

**CORPORATE
RESPONSIBILITY
REPORT**

T-MOBILE 2019

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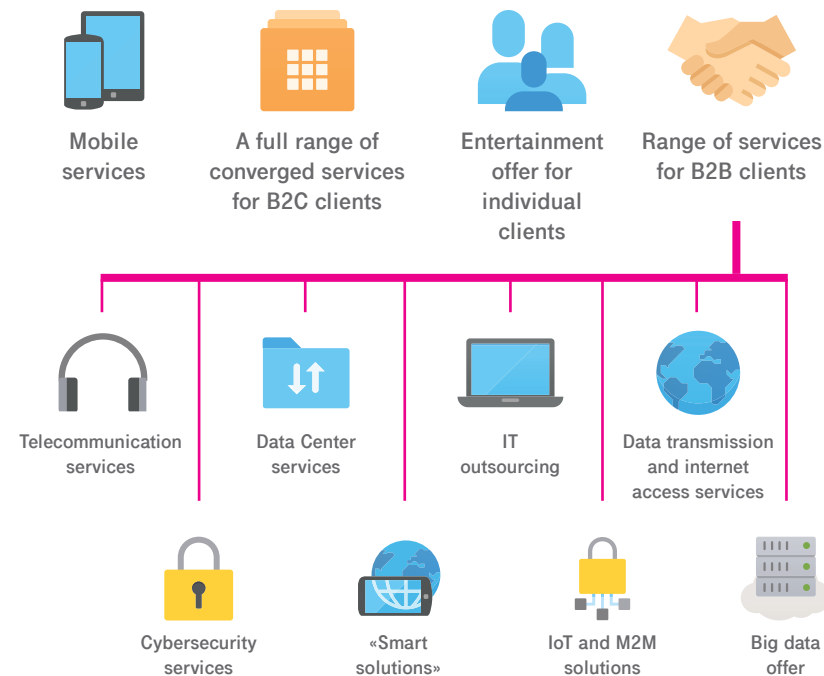


T Mobile Polska is one of the largest mobile operators in Poland.

We provide telecommunications services to private and corporate customers. Our services are used by nearly 11 million customers. The T-Mobile network offers mobile and fixed-line telephony and internet services in subscription-based, prepaid and mixed systems.



OUR OFFER:



**99,9% OF THE POLAND'S
POPULATION IS IN THE RANGE
OF T-MOBILE**

**IN 2019, WE WERE
AWARDED THREE
DISTINCTIONS
IN THE AREA OF
CSR WHICH ARE
IMPORTANT FOR US
AND MAKE US
VERY PROUD.**



Global Compact Network Poland. An award for supporting the implementation of the Programme of Ethical Standards in Poland and for long-term active participation in the works of the Coalition for the Business and Human Rights Programme.

Trusted Brand T Mobile was a leader in the 'Telecommunications Operator' category of the independent Trusted Brand study (Marka Godna Zaufania).

CSR Leaves of the POLITYKA magazine T-Mobile was awarded the Silver Leaf for its activities in 2018.

OUR STRATEGY

WE CARE

T-Mobile operates in conformity with the corporate responsibility strategy for 2020-2025.

Our mission is to create an environment in which modern technologies serve the sustainable development of the community. The WE CARE Strategy sets the directions for our activities, goals and principles of corporate social responsibility in all areas of the company's operations.



THREE PILLARS OF WE CARE

I. DIGITAL RESPONSIBILITY

We educate how to be a user and a member of the digital community, and how to use new technologies in a secure and responsible manner.

II. SOCIAL RESPONSIBILITY

We establish relationships with our stakeholders, and we work together on joint projects to address important social issues.

III. ENVIRONMENTAL RESPONSIBILITY

We want to run our business in a sustainable way, with the least possible environmental impact.

RESPONSIBLE MANAGEMENT

These directions can be effectively pursued only under a responsible management.

WE CARE

ENVIRONMENTALLY RESPONSIBLE

As a responsible partner and telecommunications market leader, T-Mobile Polska also wants to actively counteract the changes and limit its negative impact on the natural environment.

For several years now, we have been implementing measures which are intended to control our footprint. We modernise our base stations, while reducing the energy consumption of our infrastructure. To make our environmental activities effective, we engage our stakeholders in cooperation for the sake of our planet. We want to draw customer and employee attention to ecology, but we also strive to change our organisation so as to reduce energy and water consumption, the use of plastic and to decrease the pollution we generate.



WE ARE A ZERO-WASTE COMPANY –

WE REDUCE OUR ENVIRONMENTAL

IMPACT:

WE ACT TOGETHER WITH OUR CUSTOMERS

- 2,419,430 users currently use e-invoice
- 1,016 kg of devices brought to us by customers were forwarded for recycling and recovery in 2019.
- Paperless – reduction of the number of paper documents by sending documents via email to sign contracts/agreements.
- Advertising campaigns with a limited quantity of leaflets
- Replacement of plastic bags with paper ones
- Recycling and recovery of electronics and batteries
- Environmental education
- Electronic invoicing
- Contracts/agreements delivered electronically

WE ACT TOGETHER WITH OUR EMPLOYEES

- Reuse of cardboard boxes and pallets
- Reduction of waste and its segregation across the organisation
- Replacement of diesel engines
- Green energy in offices
- Elimination of plastic bottles
- Energy saving
- Water saving
- Signing and use of contracts in electronic format

OUR COMMITMENTS:

reduction of carbon
dioxide emission by

90%

compared with 2017
by 2030

CO₂ emission reduction
per one customer by

25%

Replacement of diesel cars in our fleet by 2021

WE CARE

RESPONSIBLE FOR ONLINE SAFETY

Our greatest responsibility is to provide high-quality services and to ensure that they can be safely used. Nowadays the internet, in combination with emerging technologies, offers practically unlimited possibilities to learn, discover the world and meet new people.

Its broadly accessible and varied content may pose a threat if not used properly, especially for younger users. Therefore, one of the three priorities of our responsible business strategy is to implement and follow initiatives intended to increase online safety for users, particularly the youngest ones. Children are most prone to encounter threats inherent in the omnipresent internet.



WHAT WE HAVE ALREADY MANAGED TO DO:

Safe children online. In October 2019, T-Mobile and representatives of state institutions, media and other telecommunications operators, as well as the Ombudsman for Children, signed the Declaration to Cooperate on Child Online Safety. It provides for actions intended to protect children against cyber abuse in three areas: legal, organisational, and technical.

Educating customers and consumers so that they can use our services in an informed, smart and, above all, secure way. We accomplish our tasks in several areas – by educating parents and children, and by motivating young people to make joint efforts.

Website for parents – in the Digital World, where parents can learn what they should bear in mind to avoid dangerous situations. The website Bezpiecznie w Cyfrowym Świecie [Safe Digital World] offers practical tips for parents about ways to teach their children how to use new technologies: smartphones, computers or tablets, so that they are worthwhile and safe additions to education and development.

Parental control Dzieci w Sieci [Children online] – the service enables parents to adjust internet access so as to prevent children's access to inappropriate content.

Educational programme - T-Mobile Secure Internet Laboratory. At workshops, children learn about solutions that protect them against threats they can encounter in the virtual world. The programme also provides information for parents, guardians and teachers.

BE SMART WITH
CONTENT

BE SMART SURFING THE
INTERNET

BE SMART WITH YOUR
SMARTPHONE

4500 PRIMARY
SCHOOL STUDENTS
FROM **33** SCHOOLS
PARTICIPATED IN
THE WORKSHOPS

WE CARE

SOCIAL

RESPONSIBILITY

At T-Mobile it is our goal to conduct business in a way which does not neglect the social aspects of our activities.

We know how important people are for us: our employees, customers, local communities or people in need. Our social efforts are addressed to a broad group of stakeholders. We are also supported by our staff who display an active attitude and engage in searching for people in need and offering them help.



WHAT WE DO IN THIS AREA:

THE VOLUNTARY 'JOY IN HELPING' PROGRAMME

An important way of enhancing the commitment and integration of our personnel is the voluntary 'Joy in Helping' programme, which has been in operation since 2002. As part of the programme, employees are given grants for their own voluntary service projects that are intended to benefit local communities. Being involved in helping others is also a way to acquire new skills or to develop professional and social competences. However, what is most important for us is the opportunity to create social projects and to build a responsible organisation.

JOY IN HELPING 2019:

10 PROJECTS
36 EMPLOYEE-VOLUNTEERS
650 BENEFICIARIES
45 000 PLN

WE SUPPORT ORGANISATIONS

We cooperate with nearly 20 Foundations and Associations on a continuous basis, supporting them by providing no-charge mobile messaging for charities. The organisations get free charity numbers to implement their statutory objectives.

WE SUPPORT INNOVATIVENESS AND YOUNG ENTREPRENEURS

We strongly support the development of innovativeness and entrepreneurship among young people as part of a programme launched by Deutsche Telekom Group. In the Hub:raum innovation centres in Krakow and Berlin, we offer comprehensive support for startups in the areas of financing, space for work (possible co-working), advice by mentors and experts and access to Deutsche Telekom resources (such as the customer base, technical services or access to infrastructure). This is the only platform which offers wide-ranging opportunities for young entrepreneurs from Central and Eastern Europe.

GOALS

THAT ARE THE MOST

IMPORTANT FOR US:

We support the accomplishment of Sustainable Development Goals, because we want to really contribute to the changes around us.





CONTACT

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