



Action Plan 2.0

Deutsche Telekom AG

Contents

Forewords	4
1 What motivated us to develop and modernize our action plan?	8
1.1 What motivates us	10
1.2 Action areas for Deutsche Telekom AG's 2016 action plan	11
1.3 Partnerships of Deutsche Telekom AG	11
1.4 Partnerships of the Group Representatives for Persons with Disabilities	12
2 DTAG's Action Plan – principles – results - objectives	14
2.1 Principles of Deutsche Telekom AG	16
2.2 Results of the Deutsche Telekom AG's action plan from 2016 to 2021	17
2.3 What's next for our focus topics?	17
3 Action Plan 2.0	18
3.1 From the idea to the new Action Plan 2.0	20
3.2 The action areas	21
3.3 Implementation and evaluation of the projects and measures	25
4 Measures and projects	26
A Brief Etiquette Guide	28
carolin.coralinart	30



Birgit Bohle

Birgit Bohle
Board Member for HR and Legal Affairs
Deutsche Telekom AG

Board member for HR and Legal Affairs & Inclusion Officer for persons with disabilities at the Deutsche Telekom Group

Deutsche Telekom employs more than 215,000 people worldwide, 85,000 of which are in Germany. More than 7.5% of our employees have severe disabilities or equivalent status in professional life, a figure far above the German average. In our experience, our diverse workforce, with its different strengths and abilities, is a key reason for the Group's success. Among this diversity, people with and without disabilities, from different age groups, different sexes and gender identities, different sexual orientations, and different social, cultural, and religious backgrounds all enrich us. We see this diversity as a source of creativity and innovation: Diversity adds value, fosters pluralism in the generation of ideas, and – ultimately – simply delivers better results. We want to work on the inclusion of this diversity!

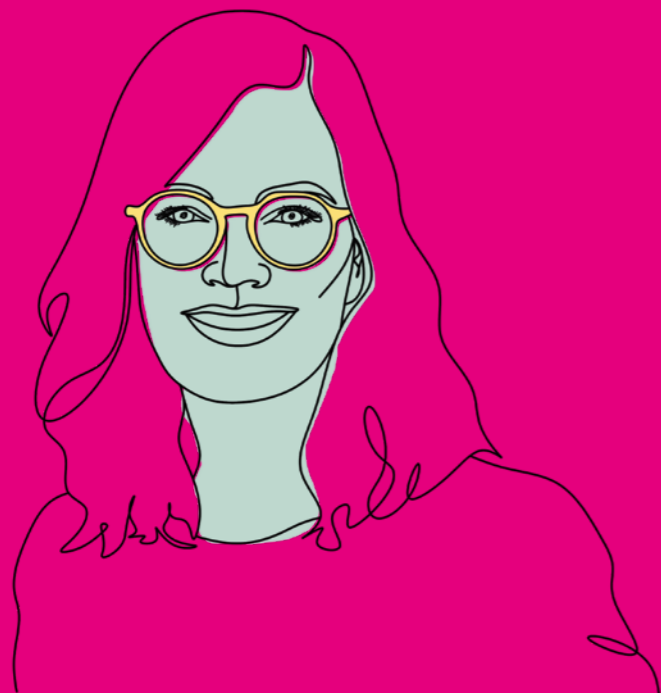
We don't believe that a disability is a personal shortcoming; everyone has a place in society, with all of their individual characteristics. That is our understanding of inclusion. Every single person at Deutsche Telekom has individual talents and should not face any barriers to their development. Nonetheless, we see that people with disabilities face a variety of barriers every day, putting them at a disadvantage. Reflecting on these facts honestly and

continually scrutinizing our existing structures to identify existing barriers are key elements for inclusion and accessibility. A culture of appreciation, respect, and tolerance for individual capabilities and life plans is our foundation for pluralistic coexistence and an inclusive work environment.

The dynamism with which the working world is currently changing has encouraged us to revisit the existing action plan from 2016. We have included new influences that can also affect the severely disabled and those with equivalent status in the workplace, so that we can specifically target the elimination of barriers in future.

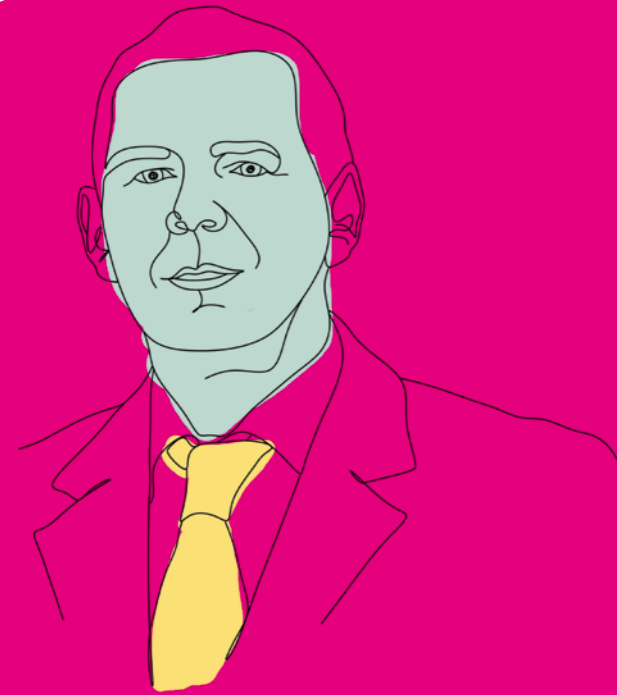
We need to overcome these barriers together and eliminate prejudices – even our own.

Because we won't stop until everyone can **#takepart**.



Sandra Windgätter

Sandra Windgätter
Inclusion Officer for persons with disabilities
Deutsche Telekom AG



Peter Kleineberg

Peter Kleineberg
Group Representative for
Employees with Disabilities
Deutsche Telekom AG



Kerstin Marx

Kerstin Marx
Chairwoman of the Group Works Council
Deutsche Telekom AG

Group Representatives for Persons with Disabilities & Group Works Council

Living a self-determined life.

Equal participation at work and in society is a human right and a matter of course for us as works councils and representatives for persons with disabilities. We protect this right and show every day that it is self-evident – and must remain so.

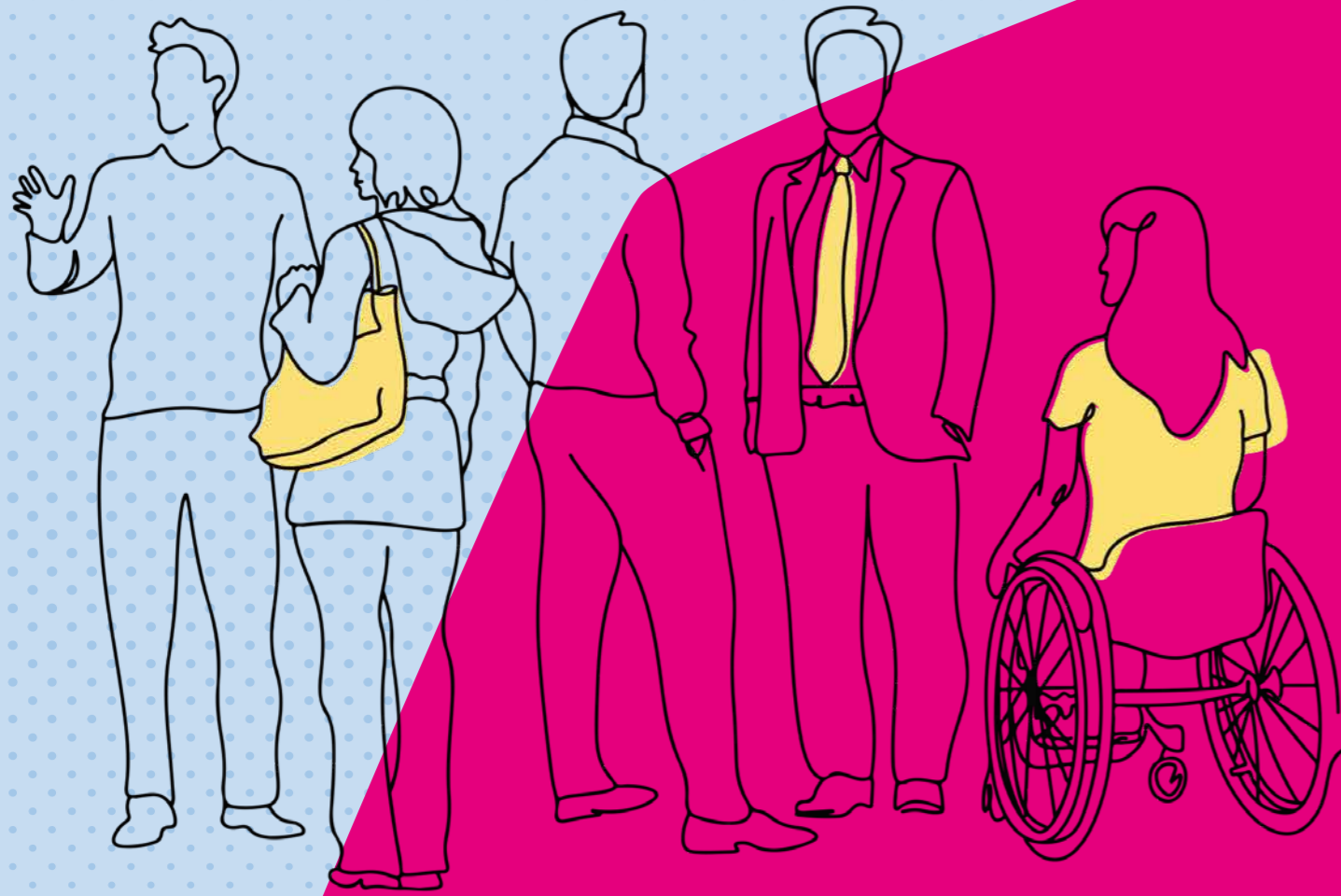
People with disabilities should have the same right to participation in the labor market as people without.

“Inclusion is democracy and co-determination,” as Jürgen Dusel, Germany’s Federal Government Commissioner for Matters relating to Persons with Disabilities, said. As the works council members and representatives for persons with disabilities, we agree with this statement.

Deutsche Telekom is a diverse company that promotes diversity in the workplace. Inclusion enables us to learn from and with one another and to develop and grow together – with and without disabilities. Every person contributes their individual strengths, helping to advance the company together. This benefits people, teams, and the company.

Inclusion must be more than a list of good intentions. True participation has to come from the heart and reach people in their hearts and minds. Inclusion needs allies. Kerstin Marx, Chairwoman of the Group Works Council, and Peter Kleineberg, Group Representative for Persons with Disabilities, want to be these allies. Inclusion is an interdisciplinary task for everyone in the Group. We will need a comprehensive network of active individuals to implement this Inclusion 2.0 action plan together at Deutsche Telekom companies.

The Group Works Council and Group Representatives for Persons with Disabilities stand side by side in supporting inclusion. The inclusion of people with disabilities must be a given. Working conditions have to adapt to the people, not the other way around. People with disabilities want to be involved. The Group Works Council and Group Representatives for Employees with Disabilities want to guarantee this and will actively support the implementation of the action plan in the companies.



1.

**What motivated us to develop
and modernize our action plan?**

1.1 What motivates us

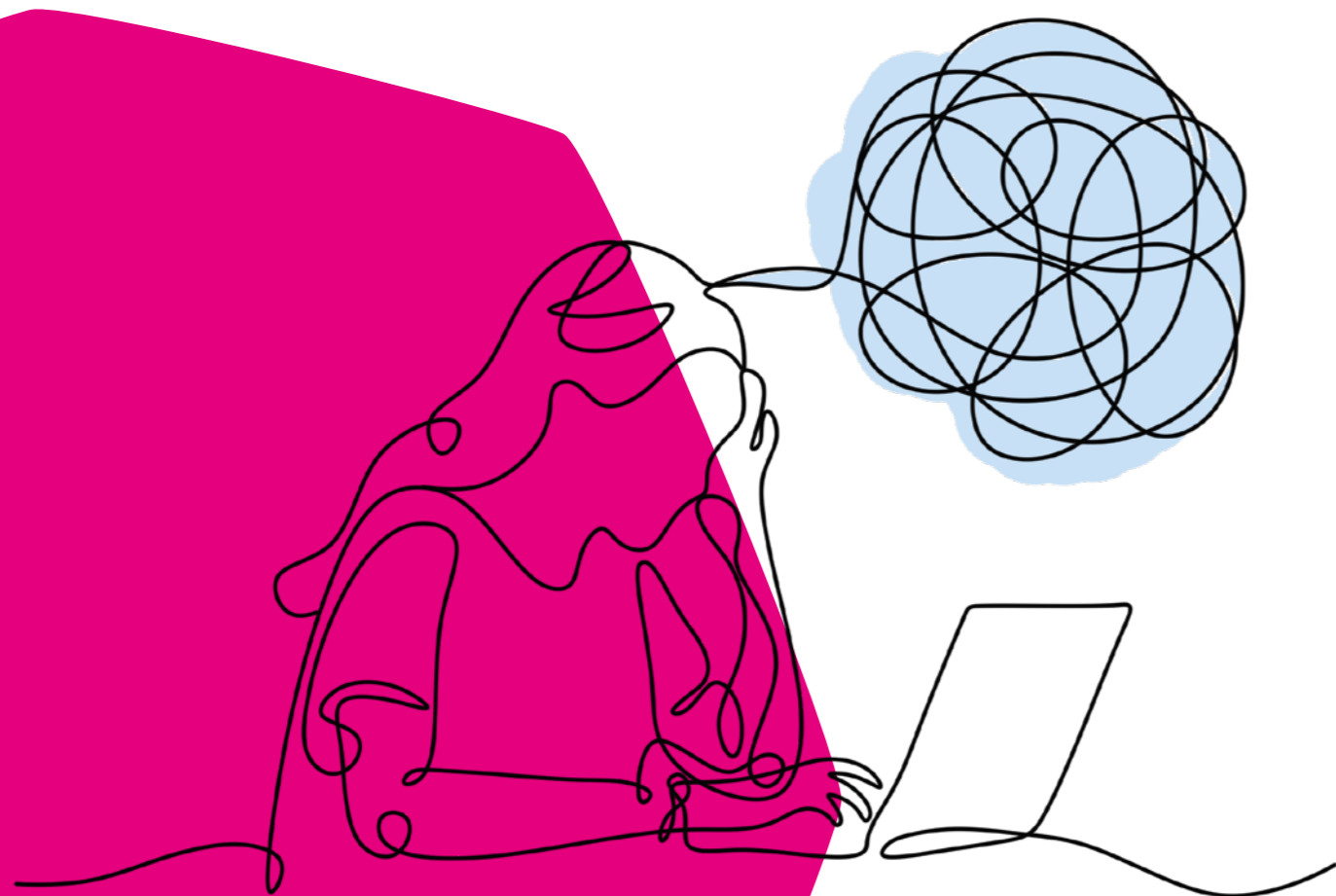
As a responsible employer that supports inclusion, Deutsche Telekom AG is fully committed to the United Nations Convention on the Rights of Persons with Disabilities (UN CRPD), which was adopted in December 2006. The Convention details and specifies universal human rights from the perspective of people with disabilities.

The objective of Action Plan 2.0 is to bring inclusion to life. It entails removing barriers and compensating for disadvantages, taking the individual life situations into account. These changes enable people with disabilities to experience equal opportunity.

At Deutsche Telekom AG, we fully support “inclusion”. Put simply, inclusion means enabling participation in all facets of society: education, work, family, recreation, and much more. Social inclusion is fully achieved when every individual is fully accepted in society and can therefore participate and take part in all aspects of life. Every individual is a fully

equal member of society and the existence of differences is seen as an enrichment. We can all benefit from this diversity and it is considered completely natural that we are all different.

The Group, the Group Representatives for Persons with Disabilities, and the Group Works Council at Deutsche Telekom AG published their first joint action plan in May 2016. The ecological, economic, political, and – above all – societal developments since then have given us reason to reflect on this plan, derive positives and new potential from it, and to transform it into something better, with the aim of doing much more for inclusion and thus for removing barriers.



1.2 Action areas for Deutsche Telekom AG's 2016 action plan

The action areas express the diversity of our activities for promoting inclusion.

Our previous action areas:

- 01 Action area: Education and training
- 02 Action area: Awareness and public relations work
- 03 Action area: The world of work and employment
- 04 Action area: Prevention and reintegration
- 05 Action area: Accessibility

1.3 Partnerships of Deutsche Telekom AG

Diversity Charter

The Diversity Charter is an initiative to promote diversity in business enterprises and institutions. This initiative aims to advance the recognition, respect, and inclusion of diversity in the working world in Germany. In addition to age, origin, gender, religion, ideology, sexual orientation, and identity, the inclusion of people with disabilities is a key factor. Deutsche Telekom AG signed on to this initiative in December 2006. (Source: Diversity department, DTAG)

Commitment to sports for the disabled

Taking social and societal responsibility in all areas of sports – Deutsche Telekom AG has made this objective a key focus. To achieve this objective, Deutsche Telekom AG has maintained a long-standing partnership with the German National Paralympic Committee (DBS) and cooperations with the Sepp Herberger Foundation and Stiftung Deutsche Sporthilfe.

In addition, Deutsche Telekom AG initiated the sponsorship project “Neue Sporterfahrung” (“New Sports Experience”), which enables young people to learn about the lives of people with disabilities. A number of training units within the realm of disabled sports strengthen team spirit and creativity, as well as mutual respect and understanding for people with disabilities.

(Sources: <https://www.telekom.com/de/konzern/details/integration-und-mobilitaet-336780>; <https://www.neuesporterfahrung.de/nse-de>)

engagement@telekom program

With its engagement@telekom corporate citizenship program, Deutsche Telekom AG contributes to society in a variety of ways and supports volunteer work by its employees. This takes the form both of initiatives for new engagement and support for existing volunteer activities.

(Source: Group Corporate Responsibility)

Social Days

The Social Day gives teams the opportunity to actively support a charitable organization while at the same time getting to know colleagues from a different perspective, in the context of team days. Support can be given to personal initiatives, as well as to existing proposals for activities deserving support. **One example is “Wheelmap”, an online map for finding wheelchair-accessible places.**



In this case, teams can visit public places and assess their wheelchair accessibility as a joint activity.

(Source: Group Corporate Responsibility)

Cooperation with Lebenshilfe

As part of their dedicated retirement, civil servants have the possibility of serving their volunteer assignments in an inclusive daycare center or residence for adults with disabilities run by Lebenshilfe, a charity for people with disabilities.

(Source: Group Corporate Responsibility)

1.4 Partnerships of the Group Representatives for Persons with Disabilities

For some 25 years now, the Group Representatives for Persons with Disabilities have worked closely together with other businesses in the Interest Group for Representatives of the Disabled in German Business Enterprises (IBW). This organization, which consists of DAX-listed companies and other large enterprises, meets twice per year to discuss everyday working practices.

In addition, the Group Representatives for Persons with Disabilities (abbreviated as “KSBV” below) is a permanent member of the Group Works Council, with both national and international involvement here.

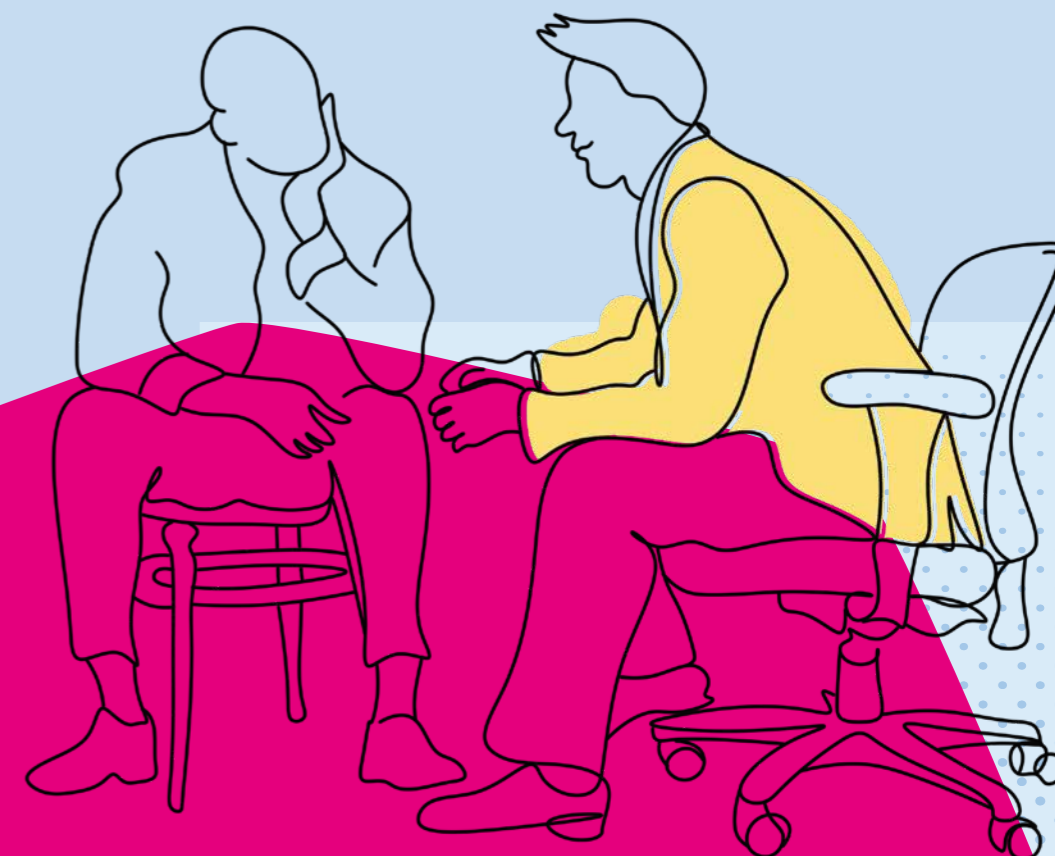
There are cascading structures within KSBV which are reflected in many central representative organizations for people with disabilities (referred to as “GSBVs” below) and every local/company representative for people with disabilities (referred to as “ÖSBVs” below).

Working groups for a wide variety of topics add to transparency, knowledge gains, and knowledge transfer.

A permanent learning process based on best practices is fostered by ongoing interaction with policy-makers and IBW contacts.

Internally, the KSBV has implemented eight working groups: inclusion, DEAF, blind and vision-impaired people, barrier-free real estate, barrier-free IT, international affairs, mental stress, and HR development.

These working groups aim to develop individual, targeted solutions for a wide range of health-related and disability-related challenges.



2.

DTAG's Action Plan

Principles - Results - Objectives



2.1 Principles of Deutsche Telekom AG

For Deutsche Telekom AG, collaborative work between people with and without disabilities is a matter of course and part of our societal responsibility. Deutsche Telekom AG, the Group Representatives for Persons with Disabilities, and the Group Works Council have been committed to inclusion for many years. The inclusion of persons with severe disabilities and those of equivalent status in professional life is not merely seen as a legal obligation, but rather a social role which must be fulfilled collectively by all those involved. The goal is for people with disabilities to create and guarantee their professional livelihoods and promote their career advancement. They should not be passively offered caring activities, but instead be able to participate in professional life on an equal footing with other employees through active self-determination. This includes the hiring and continued employment of people with disabilities, as well as continuing our established practice of exceeding the statutory mandatory quota.

With the Group Inclusion Agreement from 2022, Deutsche Telekom AG, the Group Representatives for Persons with Disabilities, and the Group Works Council have taken another important step together toward inclusion and professional support for employees with disabilities within the Group.

The full, effective participation of people with disabilities is a major factor in the success of Deutsche Telekom AG as a business. We aim to retain valuable knowledge and years of experience for as long as possible. As such, respect and support on a broad scale within the company are indispensable with regard to continuing employment in an accessible workplace. This is particularly true in our society, which is marked by demographic change.



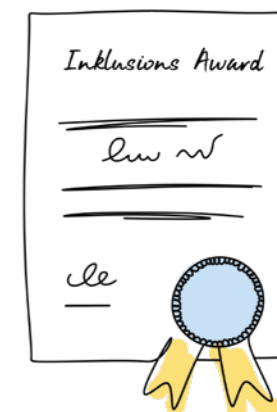
2.2 Results of the Deutsche Telekom AG's action plan from 2016 to 2021

Numerous measures have been rolled out successfully, based on the previous five action areas. The “best of the best” projects have been recognized with the Inclusion Award by the Group Representatives for Persons with Disabilities. More companies in the Deutsche Telekom AG Group became involved every year, filling the action plan with life Group-wide. The Group companies and representatives for persons with disabilities have worked together on these projects hand in hand.

All the measures demonstrate determination, inventiveness, engagement, and broad social skills and can therefore serve as role models. This thinking and acting for others – to help them join the workforce,

simplify their daily grind, or simply to expand their responsibilities – shouldn't be taken for granted.

We are very proud of what we have achieved, which has been recognized by Deutsche Telekom AG receiving the German Inclusion Award for Business in the “Group” category in 2019.



2.3 What's next for our focus topics?

The evolution of the action plan was discussed in the summer of 2020. A development team was then formed from representatives of Deutsche Telekom AG, the Group Representatives for Persons with Disabilities, and the Group Works Council to establish the processes, composition, and time frame for developing a new Action Plan 2.0.

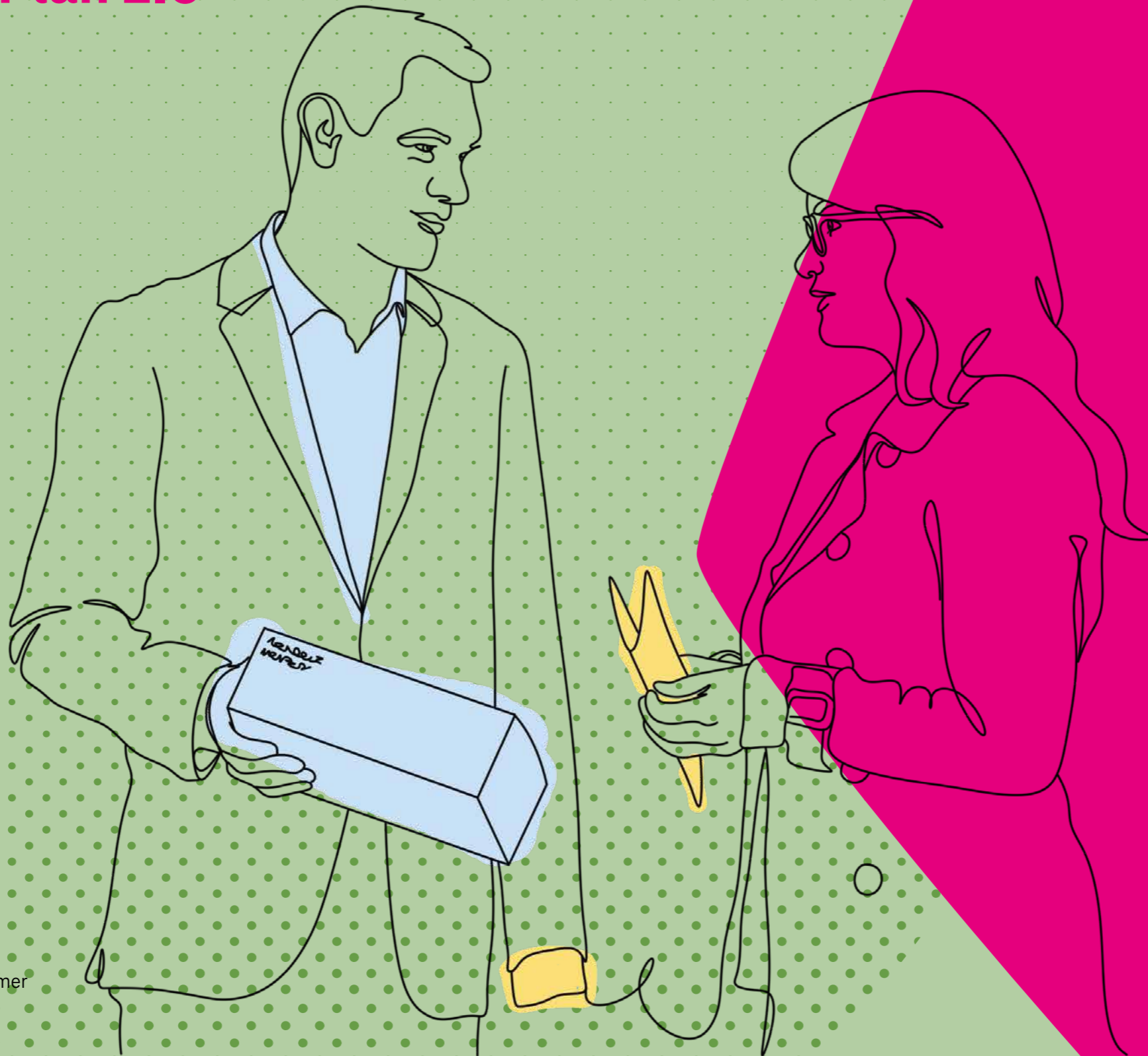
The team used agile methods with defined sprints to design an Action Plan 2.0, whose objective is to implement the previous results and future requirements and developments at Deutsche Telekom AG.

Every Group company and every unit is still called upon to make their own contributions, to fill the action plan with life, and to create best practices specifically within their respective action area of influence. By increasing the visibility of our successes within the Group, for example, by presenting awards to honor our role models, we increase motivation to develop and implement new ideas involving inclusion.

Photo: Simone Stihl with a colleague

3.

Action Plan 2.0



Picture: Reinhold Bötzel with a customer

3.1 From the idea to the new Action Plan 2.0

Based on the shared opinion that the 2016 action plan no longer corresponded to current developments and trends, the Group and the Group Representatives for Persons with Disabilities signed a commitment in the summer of 2020 to design a new, state of the art Action Plan 2.0.

To ensure that the methodology for implementing the improved action plan was also state of the art, we chose the agile Design Thinking method – with defined sprints – to pursue our goal together.

In the initial step, we examined the five existing action areas from a wide range of perspectives and discussed the results together.

To improve the results and expand the viewpoints and perspectives, representative interviews were conducted based on a jointly defined questionnaire, with the aim of determining the strengths and potential of the current action plan and render them transparent.

The interviewed persons were asked the following questions:

- Do you know the action plan with its 5 action areas?
- What do you think has turned out well?
- What do you think did not turn out very well?
- What are your personal (positive/negative) experiences with the action plan?
- Where do you see potential for improvement here?

With the goals of continuous improvement and achieving our joint objective of creating something better, the identified and prioritized weaknesses and potential were used to develop an action plan.

The measures and action areas contained therein were divided into central and local measures and will be monitored regularly in future.

The following action areas were agreed to for Action Plan 2.0:

- Action area 01: Education and training
- Action area 02: Awareness and public relations work
- Action area 03: The world of work and employment
- Action area 04: Prevention and reintegration
- Action area 05: Accessibility
- Action area 06: New forms of working and working methods

It was agreed to form a central sponsor duo, as well as local sponsor duos in all Group companies

Central sponsor duo

The central sponsor duo, consisting of the Group Representative for Persons with disabilities and the Group Inclusion Officer, is responsible for the central measures in Action Plan 2.0. These measures are recorded in an action plan, maintained, and compared and revised by the duo at regular intervals.

Local sponsor duos

The local sponsor duos consist of the respective (central) representative for persons with disabilities and the inclusion officer at each company. These duos are responsible for the local measures in Action Plan 2.0. These measures are recorded in an action plan, maintained, and compared and revised by the respective duo at regular intervals.

3.2 The action areas

In this section, we introduce the six action areas of Action Plan 2.0. During its development, we also identified influences that affect all the action areas. One example of this is the ongoing digitalization of the world of work and technical progress, which can also affect the day-to-day work of people with disabilities and those with equivalent status in the workplace. This progress can pose special challenges, as well as offer new perspectives and opportunities for working side by side with people without disabilities. These general influencing factors and the opportunities that they give rise to are being taken into account in the joint implementation of Action Plan 2.0 and are being actively integrated in the measures of the six action areas.

01 Education and training

To grant them access to the labor market and enable them to reach their full potential sustainably, people with disabilities are far more reliant on accessible,

custom-tailored programs for education and training than people without disabilities.

At the Deutsche Telekom AG Group, young people with a recognized disability are welcome to apply for a trainee and/or cooperative study place. Inclusion is practiced actively and made possible through measures aimed at achieving accessibility in specific cases. The share of trainees with disabilities who are retained as regular employees continues to be higher than that of trainees without disabilities.

Since access to training content is essential to establishing and maintaining employability during one's professional career, employees with disabilities get preferential access to internal education and training measures, which are also designed to be accessible. The planning of education and training measures takes the individual needs of employees with disabilities into account to ensure that they can participate.



Picture: Julien Brauers at his workplace

02 Awareness and public relations work

For us, inclusion means diversity and is a normal part of human life. Publications of Deutsche Telekom AG portray people with and without disabilities equally and together. In our internal networks, gatherings, and assemblies, we regularly provide information about special campaigns and measures for the further development of an inclusive workplace and inclusive management.

Deutsche Telekom AG also continues its sustained social engagement to support people with disabilities in society.

The societal transformation – away from integration and toward inclusion – is practiced, implemented, and respected by everyone in the Group. Inclusion works at our Group because we no longer perceive the related measures as something special, but instead as something completely normal.

03 The world of work and employment

This action area aims to create and maintain an inclusive world of work – using the latest technologies to do so. Equity and diversity are sources of innovation and creativity. Colleagues with disabilities work side by side with colleagues who do not have disabilities. They are motivated and committed because they can develop their full potential and do their part to make Deutsche Telekom successful.

This action area covers a variety of topics, such as working conditions, working times, and professional mobility. It takes the special needs of employees with disabilities into account by establishing an appropriate framework and developing solutions for individual cases.

04 Prevention and reintegration

Prevention and reintegration are important facets of occupational health. They help to ensure that colleagues with disabilities can maintain (or regain) their ability to work, to protect employment in the long term. Standardized procedures, such as gradual reintegration and the corporate integration management (BEM) process, benefit all employees with health restrictions. The BEM process is an example of corporate health management, which aims to develop health-promoting structures at the respective companies and raise awareness of health issues among all employees.

The prevention measures that are on offer help to safeguard employability and precede reintegration measures.

05 Accessibility

A barrier-free environment and barrier-free work equipment are the foundation for enabling people with disabilities to participate actively in working life. As such, accessibility is an indispensable prerequisite for equal opportunity and self-determined participation in the world of work and in society. They also benefit everyone else, however, because accessible applications and products are generally better conceived and easier to use. Deutsche Telekom AG spends large amounts of money each year to individually adapt the workstations and work environment of employees with disabilities and design them to be barrier-free.

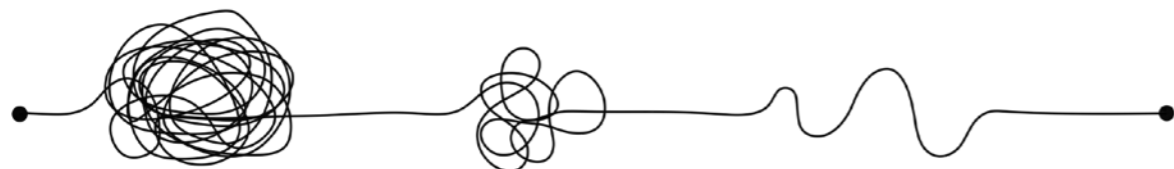
It has become almost a matter of course to have sign language interpreters and/or subtitles at events and on the intranet. We will not let up here, either, and will make sure that this continues in the future, at a higher level of quality, and becomes accepted as something natural.

The further development of the Group Works Agreement on the planning, rollout, use, and changes of IT systems (GWA on IT) considers the accessibility requirements of IT systems, with the involvement of the Group Representative for Persons with Disabilities.



In light of the continually accelerating transformation of forms of work and the working environment and its most recent boost from the COVID-19 pandemic, we all face the major challenge of continuing to develop concepts that give employees with disabilities unhindered, equal, barrier-free access to the world of work.

While requirements for accessibility continue to evolve, the world of work and working methods are also in constant change. Against this backdrop, it is important to maintain a dialog with one another and find practicable solutions for all colleagues, with the goal of continuing to enable people with disabilities and special requirements to participate actively in the working life.



06 New forms of working and working methods

The world of work is changing rapidly. The term “new work” is often used to describe this transformation. In addition to working from home, mobile working, and flexible working hours, this also involves how we want to work together in future. We at Deutsche Telekom have been monitoring this transformation for some time now. It most recently picked up speed noticeably as a result of the COVID-19 pandemic. The Group has established five guidelines to design the new world of work:

- Combining the best of both worlds
- Offices as places of encounter
- Digital tools will become even more important
- Less travel
- Leading differently

The special needs and requirements of employees with disabilities and those of equivalent status are taken into account in this transformation process, with the aim of getting everyone to the new world of work smoothly. The extent to which the transformation of the world of work affects employees with disabilities and those of equivalent status – for example, through digitalization of work steps, new tools, office design, or the design of workflows – depends on their individual requirements. Therefore, it is the duty of everyone involved to identify these requirements: managers, representatives for persons with disabilities, and functionally responsible units. Where needs are identified, solutions are developed together.

3.3 Implementation and evaluation of the projects and measures

Good results and experiences, for example, in eliminating barriers, are generalized and made available to all areas of the Deutsche Telekom AG Group. The experiences from the first action plan have shown that presenting the measures, with experience reports from the various parties involved, has been met with broad approval and large-scale reproduction. At the same time, new potential was also identified in this area, which we aim to capture in Action Plan 2.0.

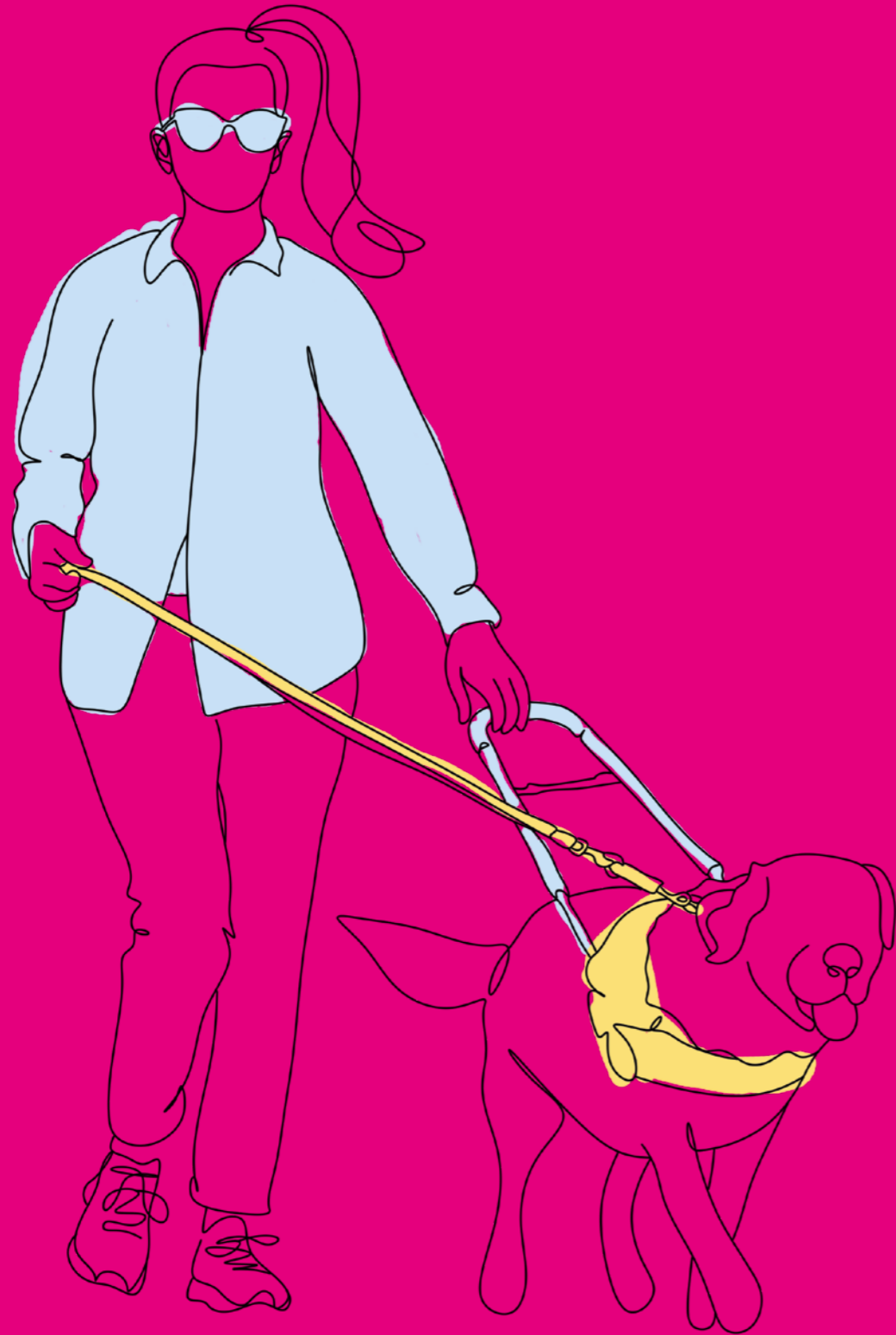
Practiced inclusion and accessibility in the Deutsche Telekom AG Group continue to be important starting points for joint work with the Group Representatives for Persons with Disabilities. The rollout of the projects, campaigns, and objectives of Action Plan 2.0 is incremental and ongoing.

All representatives, including the central and Group representatives for people with disabilities and the inclusion officers, ensure the implementation and publication of their measures.

The results of the current year are presented at the annual conference of the Group Representatives for Persons with Disabilities. In addition to central topics, measures at the individual companies are also addressed.



Picture: Christian Ebmeyer advises a deaf customer via video chat



4.

Measures and projects

Measures and projects

Both the central, cross-company measures and projects and those of individual companies are recorded in a continuous list and can be found on the internal communication page on YAM United.



YAM UNITED
(Link internal)



telekom.com
(Link external)

A Brief Etiquette Guide

A good example of this kind of project is the brochure “Kleiner Knigge für Mitarbeiter:innen und Führungskräfte der Deutsche Telekom Service GmbH im Umgang mit außergewöhnlichen Menschen“ (A Brief Etiquette Guide for Employees and Managers of Deutsche Telekom Service GmbH for Interacting with Extraordinary People). It was designed by the representative for the Central-Eastern District of Deutsche Telekom Service GmbH, Ilka Reinschmidt, and her team.

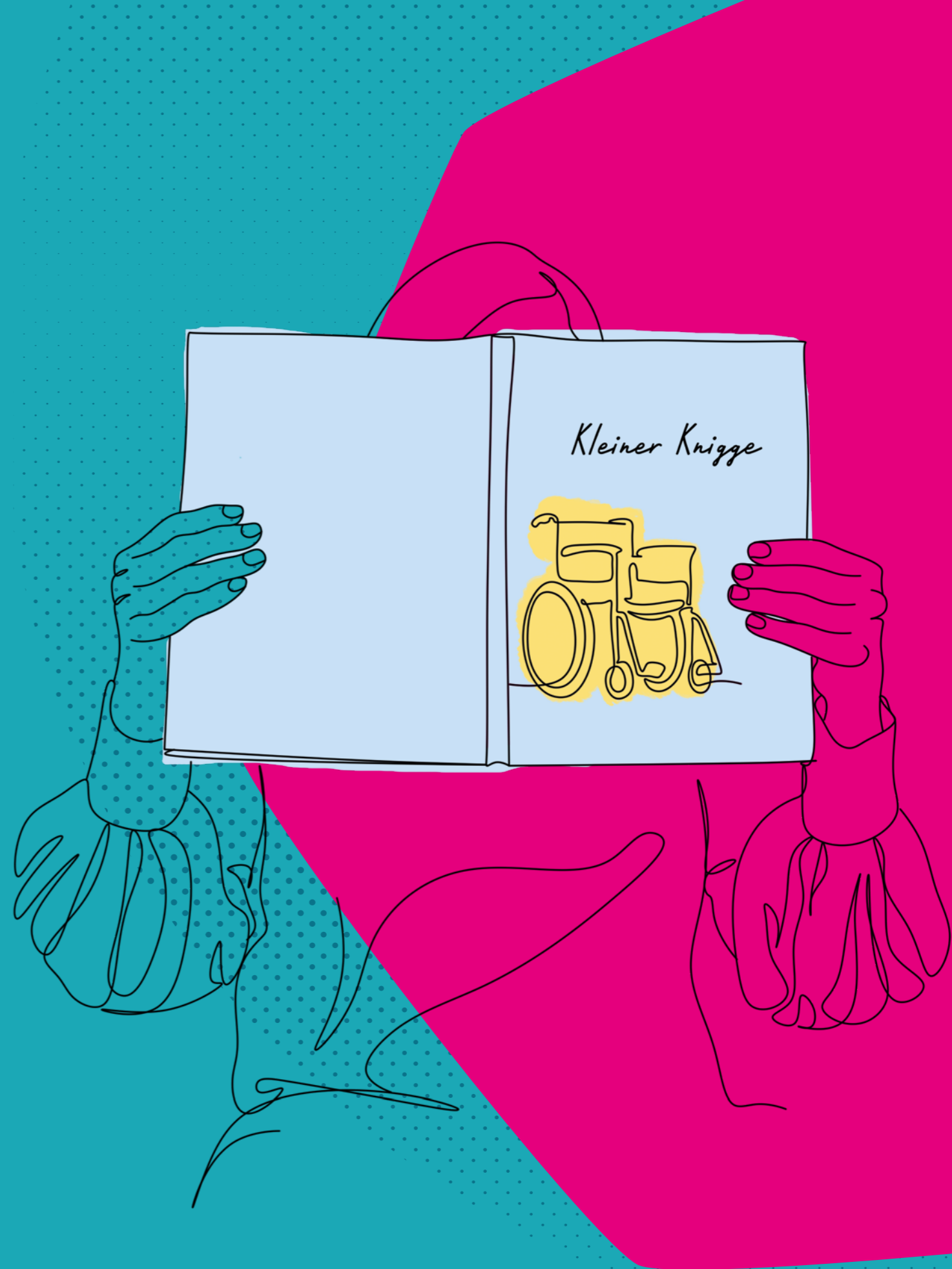
This brochure explores the question: Who do I consider to be extraordinary people and how can I interact with them?

“We’re sometimes unsettled when we meet employees with disabilities,” explains Ilka Reinschmidt. “We wonder how we can conduct ourselves properly. We treat each other with respect, we’re friendly and polite, yet still on guard for potential faux pas.”

The humorous brochure gives charming assistance to employees and managers of Deutsche Telekom Service GmbH. Instead of a strict guide of absolute behaviors, the brochure concentrates on encounters with people with disabilities. This involves both the art of interacting with others and how we deal with our own uncertainty about our wording and actions.

In addition, the brochure serves as a guide for helping employees with disabilities to find assistance at the workplace.

With its comprehensible, attractively designed contents, the “Brief Etiquette Guide” contributes to inclusion at Deutsche Telekom Service GmbH and is a very successful contribution for filling the action plan with life together in the Group.





carolin.coralinart

My name is Carolin Tremel, better known under my handle carolin.coralinart, and I'm a content creator on Instagram and a state-certified graphic designer. I've always had a passion for design, because I think it's incredibly exciting to experiment with a wide range of design elements and see what I can make. That's why I decided to take a correspondence course at the Onlineschule für Design ("Online School for Design") after I finished school, which I completed with honors in 2017. In 2019, I ultimately turned my hobby into a career and founded Coralinart Studio, my own online business for visual branding. Many projects followed, both regional and international, in which I worked as the leading designer and had the chance to gain new experience. I always strive to create designs that stand out from the crowd and draw attention – and tell an individual story.

I've lived with spinal muscular atrophy since birth, which is why I actively advocate for inclusion and encourage other people with disabilities to find their voice in society.

Deutsche Telekom's Action Plan 2.0 brochure contains many illustrations that were developed in collaboration with Coralinart Studio and emphasize the importance of inclusion and diversity. The drawings bear my personal touch, which I would describe as minimalistic and delicate. Nonetheless, I paid attention to the little details and tried to breathe life into the motifs. Although my physical limitation prevents me from drawing in the conventional way, with pencil and paper, that fact doesn't keep me from exploring my creativity to the fullest. I create every one of my works of art with my one working finger and lots of lifeblood, in hours of work at my computer. Digitalization plays a major role in my life, because modern technology has enabled me to have my dream job and to reach others with my work and my message.



Publication details

If you have any questions, please contact:

Disability Affairs

sozialservice.bonn@telekom.de

Group Representatives for Persons with Disabilities

kschwbv@telekom.de

Stand Oktober 2022

Published by

Deutsche Telekom AG

53175 Bonn, Germany

www.telekom.com

