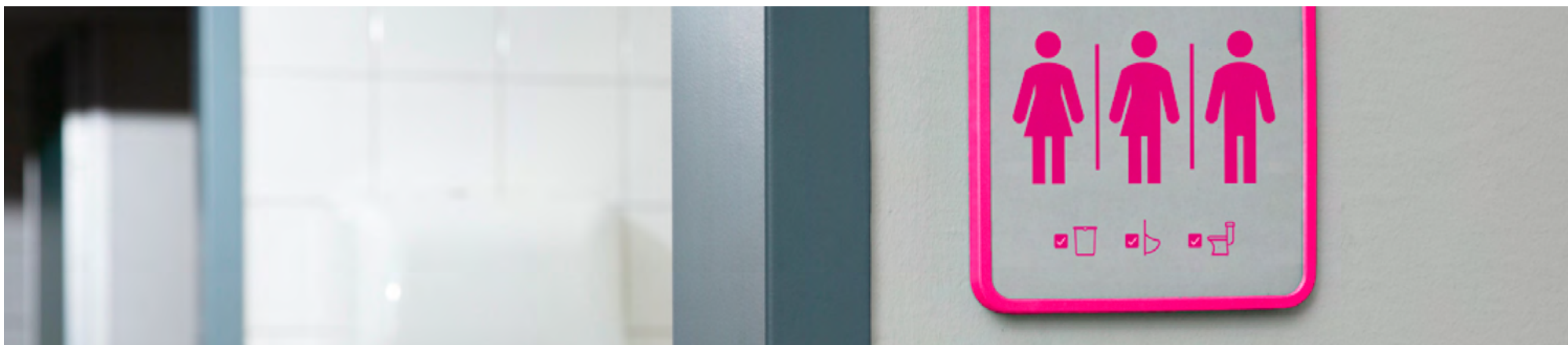
Diversity & Inclusion

Last year, we initiated the Diversity & Inclusion program and goals within T-Mobile Netherlands - a topic fully embraced by the Executive committee. Diversity & Inclusion has however always been part of our way of working; T-Mobile has an HR policy that is unaffected by age, origin, gender, sexual preference, marital or parental status, political affiliation, religion or ethnic background of the candidate. Equal treatment is one of our focus areas. One important driver of employee behaviour within our company is the Code of Conduct, based on international guidelines focused on human rights, working conditions, environment and anti-corruption.

To more specifically invest in Diversity & Inclusion within our company, we set up a D&I Task Force to monitor and realise our ambitions, coach our managers and to be a sparring partner for recruitment and the Workers council. In addition, different T-Mobile employees launched a variation of four Employee Resource Groups in the areas of Gender, Sexual orientation, Ethnic Heritage and Disability.

Social return: Back to Work program

Over the last years, we have been investing in employing people with a distance to the labour market, providing them with the opportunity to find their way back to work by offering them a career opportunity within T-Mobile. In 2021, we were happy to supply various employees with a safe place to work and grow back into their career and therefore into a regular job. While doing so, in early 2021 we launched the T-Mobile Back to Work program.





CASE

Social return on impact: Back to work program

In the Netherlands, 1.3 million people are at a distance from the labour market. These are people who have not been working for more than three months. This can be individuals with a work disability for example, or people who have been made redundant and can no longer reconnect with the labour market. T-Mobile is committed to an inclusive and equal society where everyone can participate. That is why we have created the Back to Work fund. With this fund, we create special job positions for people with a distance to the labour market, such as WWB, WW, Wajong, WAO, WIA and WSW candidates. The fund also generates stimulating BBL programs and BOL internships. In addition to creating the jobs, we ensure that the participants also receive high quality support. The aim of the Back to Work fund is to help the participants move on to a regular job at T-Mobile, so that they are no longer at a distance from the labour market. In 2021, there were three full-time participants of the Back at Work program.



“The success can be seen: Most of the participants who make it through the first month will actually continue to work at T-Mobile. And we are very happy about that. We want to offer them more opportunities and guide them even better. Previously, participants were mainly placed within recruitment & hospitality, facilities and the warehouse. But there are also opportunities beyond that.”

Saskia Bekkers
Director HR



CASE Interchangeable holidays

On the International Day of Cultural Diversity 2021, T-Mobile Netherlands announced a new policy: exchangeable holidays for its employees. T-Mobile wants to give their employees the freedom to choose on which holidays they take a day-off. Employees can choose to exchange some Dutch national holidays for personal cultural or religious reasons. For example, Whit Monday or Ascension can be exchanged for the end of Ramadan, Keti Koti, Diwali or Hanukkah. T-Mobile believes that different backgrounds and points of views make the company stronger and as a result is committed to being a diverse and inclusive employer, where everyone feels welcome and respected to express their own culture or faith. The policy applies to everyone with a T-Mobile employment agreement.

"I am very proud of the diversity in our organisation T-Mobile. We work together with so many people from all different backgrounds and I am convinced that this contributes to our strength as a team. Everyone should be able to be themselves, feel welcome and be respected. We have the opinion that it is no longer of this age to give employees a day-off only on the national holidays. That does not fit with the enormous diversity of our organisation, but also not with the population of The Netherlands. In 2021, Ascension Day coincided with the end of Ramadan, which was quite unique but very welcome for our muslim colleagues. From now on, as an employer, we will provide the flexibility to swap holidays."

Søren Abildgaard
CEO T-Mobile Netherlands



WE WON'T STOP
UNTIL EVERYONE
FEELS INCLUDED.

[Read more at our website](#)

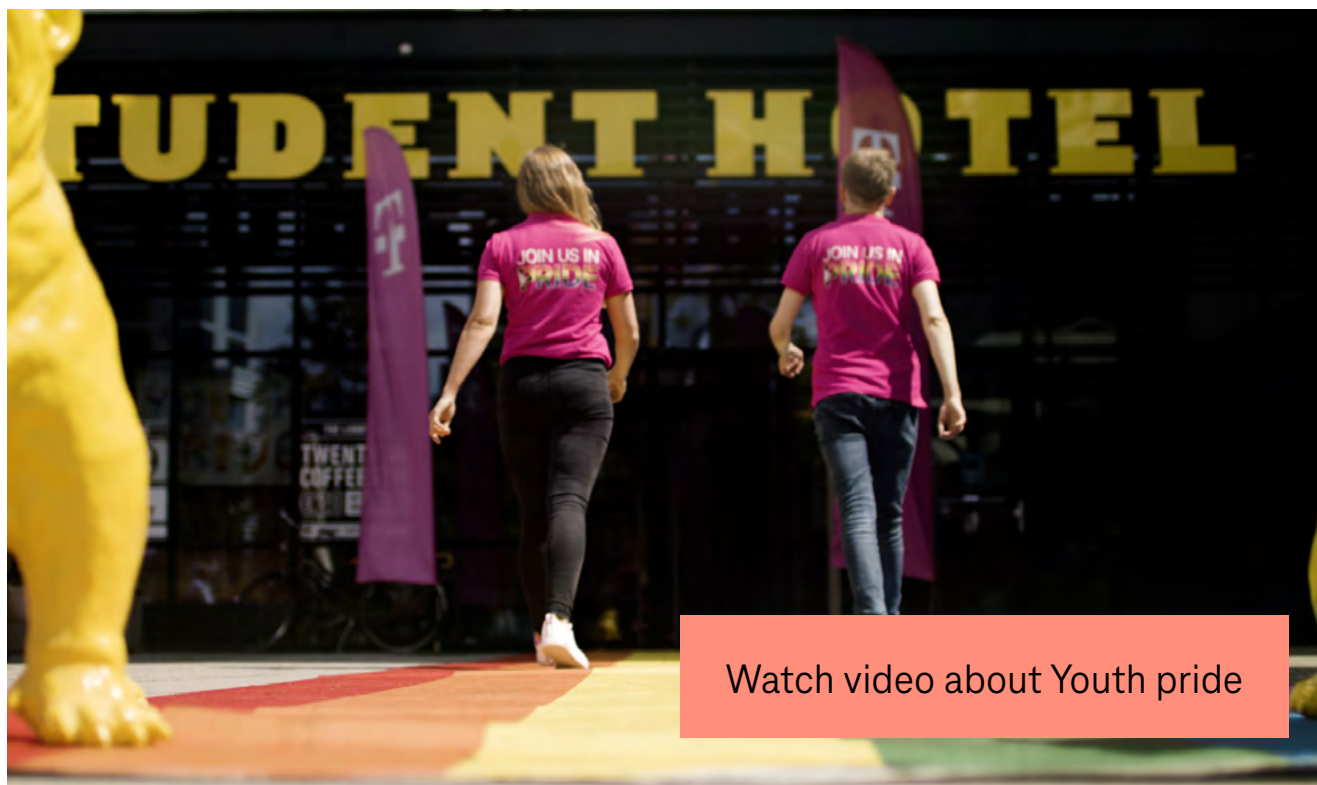
T-Mobile believes in the power of diversity and is committed to being an inclusive employer. T-Mobile strives to be an organisation where everyone feels welcome, safe and has the courage to be themselves. In the eyes of T-Mobile, the LGBTQIA+ community deserves extra attention. The corporate equality index shows that 46% of LGBTQIA+ employees in corporate companies worldwide hide their sexual orientation and (gender) identity. Thus, T-Mobile is committed to raising awareness around the challenges of the corporate LGBTQIA+ community. In addition to participating in Youth Pride, T-Mobile is taking other steps in this regard including an internal survey on the atmosphere around the topic and general acceptance of LGBTQIA+ employees, sharing personal stories among colleagues and awareness training for employees on sexual and gender diversity. There is also a focus on improving the experiences of LGBTQIA+ customers.



CASE Youth pride

In July 2021, T-Mobile Netherlands joined Pride Amsterdam. The collaboration is part of the Connect to Change plan where T-Mobile contributes to a more inclusive society and works towards its ambition to become a 100% inclusive organisation. Together with its partner Join Us, T-Mobile contributed to Youth Pride, part of Pride Amsterdam. The Join Us foundation is committed to reducing

loneliness among young people by connecting them with one another and helping to introduce them to more social situations. Loneliness among young people is a growing social problem, particularly among LGBTQIA+ youth. T-Mobile and Join Us want to increase the awareness of this problem among the LGBTQIA+ community and demonstrate the solutions that Join Us offers. During Youth Pride a workshop with spoken word talent, Amara van der Elst, was organised.



[Watch video about Youth pride](#)



CASE

Baas van Morgen

In 2021, the 14-year old Esmée and 12-year olds Roumaissa and Elanur were part of the board of T-Mobile Netherlands. The students took over from Tisha van Lammeren, Chief Commercial Officer Consumer, and Saskia Bekkers, Director of HR, as part of 'Baas van Morgen'. This is a nationwide initiative from JINC in which 550 children replaced politicians and executives of various companies for a day. The theme of the initiative: equal opportunities in the workplace, is in line with T-Mobile's

ambition to offer an inclusive working environment. T-Mobile believes that every child deserves an equal chance at a successful future, regardless of their background and the circumstances in which they grow up. **Watch video:**

<https://youtu.be/5aseY7ryJCg>

"It's great to see the enthusiasm and energy with which the students took on the challenge. It was my goal to inspire Esmée today, but she has also inspired me enormously." Tisha van Lammeren adds: "With the unlimited mindset of Roumaissa and Elanur, they can be the future bosses of the Netherlands, in any form. Because being a boss also means being the boss of your own life, career and happiness!"

Saskia Bekkers
Director HR

Tisha van Lammeren
Chief Commercial Officer Consumer



DIGITAL INCLUSION



We won't stop until everyone is included in the digital society.

We're proud to activate our technology and skills to fight loneliness and social exclusion. Our belief in a connected world is matched by our commitment to provide safe access to digital services for teenagers, elderly, and marginalized groups.

Our society is rapidly digitalising and the effects of this go far beyond the technology itself; we will live together and work together in a completely different manner. It is important that everybody feels invited to make this change. Various factors (age, social status, access, network) lead to the social, economic and financial exclusion of vulnerable groups.

This includes the elderly, the youth and a minimum of 2,5 million people in the Netherlands who have no access to or have difficulty using their digital devices. The differences between those with and without access are isolating people on both sides.

Our ambition

We want to reach 100,000 isolated or disconnected people by 2023. Therefore, we focus on the following groups in Dutch society;

- the elderly;
- teenagers and youth;
- people at-risk-of-poverty.

Our impact in 2021

Digital Inclusion in numbers

- 6,498 people supported with our Debt Prevention program
- 3,000 Prepaid SIMS donated to vulnerable families in our Social SIM program
- 57,876 people have received OmaPost postcards from the participants of our campaign
- Join Us partnership launched: engaged with 11,855 young people to fight loneliness
- >170 laptops donated to children in marginalised families via Allemaal Digitaal.

In order to achieve our ambition, we focus on three focus areas.

In the diagram below, we explain our impact in 2021 per focus area.

Focus areas	Ambition	Main results 2021	Goals 2022
Safe connection	Contribute to a safe digital society.	■ Hosted an information website about smartphone fraud ■ Provided financial support to the reporting centre for child pornography	■ Follow up on running programs
Stay connected	Make sure people have access to the online world by taking away financial barriers.	■ Helped 3,000 people gain access to the digital society with our Social SIM program ■ Facilitated 6,498 customers receiving payment agreements and deferrals with our Debt Prevention program	■ > 20,000 people reached with our connectivity projects
Be connected	Make sure once online, people have a network to connect with, to fight loneliness and social exclusion.	■ 57,876 OmaPost postcards have been sent to people ■ Join Us partnership launched: engaged with 11,855 young people to fight loneliness	■ Reach > 5,000 lonely youth via our partnership with Join Us



“Having access to the online society is one thing, but having connections that really matter is quite another. That is why we use our skills and people to actively combat loneliness and social exclusion.”

Tisha van Lammeren
Chief Commercial Officer Consumer

Safe connection

In order to contribute to a healthy digital society, the starting place is making sure it is a safe one - for our customers and society at large. For many years we have had an ISO27001 certified robust security management system in place. This was to guarantee safe data, security and privacy. In 2021 together with other telecom providers, we have also set up an information website about smartphone fraud: www.voorkomsmartphonefraude.nl. To help people on their way with our products and services, we've installed an easy, accessible help-desk - who speak several languages and who are trained to explain our products and services in a simple way. Furthermore, we've created easy-to-understand manuals featuring our

products and services. To ensure our digital world is a safe world for our children, we've also provided financial support to the reporting centre for child pornography: <https://www.meldpunt-kinderporno.nl/hulpnodig/>. Without these compliance activities, we believe we cannot credibly launch other Digital Inclusion initiatives as explained on the next page.

Stay connected

Beyond the foundation, we aim to empower vulnerable groups in society by enabling them to participate in our digitalising society, taking away barriers, such as financial constraints. To make a real impact, we always combine creating access to this digital world with education and networks. A continuous activity is

our Debt Prevention program, which is designed to make sure our customers can stay online. In 2021, we continued with our Social SIM program designed to provide families and children with internet access and mobile devices when they do not have these at home. In order to realise this, we worked with numerous societal organisations in the Netherlands, including Stichting Leergeld and Allemaal Digitaal. 3000 families were supported with online connection via Sim cards and mobile handsets.



Be Connected

With this final pillar of our Digital Inclusion program, we ensure that once people have found their way online, they also have a network to connect to. This way, we can actually contribute towards combating loneliness.

“I am committed to digital inclusion because it can’t be that in these times people are excluded from society simply because they do not have access to digital resources or do not know how to use them. I can’t let that happen.”

Margreet Hoekstra
*Director of Legal,
Regulatory and
Public Affairs*





CASE

Join Us partnership

In 2021 T-Mobile Netherlands and the Join Us foundation have signed a partnership for at least three years. Join Us is committed to reducing loneliness among young people by bringing them in touch with each other and helping them to socialise. T-Mobile donated 75.000 euros as a sponsorship, but also bring in expertise. By combining Join Us' expertise and experience in youth loneliness with T-Mobile's professional digital knowledge and reach, the organisations

expect to help at least 50,000 young people in The Netherlands in overcoming loneliness over the next three years. Loneliness among young people is a growing social problem that was rarely discussed until recently. In the Netherlands, 8 percent of young people feel chronically lonely. In the current COVID-19 climate, as much as 81 percent of young people indicate that they are more lonely. [Watch video: https://youtu.be/pKx7akgp7f4](https://youtu.be/pKx7akgp7f4)

“At T-Mobile, everything revolves around connection.

We help to connect through our networks, with the ultimate goal of really connecting people. But we are more than a network. We also have a social role and want to use our knowledge and expertise to combat loneliness. We are now doing this together with Join Us. As a mother of four children, fighting loneliness among young people is very close to my heart.”

Tisha van Lammeren
Chief Commercial Officer Consumer

Watch video: <https://youtu.be/u3VzntT3WU0>



Join Us partnership launched:

**ENGAGED WITH 11,855 YOUNG
PEOPLE TO FIGHT LONELINESS**



“In the T-Mobile online community, something very miraculous arose years ago: customers started to help customers and stood shoulder to shoulder with our customer service employees of their own accord. We have used that experience to build an online community for chronically lonely young people together with Join Us. A digital site where young people stand shoulder to shoulder with volunteers and employees of Join Us. An unique and wonderful place of digital inclusion.”

Niels Munoz
Program lead Digital inclusion



David Kers, community manager, was immediately triggered when he heard about Join Us: “It is great to use more than six years of T-Mobile experience as a conversation manager and online communication specialist to help Join Us and lonely young people.”

David Kers
Community Manager

CASE OmaPost

A recurring promotion of ours is the collaboration with OmaPost made by our Ben brand. OmaPost is an online platform that allows people to send postcards to their grandparents or other loved ones to give them a special feeling. In 2021, No less than 57,876 cards were sent to people who deserved and needed it.

The holidays in particular provide an opportunity to make someone feel loved. That is what Ben finds to be the most important and why we have therefore successfully launched OmaPost again. Ben customers can send a Christmas card to someone who they think would appreciate it, for example someone who is alone. This can be someone who they do not know, or it can be someone who they do know. OmaPost believes it is important that the elderly remain in contact with young people. Unfortunately, many elderly people in the Netherlands are lonely and a significant amount of young people are too busy to think about their grandparents on a regular basis. Thus, OmaPost wants to change that. If an individual no longer has grandparents themselves, we can connect them to a lonely older person through our adopt-a-grandma program.

57,876 cards
were send with
OmaPost



CASE

Debt Prevention to stay online

In the last few years, we saw the number of people who have difficulty with paying their monthly telephone bills increase significantly. To address this worrying development, we set up an Outbound Incasso team with one single goal: making sure they stay connected to the online world by helping people to pay their bills and preventing new debts to occur. We gave the team the freedom to support those customers: from removing unused bundles and adjusting their subscription, to making tailor-made payment agreements.

The focus within this unorthodox approach is making a personal connection and trying to understand the situation of these vulnerable customers. As a result, we experienced happy and relieved customers. A welcome side effect was the increased customer satisfaction in this particular group of customers.



CASE

Donation of laptops “Allemaal Digitaal”

During the pandemic it is was extra important to stay connected with our family, friends, work and school. Unfortunately, this is not a given for everyone. That’s why we’re partnering with ‘Allemaal Digitaal’ to give away free laptops and connectivity. Allemaal Digitaal has set up this initiative to give as many people as possible access to the digital world. They help people who have trouble connecting, for example because they don’t have the financial means. Allemaal Digitaal collects used laptops, refurbishes them and ensures that they end up with these people who are in need of such devices. T-Mobile is happy to contribute to this to prevent social isolation and social exclusion.

ALLEMAAL DIGITAAL

Watch video: <https://youtu.be/jMXD9-1uPQ0>



INNOVATION FOR SOCIETY



We won't stop until our skills, our craftsmanship and our experience in technology helps in solving social & environmental challenges.

We are committed to create a positive impact on our society with our industry-leading network and technology. We partner with social entrepreneurs to enable leading innovations in healthcare, education and smart cities.

Any idea that helps the world move forward, connects people and has the potential of becoming a new business model, is a good idea. We empower and work together with companies, schools, universities and government agencies. We cooperate with start-ups that want to make a positive difference in our society. We research, collect, analyse, develop, learn and more importantly; we connect. Our innovation lab helps to identify the challenges of today. We assisted around 25 impactful companies and start-ups with the further development, understanding, validation and exploration of their product/service. In this way we contribute to a climate friendly society, using technology to innovate care and education. We combine the best of both worlds. Our employee knowledge, skills and experience combined with the initiative's bold mission, curiosity and desire to change the status quo.

Our ambition

Impactful long-lasting partnerships in the field of:

- Healthcare and inclusion;
- Education and awareness;
- Smart cities and sustainability
- Quality Education.



“Our Innovation for Society projects are a success due to actively involving our stakeholders, so that we can jointly accelerate the impact we have on society.”

Léon Toet

Chief Commercial Officer Business

AT T-MOBILE WE PUT PEOPLE AT THE CENTRE OF TECHNOLOGICAL DEVELOPMENTS

Our impact in 2021

To achieve our ambition, we focus on two focus areas.
In the diagram below, we explain our impact in 2021 per focus area.

Focus areas	Projects/ goals	Main results 2021	Goals 2022
Accelerate innovation for society projects	Support NGOs and innovation partners with technology and connectivity.	■ We supported 9 initiatives in the field of health care and inclusion to make a step forward. 3 of these are worked out below in more detail as these initiatives made strong progress last year ■ We supported a wide range of initiatives in the field of education and awareness. For example, an initiative to make AI-tools available for non-technical teams, but also software against social media addiction ■ In total, we supported around 5 initiatives in the field of smart-cities and sustainability. One is worked out below	■ Facilitate 10 new impactful Innovation for Society partnerships to invest in Healthcare and Inclusion, Education and Awareness and Smart Cities and Sustainability
Knowledge exchange	Contribute to an Innovation for Society movement in The Netherlands by exchanging knowledge and experiences, sharing stories and bringing partners together.	■ Innovation for Society program launched	■ Involve T-Mobile media partners and business customers in Innovation for Society projects and events ■ Innovation for Society e-learning

Exchange knowledge

Instead of strictly supporting individual projects, we also focus on exchanging knowledge and experiences, learning from experts in the field, sharing stories and bringing new partners on board. Having set up more than five projects in two years under the Innovation for Society program, next year we will be focusing on sharing the experiences internally and externally.

Accelerate Innovation for Society projects

As part of our FutureLab, the main aim of our Innovation for Society program together with entrepreneurs, NGOs and start-ups, is to embrace innovation around mobile technology and connectivity, with the hopes of solving the world's biggest social and environmental challenges. We want to share the expertise of our

people and bring relevant stakeholders together in concrete projects that make an actual impact.

A few examples of initiatives that made a strong step forward in 2021 »

CASE

Care-Riing: Speech technology to enhance care

Those whose loved ones suffer from Alzheimer's dementia know how difficult it is to be available at any time. Care-Riing helps with an interactive voicemail, so safety and reassurance can continually be present through a conversation with someone the patient knows and trusts. T-Mobile has supported Care-Riing in both marketing and video production, sharing the story with a greater audience and using our network and technological expertise to test and improve the product. Care-Riing is now in the next phase as it is being used in practice in the care centres of Pieter van Foreest.

Watch video: <https://www.youtube.com/watch?v=ozzaEbahlvQ>



CASE

Project MARCH Exoskeleton: improving quality of life: step by step

T-Mobile assists The Project MARCH team which is committed to helping people with a spinal cord injury through user-friendly technology. A fine example of T-Mobile's CSR pillars Diversity and Inclusion and Innovation for Society. We offer marketing tools, technical advice on connectivity and have introduced the team to our network of business partners. The first skeleton is now functional through a mobile connection and is able to walk in an uncontrolled environment. In the Summer of 2021 it walked a first route outside during 'MARCH through Delft: The Reveal'.



CASE

Stichting Townmaking: safer e-bike traffic in Amsterdam

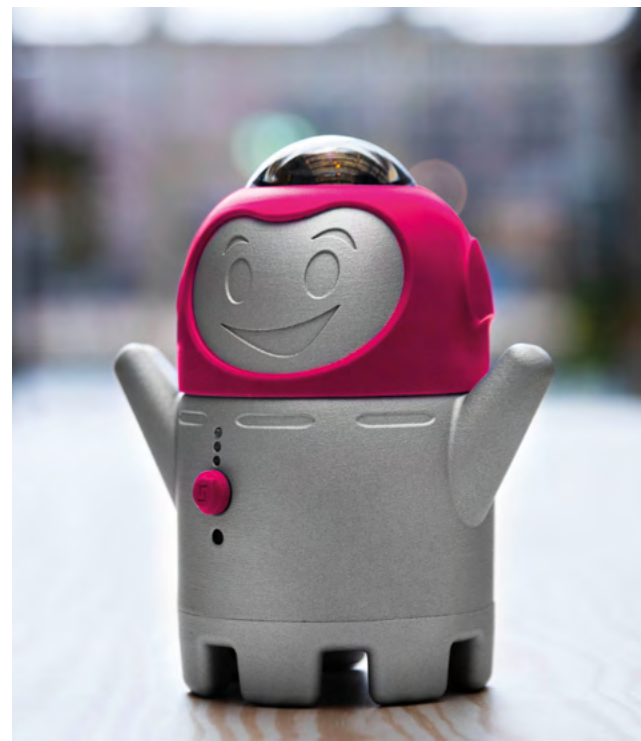
2021 also marks the start of the e-bike safety pilot in Amsterdam in which T-Mobile and Stichting Townmaking joined forces to increase the safety of e-bikes and the well-being of cyclists. In this unique pilot, the parties worked together in developing, testing and implementing state-of-the-art IoT technology that automatically modulates the power and speed of e-bikes in dangerous traffic conditions. In this first phase, studies and tests were conducted on a 1.9 km course at the Velodrome in Amsterdam. The aim of the pilot is to use innovative technology to improve the well-being of cyclists, reduce traffic accidents, and ultimately have a positive impact on the environment by reducing the carbon footprint by getting more people into cycling. [Watch video: https://www.youtube.com/watch?v=9naySOcvC2E](https://www.youtube.com/watch?v=9naySOcvC2E)

CASE

VRiendje: Virtual connections and inclusion

VRiendje, a VR solution project of HorusVR, brings hospitalised & isolated people back in contact with the outside world and their daily lives – to increase patients' wellbeing. T-Mobile helps VRiendje with technical support, marketing and storytelling, 5G-network solutions and project management. This resulted in the adoption of VRiendje by several care centres and hospitals. VRiendje was also taken into the training curriculum of caretakers in 2021.

[Watch video: https://www.youtube.com/watch?v=z_bmyHk93QM&t=1s](https://www.youtube.com/watch?v=z_bmyHk93QM&t=1s)





At T-Mobile we have the resources, the skills, a challenger mindset and a leading 5G network. And we will make time. In 2022 we will continue to support innovative ideas that will impact social change and wellbeing in the field of healthcare, education and smart cities. We put people at the centre of technological developments that contribute to society and we won't stop.

GRI TABLE

GRI Standard Disclosure Number	Disclosure Title	Reported (N/A, yes, no, partly)	Page (page number)
General Disclosures			
102-01	Name of the organization		5
102-02	Activities, brands, products, and services		4, 5
102-03	Location of headquarters		5
102-04	Location of operations		5
102-05	Ownership and legal form	Partly	4
102-06	Markets served		4
102-07	Scale of the organization		5
102-08	Information on employees and other workers		5
102-09	Supply chain		8
102-10	Significant changes to the organization and its supply chain	no	
102-11	Precautionary Principle or approach (ESG risk management model)		6
102-12	External initiatives		11, 20, 33, 34, 36, 37, 39, 41, 43, 47, 48, 49
102-13	Membership of associations		11
102-14	Statement from senior decision-maker		3
102-15	Key impacts, risks, and opportunities (non CSR related)	no	
102-16	Values, principles, standards, and norms of behavior		4
102-17	Mechanisms for advice and concerns about ethics	no	
102-18	Governance structure	Partly	4
102-19	Delegating authority	no	
102-20	Executive-level responsibility for economic, environmental, and social topics	no	
102-21	Consulting stakeholders on economic, environmental, and social topics		6
102-22	Composition of the highest governance body and its committees	no	
102-23	Chair of the highest governance body	no	
102-24	Nominating and selecting the highest governance body	no	
102-25	Conflicts of interest	no	

GRI Standard Disclosure Number	Disclosure Title	Reported (N/A, yes, no, partly)	Page (page number)
102-26	Role of highest governance body in setting purpose, values, and strategy	no	
102-27	Collective knowledge of highest governance body	no	
102-28	Evaluating the highest governance body's performance	no	
102-29	Identifying and managing economic, environmental, and social impacts		6
102-30	Effectiveness of risk management processes	no	
102-31	Review of economic, environmental, and social topics		6
102-32	Highest governance body's role in sustainability reporting	no	
102-33	Communicating critical concerns		13, 14
102-34	Nature and total number of critical concerns	no	
102-35	Remuneration policies	no	
102-36	Process for determining remuneration	no	
102-37	Stakeholders' involvement in remuneration	no	
102-38	Annual total compensation ratio	no	
102-39	Percentage increase in annual total compensation ratio	no	
102-40	List of stakeholder groups		8
102-41	Collective bargaining agreements	no	
102-42	Identifying and selecting stakeholders	Partly	6
102-43	Approach to stakeholder engagement	Partly	6, 11
102-44	Key topics and concerns raised		13, 14, 25, 33, 35, 37, 45
102-45	Entities included in the consolidated financial statements	no	
102-46	Defining report content and topic Boundaries		11
102-47	List of material topics		6
102-48	Restatements of information	no	
102-49	Changes in reporting	no	
102-50	Reporting period		11
102-51	Date of most recent report	no	
102-52	Reporting cycle	no	
102-53	Contact point for questions regarding the report	no	
102-54	Claims of reporting in accordance with the GRI Standards		11
102-55	GRI content index		51
102-56	External assurance	no	

GRI Standard Disclosure Number	Disclosure Title	Reported (N/A, yes, no, partly)	Page (page number)
Management approach			
103-01	Explanation of the material topic and its boundary/scope		6
103-02	The management approach and its components	no	
103-03	Evaluation of the management approach	no	
Economic			
201-1	Direct economic value generated and distributed		5
201-2	Financial implications and other risks and opportunities due to climate change	no	
201-3	Defined benefit plan obligations and other retirement plans	no	
201-4	Financial assistance received from government	no	
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	no	
202-2	Proportion of senior management hired from the local community	no	
203-1	Infrastructure investments and services supported	no	
203-2	Significant indirect economic impacts	no	
204-1	Proportion of spending on local suppliers	no	
205-1	Operations assessed for risks related to corruption	no	
205-2	Communication and training about anti-corruption policies and procedures	no	
205-3	Confirmed incidents of corruption and actions taken	no	
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	no	
Environmental			
301-1	Materials used by weight or volume	no	
301-2	Recycled input materials used		20
301-3	Reclaimed products and their packaging materials	no	
302-1	Energy consumption within the organization		16, 17, 18, 19
302-2	Energy consumption outside of the organization	no	
302-3	Renewable energy		18
302-4	Reduction in energy consumption		17
302-5	Reductions in energy requirements of products and services		19, 21
303-1	Interactions with water as a shared resource	N/A	
303-2	Management of water discharge-related impacts	N/A	
303-3	Water withdrawal	N/A	
303-4	Water discharge	N/A	

GRI Standard Disclosure Number	Disclosure Title	Reported (N/A, yes, no, partly)	Page (page number)
303-5	Water consumption	N/A	
304-1	Operational sites owned, leased, managed in protected areas and areas of high biodiversity value outside protected areas	N/A	
304-2	Significant impacts of activities, products, and services on biodiversity	no	
304-3	Habitats protected or restored	no	
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	N/A	
305-1	Direct (scope 1) GHG emissions		22
305-2	Indirect (scope 2) emissions	no	
305-3	Other indirect (Scope 3) GHG emissions	no	
305-4	GHG emission intensity	no	
305-5	Reduction of GHG emissions	no	
305-6	Emissions of ozone-depleting substances (ODS)	no	
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	no	
306-1	Water discharge by quality and destination	N/A	
306-2	Waste by type and disposal method		20, 21
306-3	Significant spills	no	
306-4	Transport of hazardous waste	no	
306-5	Water bodies affected by water discharges and/or runoff	N/A	
307-1	Non-compliance with environmental laws and regulations	no	
308-1	New suppliers that were screened using environmental criteria	partly	23
308-2	Negative environmental impacts in the supply chain and actions taken		17, 18, 19, 20, 21, 22
Social			
401-1	New employee hires and employee turnover	no	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	no	
401-3	Parental leave	no	
402-1	Minimum notice periods regarding operational changes	no	
403-1	Occupational health and safety management system	no	
403-2	Hazard identification, risk assessment, and incident investigation	no	
403-3	Occupational health services	no	

GRI Standard Disclosure Number	Disclosure Title	Reported (N/A, yes, no, partly)	Page (page number)
403-4	Worker participation, consultation, and communication on occupational health and safety	no	
403-5	Worker training on occupational health and safety	no	
403-6	Promotion of worker health	Partly	29
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	no	
403-8	Workers covered by an occupational health and safety management system	no	
403-9	Work-related injuries	no	
403-10	Work-related ill health	no	
404-1	Average hours of training per year per employee	no	
404-2	Programs for upgrading employee skills and transition assistance programs		29, 30
404-3	Percentage of employee receiving regular performance and career development reviews	no	
405-1	Diversity of governance bodies and employees		28
405-2	Ratio of basic salary and remuneration of women to men	no	
406-1	Incidents of discrimination and corrective actions taken	no	
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	no	
408-1	Operations and suppliers at significant risk for incidents of child labor	no	
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	no	
410-1	Security personnel trained in human rights policies or procedures	no	
411-1	Incidents of violations involving rights of indigenous peoples	no	
412-1	Operations that have been subject to human rights reviews or impact assessments	no	
412-2	Employee training on human rights policies or procedures	no	
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	no	
413-1	Operations with local community engagement, impact assessments, and development programs		30, 33, 34, 36, 37, 39, 41, 43, 47, 48, 49
413-2	Operations with significant actual and potential negative impacts on local communities	no	
414-1	New suppliers that were screened using social criteria	partly	23
414-2	Negative social impacts in the supply chain and actions taken	no	
415-1	Political contributions	no	
416-1	Assessment of the health and safety impacts of product and service categories	no	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	no	
417-1	Requirements for product and service information and labeling	no	

GRI Standard Disclosure Number	Disclosure Title	Reported (N/A, yes, no, partly)	Page (page number)
417-2	Incidents of non-compliance concerning product and service information and labeling	no	
417-3	Incidents of non-compliance concerning marketing communications	no	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	no	
419-1	Non-compliance with laws and regulations in the social and economic area	no	

