



Sustainability Report **2025**

T Systems

Letter from the CEO

Dear readers,

We present this new edition of T-Systems Iberia's Sustainability Report, which brings together the actions and results of all the work our team has carried out to create a safe and healthy work environment for our people, advance in the management of our environmental impact and help our clients to reduce theirs through digitalization.

We do so at a particularly significant time for Europe. The geopolitical situation, supply chain disruptions, the rise of cyber threats and the rapid evolution of artificial intelligence are redefining the role of technology in our society. Today, technological infrastructure, computing capacity and data are strategic assets for the competitiveness, security and autonomy of companies, public administrations and countries.

This new scenario requires us to broaden our understanding of sustainability. A technology company's responsibility must go beyond the environmental impact of its operations to help to build a secure, inclusive, ethical and resilient digital economy that can protect people's rights and create opportunities for society as a whole.

At T-Systems, we understand that digital sovereignty is part of this responsibility. Europe must have its own

capacity to store, manage, process and protect its data to maintain its autonomy and develop a technological model aligned with its values. This is not about erecting barriers or renouncing international partnerships, but about ensuring that European organizations can decide which technologies they operate with, where their data resides, under which jurisdiction it is managed and how their most critical digital assets are protected.

That is why we believe that digital sovereignty is closely linked to the environmental, social and governance principles that guide our ESG strategy. It means developing more efficient and sustainable infrastructure, protecting people's privacy, security and rights and establishing governance mechanisms that guarantee transparency, traceability and the responsible use of technologies such as artificial intelligence.

In line with this thinking, we hold certifications in environmental management and occupational health and safety that we renew and improve year after year, highlighting our registration in the Official Carbon Footprint Registry, which has recognized us with the "Calculate and Reduce" seal from the Spanish Ministry for Ecological Transition and the Demographic Challenge. We also work in key areas such as ethics, compliance and information security, where we hold a high level in the National Security Scheme (ENS).

In addition, our sustainability performance, audited by EcoVadis, places us in the top 4% of the most sustainable companies in the technology sector.

On the social front, we are also focused on creating a space where our people can develop as professionals while caring for their health and facilitating work-life balance. In this area, our HowWeHelp platform helps us to articulate various social actions and enables our teams to collaborate in a range of initiatives, from donations to corporate volunteering.

Talent is another key pillar of our strategy. In an increasingly tight and competitive market with high demand for technology profiles, we are reinforcing our ability to attract, develop and retain key talent, essential to driving the sustainable growth of our business.

At the same time, we support our clients in reducing their impact through the adoption of technologies such as cloud computing, infrastructure optimization, data analytics and solutions that enable them to measure and manage their sustainability indicators, such as Syrah.

We want to help to connect those who remain on the sidelines of digital transformation. This means bringing technology closer, fostering inclusion, reducing gaps and applying innovation to areas with a direct impact

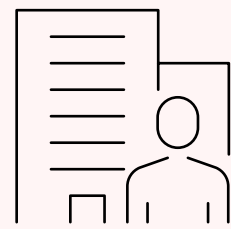
on citizens, such as healthcare, mobility, public administration and smart cities. Technology makes sense when it improves people's lives and strengthens the services that sustain our society.

This report reflects our work in all these areas and how we at T-Systems Iberia are addressing the challenges ahead. We will continue working to reduce our impact, promote talent and diversity, strengthen digital trust and put innovation at the service of people, businesses and public administrations. And this is because building a more sustainable Europe also means building a Europe that can decide its own digital future.

Osmar Polo
CEO of T-Systems Iberia.

02

Our 2025 Highlights



CORPORATE CULTURE

+€380 M

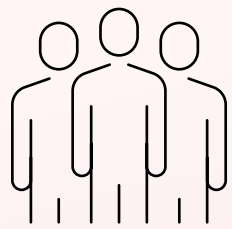
in revenue
+6% compared to 2024

77/100

in EcoVadis, placing us in
the top 4% of the sector
+7 points compared to 2024

67%

female representation
on the Board of
Directors



TEAM MAGENTA

3,800+

professionals
in Spain
+4% compared to 2024

76,618

hours of training
+5% compared to 2024

3,000+

services of the VivoFácil
Program to support work-
life and personal balance

WeGrow model,
our new benchmark model
for development and
performance evaluation



ENVIRONMENTAL COMMITMENT

−32.6%

tons of CO₂
(Scopes 1, 2 and 3)
compared to 2019

−0.69%

total CO₂e per employee
−12.2% compared to 2024

13,835 kWh

annual energy savings
after switching to LED
lighting at the Cerdanyola
Data Center

100%

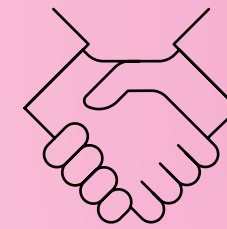
renewable energy
in our Data Center
since 2019

82%

reuse rate
of computer
equipment

35

35 items of
technology
equipment
donated



OUR ECOSYSTEM

COMMUNITIES

35

social organizations
supported to strengthen
our commitment to the
community

190

visits and sessions
to reduce the digital
divide among
vulnerable groups

CLIENTS

7th

consecutive year as the
LBU with the highest
TRI*M index in EMEA

72

NPS points, reflecting
improved customer
satisfaction
+11 points compared to 2024

SUPPLIERS

78%

of purchases made
from suppliers located
in Spain

90.2%

of purchases from the
ICT sector

03

Our Business Model: Transformation

T-Systems Iberia is part of the Deutsche Telekom Group, the largest integrated telecommunications company in Europe, active in over 50 countries.

In 2025, the Group had a workforce of nearly 200,000 employees worldwide and achieved a revenue of 119.1 billion euros. These results consolidated a growth model based on technological innovation, international scale and long-term value creation.

T-Systems is the digitalization services division of Deutsche Telekom and acts as a strategic partner for companies and public administrations in their digital transformation, leveraging its technological expertise and the global execution and innovation capabilities of a group active in more than 50 countries.

The company drives digitalization, optimizes operations and improves competitiveness through solutions in cloud computing, artificial intelligence, data analytics, advanced cybersecurity, application modernization services and other services. Through T Cloud, it integrates sovereign cloud solutions, standardized cloud platforms and global agreements with Amazon Web Services (AWS), Microsoft and Google Cloud hosted in its own data centers.

T-Systems and Deutsche Telekom maintain a firm commitment to European digital sovereignty and are leaders in technology created from Europe for Europe. Their projects include the first European Industrial AI Cloud, developed together with NVIDIA, with an infrastructure of 10,000 state-of-the-art graphics processing units (GPUs) to accelerate the development of sovereign European AI and AI-as-a-service solutions.



In 2025, Deutsche Telekom was consolidated as the most valuable telecommunications brand in the world, ranking 11th globally and being the only European company among the top 20, according to the Brand Finance Global 500 ranking.

T-Systems Iberia: regional presence and sector focus

T-Systems Iberia develops digital solutions for private companies and public institutions in Spain and Portugal. Our activity focuses on automotive, manufacturing, retail, healthcare and other sectors, as well as public service modernization. In 2025, we had more than 3,800 professionals and achieved a revenue of 380 million euros (358 million euros in 2024).

After more than 20 years of experience, we have consolidated ourselves as a trusted technology partner, capable of developing comprehensive projects supported by high-security data processing centers, a cloud ecosystem based on standard platforms, global agreements with AWS, Microsoft and Google Cloud, and T Cloud Public, the sovereign public cloud.

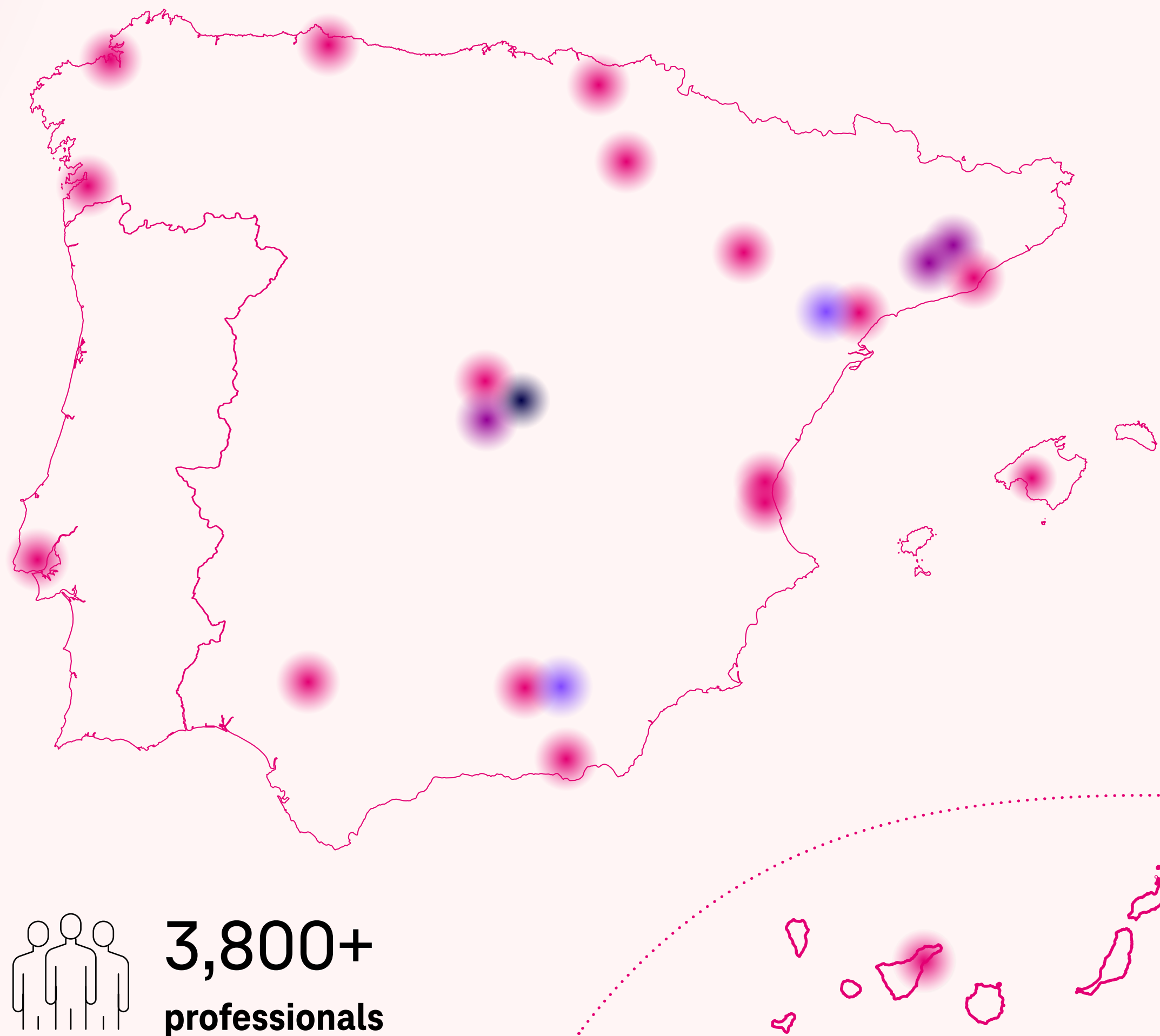
T-Systems ranks 14th among IT services companies, with a 2% market share and 8% organic growth in 2025, consolidating a double-digit compound annual growth rate over the past five years. Focusing on vertical positioning, T-Systems Iberia ranks 4th in the public sector and 11th in manufacturing.

REVENUE EVOLUTION



The 2025 results reflect the consolidation of T-Systems Iberia as a leading technology partner, with 6% growth compared to 2024, driven by a model centered on sector specialization, high-value-added services and stable relationships with clients and strategic partners.

Our professionals work across most of the Iberian Peninsula:



21

offices

7 virtual offices

(Cadiz, Gipuzkoa, Malaga, Murcia,
Navarre, Tenerife, Zaragoza)

and 14 physical offices

(A Coruña, Barcelona, Bilbao, Écija,
Gijón, Granada, Lisbon, Madrid,
Palma de Mallorca, Seville, Reus,
Vitoria-Gasteiz, Vigo, Valencia)

3

data processing centers

Madrid, Cerdanyola, Sant Boi

2

centers of excellence

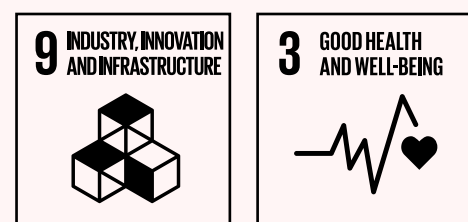
Granada, Reus

1

cyber defense operations center

Madrid

Our Portfolio



As a European leader in IT services, T-Systems Iberia offers a comprehensive and innovative portfolio of digital services aimed not only at accompanying our clients in their transformation processes, but also at preparing them for an increasingly digital, dynamic and demanding environment.

Our approach is based on comprehensive solutions that cover the entire digital value chain. These capabilities enable us to drive coherent, secure and results-oriented transformation, combining cross-cutting solutions with extensive sector knowledge:

Cross-cutting solutions



AI: AGENTIC HUB

We facilitate the deployment and execution of agents through Agentic Hub. From conception to production use with real users, we provide an agentic solution that maintains business flexibility.



APPLICATION SERVICES & SAP

We integrate SAP and Salesforce cloud solutions that enable process automation and digitalization, operations standardization and improved user and client experience.



INTELLIGENT AUTOMATION

We develop intelligent automation solutions that optimize complex processes through robotic process automation, business process management, artificial intelligence, machine learning and software robots.



SOVEREIGN CLOUD

We provide multi-cloud, hybrid and sovereign solutions that ensure flexible and secure environments, with data control and efficient management of operational processes.



CONTENT AND COLLABORATION

We provide cloud solutions that enable efficient data management and storage, driving global collaboration and information access.



STRATEGY AND CONSULTING

We accompany our clients in their digital transformation, from strategic definition to solution implementation, combining technology and business models.



APPLICATION VALUE MANAGEMENT

We modernize and transform applications through AI and re-architecture, facilitating their adaptation to market dynamics.



QUANTUM COMPUTING

We drive capabilities based on quantum computing to address complex problems and generate new opportunities for innovation and a competitive advantage.

Cross-cutting solutions



DATA INTELLIGENCE

We apply advanced analytics and predictive models to transform data into actionable information, improving decision-making and operational processes.



IOT AND EDGE

We implement IoT and edge computing solutions that enable device monitoring and real-time data processing, improving operational efficiency and reducing latency.



DATA SPACES

We facilitate the creation and management of data spaces that enable secure and controlled information sharing between organizations. These environments foster collaboration, interoperability and data utilization.



MIGRATION AND MODERNIZATION

We drive system migration and modernization, facilitating the transition to the cloud with greater efficiency, scalability and flexibility.



CYBERSECURITY

We protect data, applications and users through a comprehensive cybersecurity approach based on artificial intelligence and zero-trust models.



CLOUD SERVICES

The cloud is the foundation of digital transformation for all companies. T-Systems provides comprehensive cloud services covering consulting, migration and operation in public, private and multi-cloud environments, ensuring security, data sovereignty and continuous management.



DATA INTELLIGENCE

We hold certifications in key technologies: Databricks, Denodo, Snowflake, Microsoft Fabric and Google Cloud.



DIGITAL IDENTITIES

We enable digital identities by integrating credentials and services, such as health cards in applications, ensuring security and accessibility.



SUSTAINABILITY

We integrate sustainability and technological innovation to support the transition toward more sustainable business models.



Sector solutions



PUBLIC SECTOR

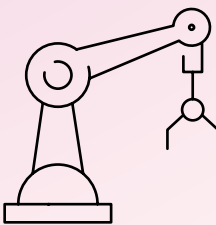
The public sector faces an accelerated digital transformation to improve process efficiency, optimize citizen services and integrate sustainability criteria, where T-Systems technology plays a key role, especially given the importance of protecting and ensuring the sovereignty of the infrastructure where data is hosted in public environments.

SOLUTIONS

- TAO
- Smart city
- Digital transformation
- Digital justice
- Syrah ESG
- AERO People
- Integrated social and healthcare solutions
- AWS customer care center

2025 success story

In 2025, T-Systems supported the Granada City Council in implementing a comprehensive digital transformation model, aimed at modernizing public management and improving the relationship with the general public. This project enabled progress toward a more agile, efficient and user-centered administration through process digitalization, service integration and the use of scalable technology platforms that optimize public service delivery.



MANUFACTURING

The manufacturing industry faces a digital transformation marked by global competitiveness, changes in demand and sustainability requirements. We support our clients through AI and Industry 4.0 solutions that optimize performance across the value chain.

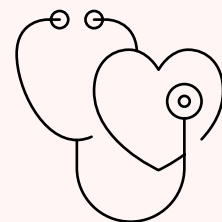
SOLUTIONS

- GIMM
- Portable quality inspection (PQI)
- New factories
- Digital supply chain
- Campus edge: ENAE
- Production digitalization with GIMM
- Digital engineering
- SAP S/4HANA
- TwinX

2025 success story

In 2025, we supported TDK in migrating its systems to a new cloud environment, integrating more than 100 servers and critical systems in a seamless process.





HEALTHCARE

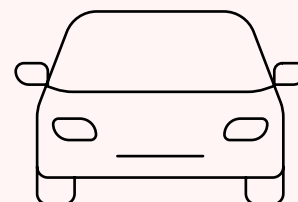
The healthcare sector manages complex, data-driven environments where balancing care quality, operational efficiency and regulatory compliance is key. We support our healthcare clients with data-driven solutions that optimize processes, facilitate healthcare ecosystem integration and improve care quality, driving more efficient and scalable models.

SOLUTIONS

- Genomics and precision medicine
- Solution for HealthCare (TSHC)
- Clinical applications
- AI solutions for the sector and critical patients
- Healthcare data management

2025 success story

In 2025, we supported the Navarre Health Service in implementing a data-based genomic medicine platform, which enabled faster and more accurate diagnoses, optimized operational efficiency and strengthened traceability and regulatory compliance. The initiative facilitated access to more personalized care for more than 670,000 citizens, consolidating Navarre as a benchmark in personalized medicine.



AUTOMOTIVE

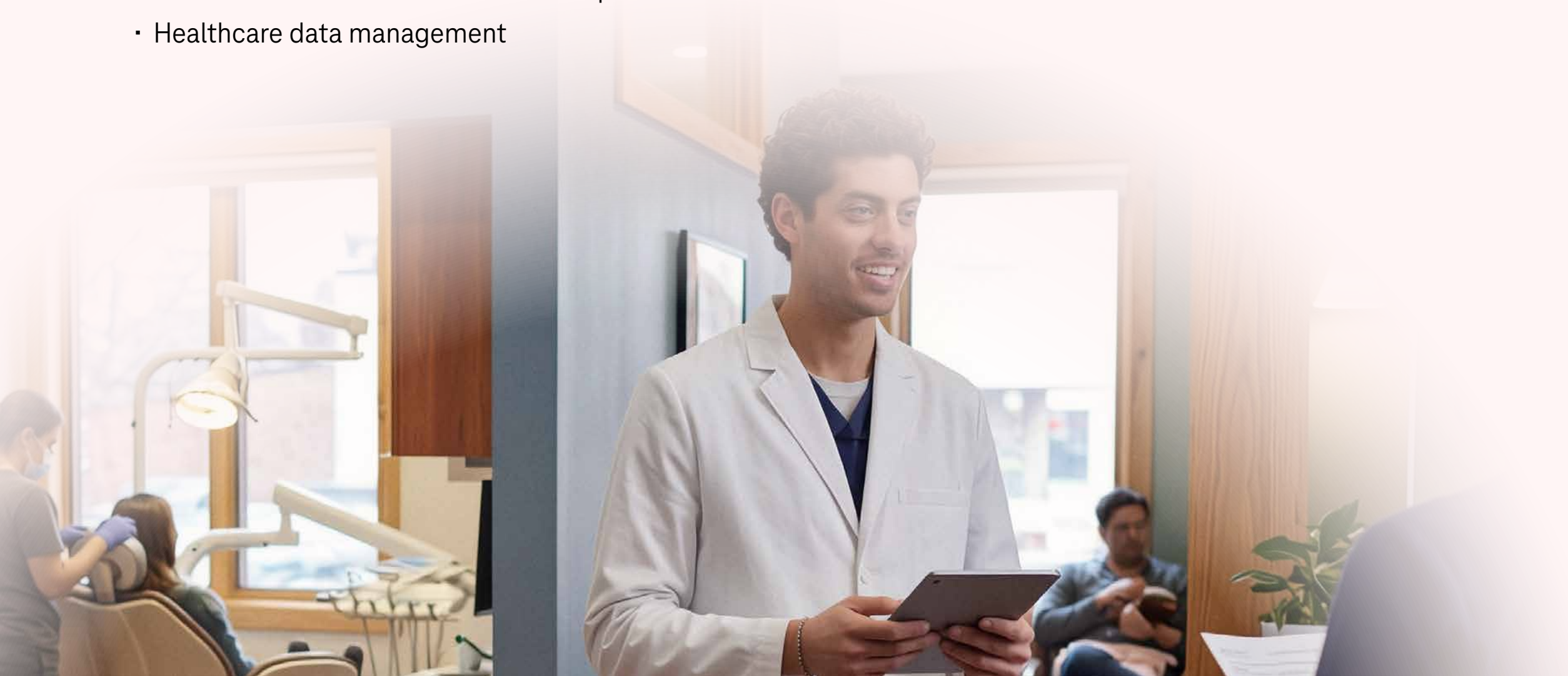
The automotive industry is undergoing an accelerated transformation, driven by electromobility and autonomous driving, which is redefining design, production and user experience. We support our clients as a technology partner in their digital transformation, oriented toward more sustainable, safer and more connected mobility.

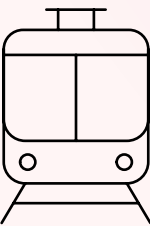
SOLUTIONS

- Connected mobility hypercube
- OTA updates
- In-vehicle software
- Automotive security
- Teleoperated driving
- Catena-X
- The engineering of the future
- Industrial metaverse with NVIDIA Omniverse
- Battery production
- Omnichannel journey
- In the automotive industry
- Customer analytics and insights
- Customer service automation
- Innovative solutions for the digital dealer

2025 standout solution

In 2025, T-Systems promoted the participation of the automotive sector in the Catena-X data ecosystem, facilitating interconnection between manufacturers, suppliers and other key players throughout the value chain. From this open and collaborative environment, standardized data exchange was enabled, improving efficiency, boosting security and advancing sustainability objectives, while guaranteeing the digital sovereignty of all participants.



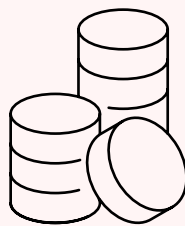


PUBLIC TRANSPORT

Public transport is evolving toward more efficient, safer and more sustainable models, with a growing focus on multimodal mobility. We promote solutions that improve passenger experience and integrate urban and rail transport systems, optimizing mobility management and operation.

SOLUTIONS

- Digital rail
- Smart station with AI and IoT integration
- Digital communication
- Control systems
- Planning and scheduling
- Traffic analysis and optimization
- Passenger information
- Electronic ticketing and fare management
- Multimodal transport and mobility as a service
- Airports



FINANCIAL SERVICES

The financial sector is driving its digital transformation to improve efficiency and develop new services in a demanding regulatory environment. We support our clients with solutions that combine technological innovation and regulatory compliance, optimizing processes and operations.

SOLUTIONS

- FinOps cloud services
- Multi-cloud platform for SAP
- Mainframe services
- Well-architected review according to DORA

2025 success story

In 2025, we were awarded a new contract with an airport services provider in Spain, strengthening a strategic relationship based on trust, operational excellence and knowledge of the airport environment. This contract will enable the continuity and evolution of key technology services for the company, including areas such as financial management, human resources and procurement. Process improvements and the use of artificial intelligence are also contemplated in the contract's development. This consolidates our role as a leading technology partner in the airport sector, contributing experience in critical service management, digital transformation and the operation of complex environments.

2025 success story

T-Systems deployed a generative AI solution to optimize access to internal knowledge, used by more than 160 people to quickly consult more than 120 documents. This tool enabled faster decision-making, improved accuracy and reinforced regulatory compliance, reducing information access times and being implemented in just one month thanks to low-code technologies.





RETAIL

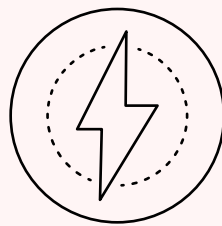
The retail sector faces an increasingly competitive and demanding environment in terms of sustainability, where T-Systems' digitalization and automation are key to optimizing the supply chain, improving customer experience and advancing toward more efficient and sustainable business models.

SOLUTIONS

- Digital retail
- From data to information
- Digital stores
- Digital supply chain
- Smart contact center
- Retail lab
- AI solution factory
- Digital delivery note

2025 standout solution

T-Systems drives AI adoption through its AI Solution Factory approach, a framework that enables agile and scalable development, deployment and integration of AI solutions into business processes. This model facilitates the industrialization of artificial intelligence, optimizing implementation times and improving operational efficiency while driving innovation across different sectors.



OIL AND GAS

The energy sector is accelerating its transformation toward new business models. We drive application and architecture modernization to improve agility, flexibility and security, incorporating artificial intelligence and advanced analytics to optimize operations and maximize data value.

SOLUTIONS

- Asset control and efficiency: ENAE
- Pick and drive
- EV charge
- Facility access detection
- TwinX
- Cloud adoption
- Data governance
- IntegratedWP

2025 standout solution

Asset control and efficiency: ENAE is T-Systems' solution for digitalizing asset management in the oil and gas sector, integrating IoT, advanced analytics and artificial intelligence to optimize their lifecycle. Through real-time monitoring and predictive maintenance, it enables anticipating failures, reducing unplanned downtime and improving operational efficiency in critical infrastructure, while facilitating data-driven decision-making and progress toward more sustainable and connected industrial models.



Strategic Partner Ecosystem

Our ecosystem of strategic partners is a key pillar in the development of our capabilities, allowing us to expand our technological reach and continuously reinforce the value proposition we offer our clients.

In 2025, we advanced in the expansion of our ecosystem, with a focus on reinforcing our strategy in key sectors such as healthcare, automotive and manufacturing, as well as in cross-cutting solutions such as security, data, AI and advanced automation.

ORACLE



SentinelOne



outsystems



PEGA

vmware®

Lenovo



Google Cloud



Microsoft

aws

IBM

SAP



Red Hat

HPE

databricks

FORTINET®

CONTRIBUTION OF OUR PARTNERS

The migration or development of new solutions in the public cloud drives resource efficiency, optimizing energy consumption and infrastructure, which is key in a context of growing technological demand driven by artificial intelligence. Our main providers, such as AWS, Google, Microsoft and Oracle, have set ambitious targets in clean energy, water efficiency and waste reduction, showing significant progress toward achieving them.

Additionally, for clients opting for private or hybrid cloud solutions, hardware providers such as the Hewlett Packard Enterprise (HPE) and Lenovo are developing more energy-efficient infrastructure aligned with climate neutrality objectives across their entire value chain.

Furthermore, hyper-automation solutions integrate technologies such as low-code, BPM, RPA and artificial intelligence to transform sustainability into operable and measurable processes, automating data management, reducing resource use and waste, and facilitating traceability and ESG compliance.

OUR PARTNERS' SUSTAINABILITY PERSPECTIVE

Microsoft maintains ambitious targets for 2030, including becoming carbon negative, water positive and achieving zero waste. It also promotes energy efficiency in data centers and the use of renewable energy to reduce resource consumption.

AWS (Amazon Web Services) aligns its strategy with Amazon's commitments, such as achieving net-zero emissions by 2040 and becoming water positive by 2030. It improves the efficiency of its data centers and drives solutions that help customers measure and reduce the impact of their cloud workloads.

Google Cloud is advancing toward its goal of operating with carbon-free energy 24/7 by 2030. It promotes the use of clean energy, resource efficiency and data transparency of its infrastructure, providing indicators that allow clients to integrate sustainability criteria into their technology decisions.

SAP promotes a model of sustainability integrated into business processes aligned with the Corporate Sustainability Reporting Directive (CSRD), with the goal of achieving net-zero emissions in its value chain by 2030. Its solutions enable carbon footprint measurement and the incorporation of this data into operational management and reporting.

Awards and Distinctions

T-SYSTEMS RANKS AMONG THE TOP THREE CLOUD PROVIDERS IN SPAIN, ACCORDING TO PENTEO

In 2025, the Penteo Market Report highlighted our high level of technical capabilities and breadth of solutions. This recognition highlights our sector specialization, leadership in hybrid and sovereign cloud environments, as well as our ability to offer comprehensive solutions based on advanced technologies such as artificial intelligence and data analytics.

COMPUTING AWARD

In 2025, the Junta de Extremadura was recognized in the Digitalization and Transformation of Public Services category at the 30th anniversary gala of the Computing Awards, which distinguish the most innovative projects in the ICT sector. This recognition highlights the advancement in public administration modernization, improving service accessibility, public relations and operational efficiency through process automation. In this context, the TRAMITA electronic processing platform, developed by T-Systems, stands out.

Forbes' Distinctions

T-SYSTEMS, AMONG THE 100 BEST COMPANIES TO WORK FOR IN 2025

For the sixth consecutive year, this recognition reflects our commitment to organizational transformation and talent development, in an environment marked by labor market evolution and artificial intelligence.

ROSA MARÍA RODRÍGUEZ, AMONG THE 100 MOST INFLUENTIAL WOMEN IN CATALONIA IN 2025, ACCORDING TO THE FORBES WOMAN LIST

Forbes Women highlighted Rosa María Rodríguez for her leadership in the digital transformation of large corporations and public administrations in Spain and Portugal. This recognition reinforces our positioning as a key technology partner in transformation processes with impact in the business and institutional spheres.

CAROLINE MORALES, AMONG THE 100 BEST HR DIRECTORS IN 2025

This recognition highlights her ability to drive talent attraction and retention, with a people-centered focus as the core of our strategy and transformation.

FERRAN SERRANO, AMONG THE BEST COMMUNICATIONS DIRECTORS IN SPAIN IN 2025

He was recognized by Forbes among the best communications directors in Spain in 2025, highlighting his leadership in the field of communication and his ability to anticipate changing environments, provide clarity and consistency in messaging and lead digital transformation processes. He was part of a selection of professionals who are making a difference in their organizations.



Our Excellence: Management System and Certifications

At T-Systems Iberia, quality, security and sustainability are fundamental pillars in the delivery of our services.

To this end, we have an integrated management system based on international standards, which enables us to guarantee solutions and services with high added value for our clients, whose satisfaction is our main driver.

Our ability to offer solutions and services is based on solid experience, supported by our own methodologies (PM Book, SE Book and SM Book) for project management, software development and services, as well as recognized frameworks such as ITIL, PMBoK and Agile. All of this enables us to guarantee solutions aligned with our clients' requirements and exceed their expectations.

T-Systems Iberia's process model is fully aligned with the standards and best practices recognized internationally by the information and communications technology (ICT) sector.

Certifications

QUALITY AND SERVICE MANAGEMENT

ISO 9001:2015

Quality management systems. Our quality policies and objectives are based on the ISO 9001 philosophy, focused on process management and continuous improvement.

ISO/IEC 20000-1:2018

Continuous IT service management systems. Defines requirements for establishing and managing continuous IT services, in accordance with Information Technology Infrastructure Library (ITIL) best practices.

CMMI level 3

Capability Maturity Model Integration: a benchmark model for process improvement and evaluation, aimed at optimizing the development, management and maintenance of products and services.

BUSINESS CONTINUITY AND RISK MANAGEMENT

ISO 22301:2020

Business continuity management systems. Ensures service availability and recovery in the event of incidents, guaranteeing the continuity of critical operations and the organization's resilience in adverse situations.

ESARIS

Enterprise Security Architecture for ICT Services: T-Systems' proprietary framework that integrates security throughout the entire IT service lifecycle, enabling structured risk management and ensuring client information protection.

ENVIRONMENTAL MANAGEMENT AND OCCUPATIONAL HEALTH AND SAFETY

ISO 14001:2015

Environmental management systems. Manages our environmental impact, promoting efficient resource use, environmental risk prevention and continuous improvement of environmental performance.

ISO 45001:2023

Occupational health and safety management systems: oriented toward occupational risk prevention and safe, healthy work environments.

Certificate of registration in the Official Carbon Footprint Registry

Evolution of our certification level from the “Calculate and Offset” seal in 2023 to the “Calculate and Reduce” seal in 2024.

INFORMATION SECURITY

ISO/IEC 27001:2022

Information security management systems: requirements to protect the confidentiality, integrity and availability of information.

ISO/IEC 27701:2019

Privacy information management systems. As an extension of ISO 27001, it provides guidelines for personal data protection, privacy regulatory compliance and a proactive accountability approach.

National Security Scheme (ENS)

High level. Establishes the security principles and requirements applicable to the public sector in Spain, guaranteeing the protection of information systems and the secure delivery of digital services.

TISAX

Automotive information security. Evaluates and demonstrates compliance with specific security requirements in the automotive supply chain.

ETHICS AND REGULATORY COMPLIANCE

ISO 37001:2016

Anti-bribery management systems. Establishes mechanisms to prevent, detect and manage bribery and corruption practices.

IDW AssS 980 (also known as PS 980)

Compliance management systems. Developed by the Institute of Public Auditors in Germany (IDW), it is a principles-based standard for the development of engagements on reasonable assurance in the evaluation of compliance management systems.

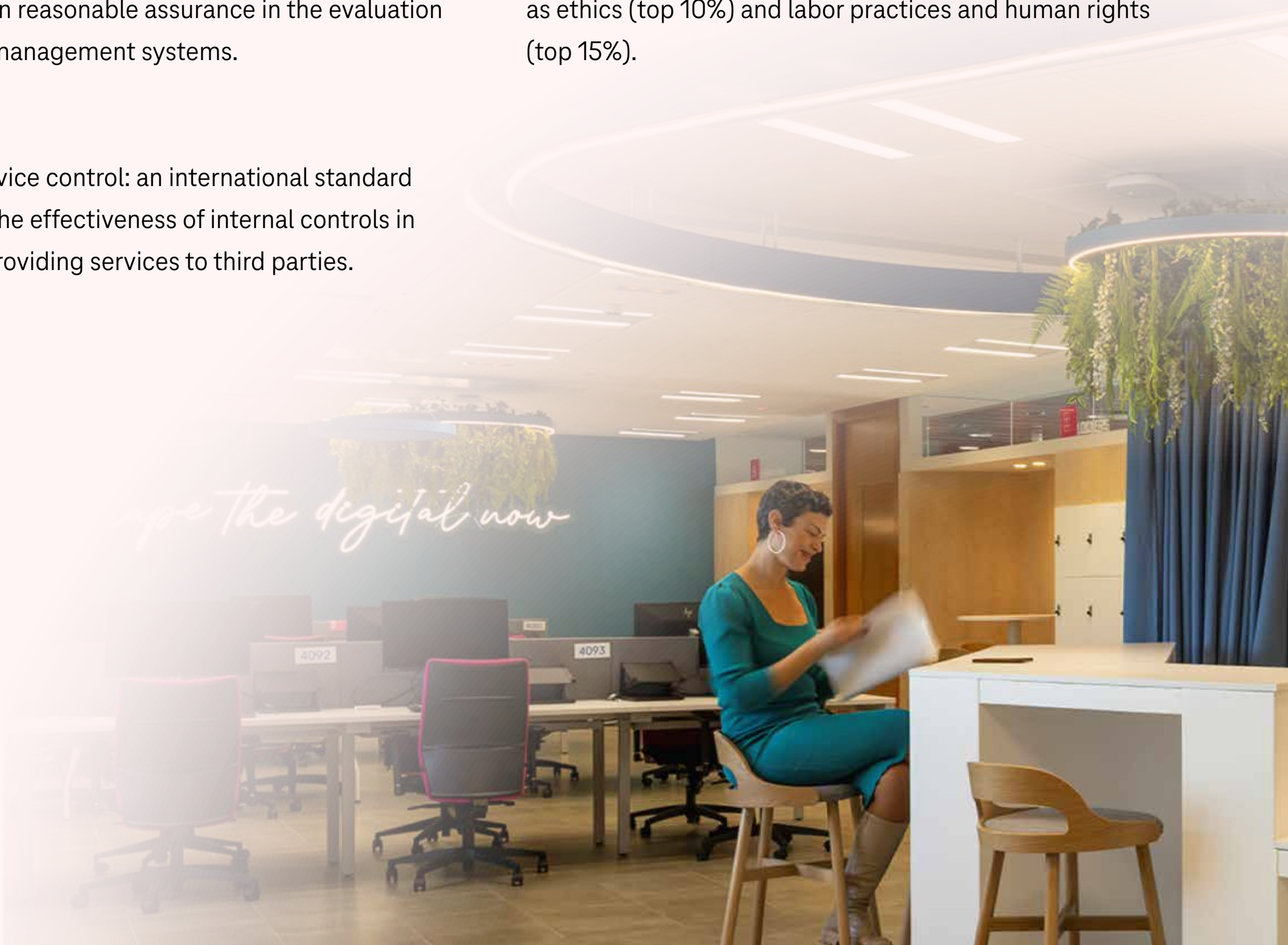
ISAE 3402

Outsourced service control: an international standard that evaluates the effectiveness of internal controls in organizations providing services to third parties.

SUSTAINABILITY PERFORMANCE

EcoVadis

Sustainability performance assessment. Evaluates ESG criteria in accordance with international standards such as those of the Global Reporting Initiative (GRI), the United Nations Global Compact and ISO 26000. In this context, T-Systems Iberia has achieved an overall score of 77 out of 100, placing it in the top 4% of the sector. Particularly noteworthy are the results in sustainable procurement (top 1%) and environment (top 3%), as well as ethics (top 10%) and labor practices and human rights (top 15%).



04

Our Strategy: Purpose

Our Sustainability Strategy

T-Systems Iberia understands sustainability as a cross-cutting pillar of its activity and a way to move toward a more responsible, inclusive company prepared for environmental, social and governance challenges.

Our mission is clear: **we want to be a sustainable, zero-emissions company that drives the circular economy and ensures diversity and social inclusion, connecting disconnected people. True to our Magenta DNA, we enhance our clients' sustainability through digitalization.**

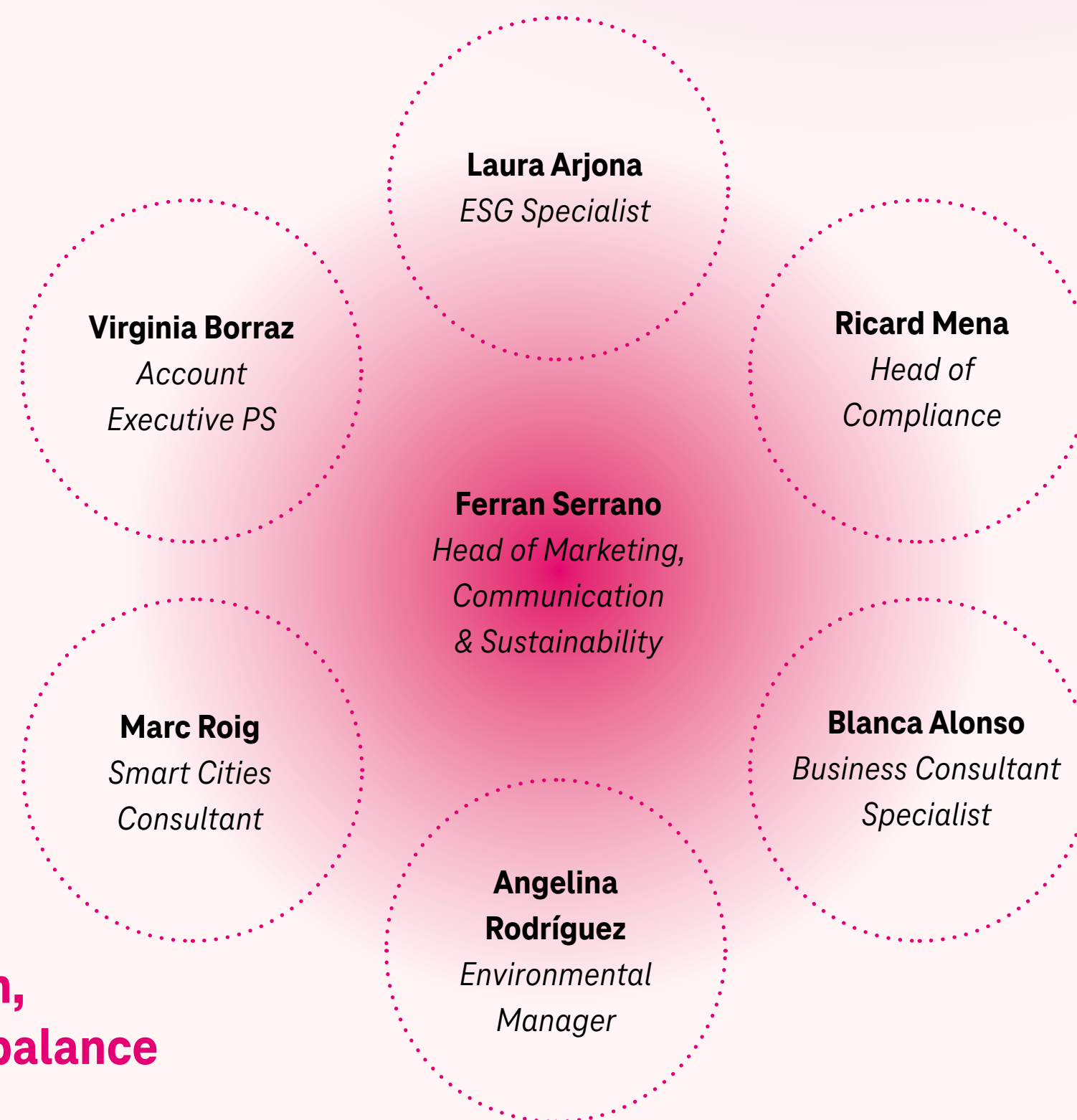
The 2025 sustainability strategy is aligned with Deutsche Telekom's ESG priorities and adapted to the specific context of T-Systems Iberia. This roadmap enables us to integrate sustainability into business management, internal culture, relationships with stakeholders and support for our clients in their sustainable digital transformation.

SUSTAINABILITY COMMITTEE

♀
57%
women

♂
43%
men

The Sustainability Committee has a diverse composition, reinforcing gender balance in decision-making.



GOVERNANCE AND MONITORING

Sustainability management at T-Systems Iberia is coordinated by the Sustainability Committee, a cross-cutting body responsible for driving the ESG strategy, coordinating initiatives, monitoring objectives and promoting improvement actions across the four areas of our strategy.

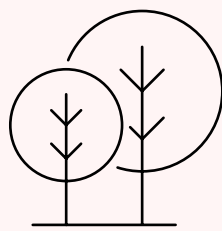
The Committee connects the vision of corporate and business areas, facilitating the integration of sustainability into decision-making and the company's daily activity. The strategy also undergoes review and final approval by the Board of Directors of T-Systems Iberia.

To monitor the course of its development, we use Syrah ESG, a tool that enables the tracking of our strategy indicators. This model is complemented by weekly meetings under a flexible methodology based on Kanban and OKRs, which helps prioritize actions, review progress and reinforce continuous improvement.



Objectives and indicators

The sustainability strategy is structured into four areas of action: environment, social, good governance and stakeholders.



ENVIRONMENT

CLIMATE NEUTRALITY

Objectives	Indicators	2025 degree of compliance
Register the 2024 carbon footprint	Implement actions to promote Scope 3 reduction and raise awareness of its impact	✔ ACHIEVED
Reduce Scope 3 emissions		
Measure WUE at the Cerdanyola DC	Reduce Scope 1 and 2 emissions by 5% compared to 2024 (TA)*	✔ ACHIEVED

* This objective is part of the ESG target agreement linked to variable compensation, reinforcing the connection between environmental performance and corporate management.

ENERGY EFFICIENCY AND RENEWABLE ENERGY

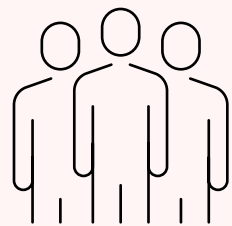
Objectives	Indicators	2025 degree of compliance
Follow the action lines of Directive (EU) 2023/1791 on energy efficiency in the DC	PUE 1.4 by 2030 following CNDCP guidelines	✔ ACHIEVED
Incorporate photovoltaic generation in SMART	Increase from 50 MWh to 172 MWh at the Cerdanyola DC	✔ ACHIEVED
Expand photovoltaic panel installation at the Cerdanyola DC	Maintain 100% renewable energy	✔ ACHIEVED

CIRCULAR ECONOMY

Objectives	Indicators	2025 degree of compliance
Promote a circular economy: zero waste	80% reuse of electronic equipment	✔ ACHIEVED
Digitalize processes to minimize paper consumption and waste generation	90% recovery rate of WEEE generated	⊗ NOT ACHIEVED (87%)
	100% waste recyclability	✔ ACHIEVED



SOCIAL



CONNECTING DISCONNECTED PEOPLE

Objectives	Indicators	2025 degree of compliance
Provide digital training	Connect 50 people in basic digital skills	✔ ACHIEVED
Donate assets to facilitate digital access	Donation of 100 equipment units (laptops)	✔ ACHIEVED
	3 sessions to introduce the ICT world to young people	✔ ACHIEVED

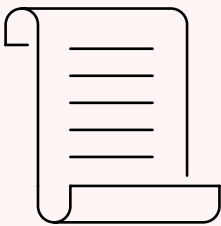
TRANSFORM AND CREATE SOCIAL IMPACT

Objectives	Indicators	2025 degree of compliance
Strengthen HowWeHelp as the single social platform within T-Systems	20% of workforce registered in HowWeHelp	✔ ACHIEVED
Promote corporate volunteering	100 volunteers in 2025	✔ ACHIEVED
	10% increase in volunteer hours	✔ ACHIEVED
	Add 2 entities to collaborate with outside Catalonia (2024: 6 entities)	✔ ACHIEVED

PROMOTE A HEALTHY LIFE

Objectives	Indicators	2025 degree of compliance
Raise awareness on mental and physical health	Conduct 10 mental and physical health sessions	✔ ACHIEVED
Promote sports activities	Conduct 5 sports activities	✔ ACHIEVED
	Increase Strava team by 10% compared to 2024 (478)	✔ ACHIEVED

GOOD GOVERNANCE

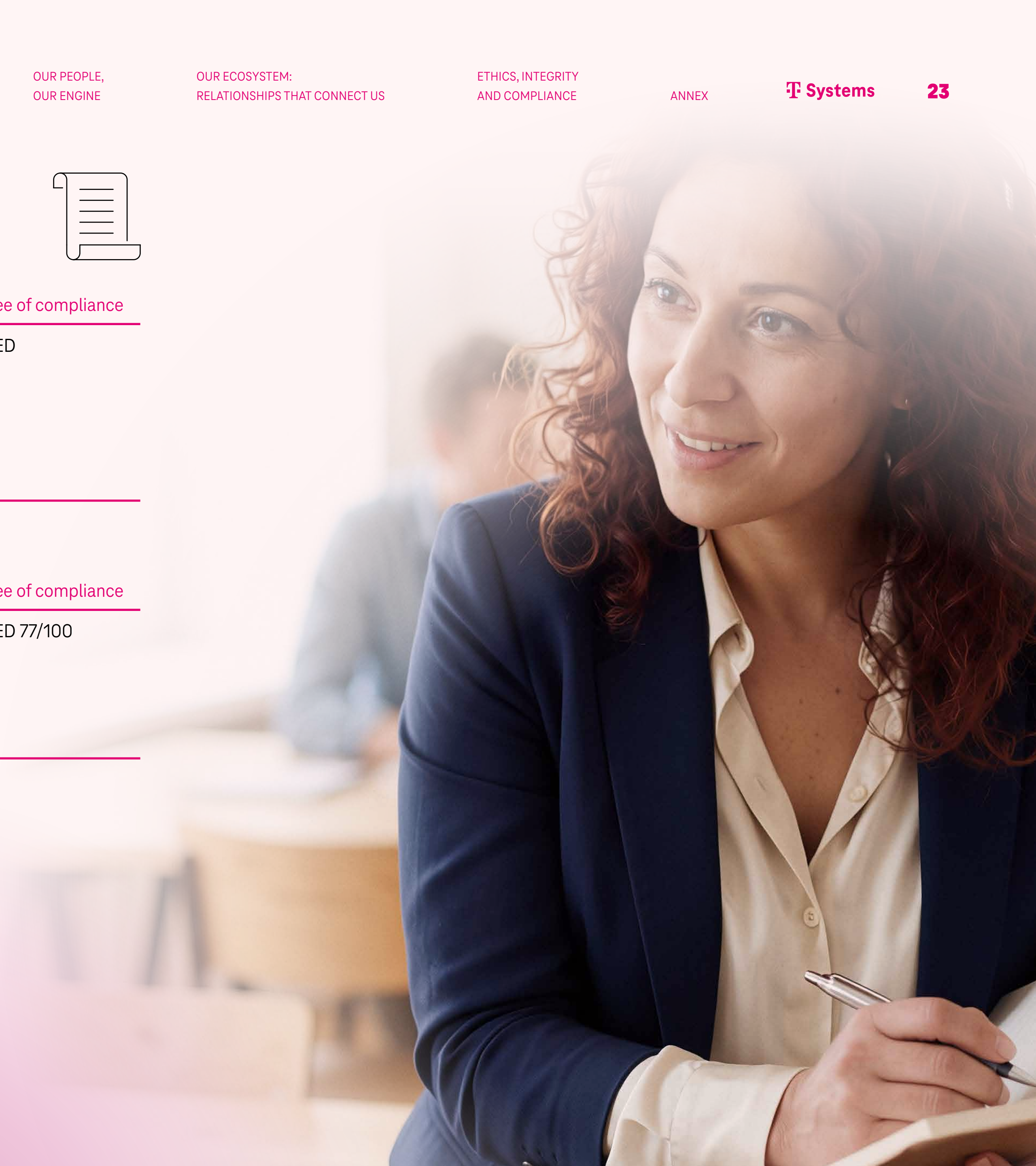


HAVE CONTROL AND COMPLIANCE MODELS FOR EMERGING RISKS

Objectives	Indicators	2025 degree of compliance
Conduct the double materiality study and define a results-based action plan	100% of company AI projects must pass through the AI Ethics Committee	✔ ACHIEVED
Ethically regulate AI at T-Systems Iberia		
Assess CSRD legislation: conduct GAP analysis and identify areas for improvement		

IMPROVE AND UPDATE CERTIFICATIONS AND POLICIES

Objectives	Indicators	2025 degree of compliance
Adapt the Equality Plan to legislative changes	Increase EcoVadis score compared to 2024 (70/100)	✔ ACHIEVED 77/100
Maintain certifications obtained in previous years and identify potential new certifications		
Increase EcoVadis score in 2026		



STAKEHOLDERS



RAISE AWARENESS AMONG OUR STAKEHOLDERS

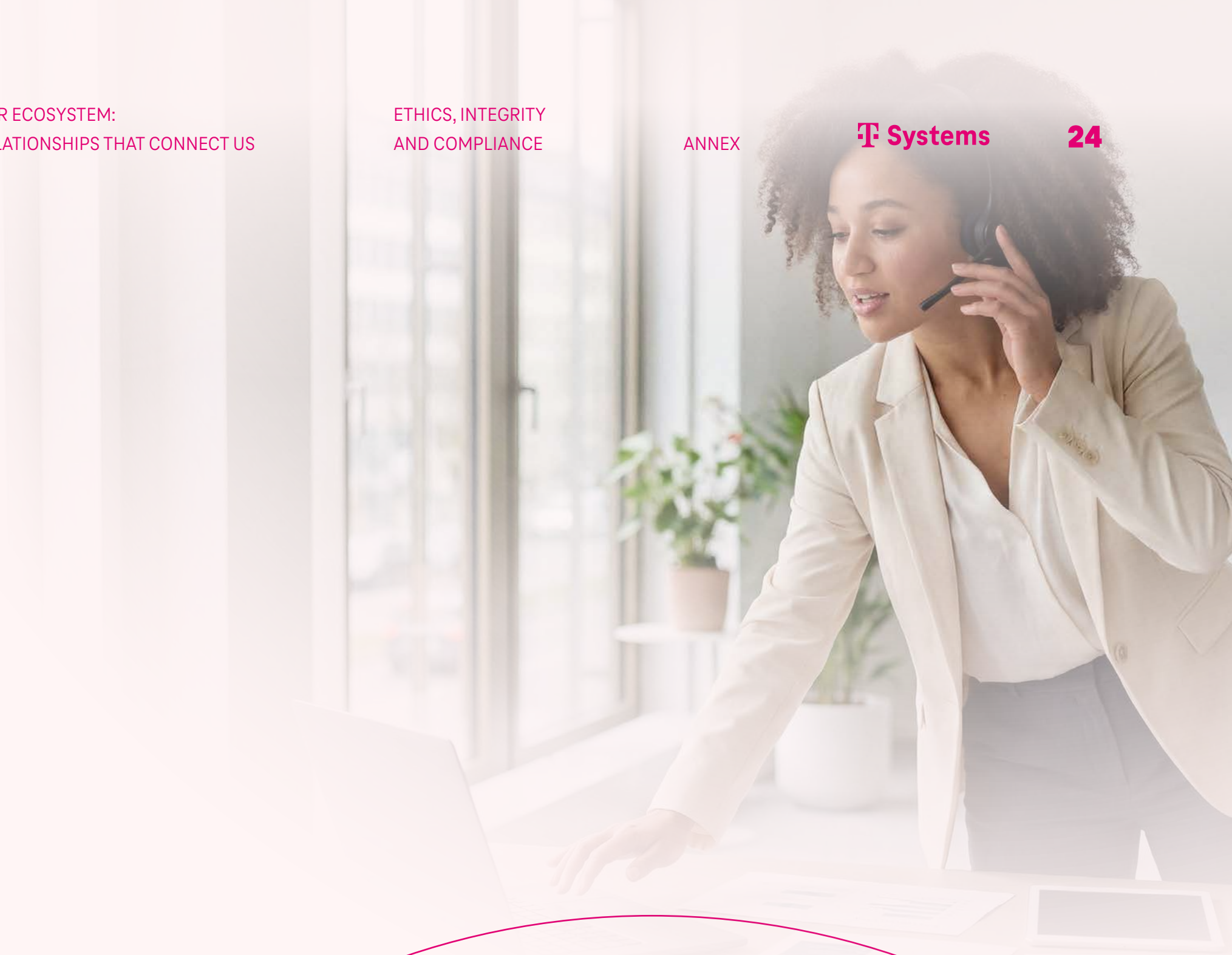
Objectives	Indicators	2025 degree of compliance
Communicate our sustainability value proposition to client-facing teams and provide training	Train 100% of AcM, SDM, Solution Design and Sales Experts teams on the sustainability value proposition	⊗ NOT ACHIEVED Pending 2026 agenda for value proposition training
Raise awareness among clients on sustainability at T-Systems Iberia	Present our sustainability value proposition to 5 clients	⊗ NOT ACHIEVED Value proposition defined for client requirements
Define an internal and external communication plan		

SUSTAINABLE PROCUREMENT

Objectives	Indicators	2025 degree of compliance
Analyze and identify our supply chain	100% of new promotional items purchased are sustainable	✔ ACHIEVED
Build capacities in the procurement area in sustainable procurement and sustainability	Increase EcoVadis score in sustainable procurement	✔ ACHIEVED From 71 to 85

Our contribution to the 2030 Agenda

T-Systems Iberia is committed to the United Nations Sustainable Development Goals (SDGs) as part of the 2030 Agenda, integrating them into its strategy and daily activity, prioritizing those where it generates the greatest impact. Our contribution is reflected throughout the different chapters of this report, demonstrating how each area of action contributes to the advancement of specific Agenda 2030 targets.

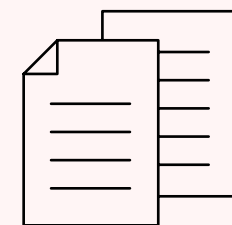


Double Materiality Analysis

With the objective of continuing to align our sustainability commitment with the highest standards, during 2025 we carried out the update and review of the double materiality analysis conducted in 2022, under the guidelines of the EU Corporate Sustainability Reporting Directive (CSRD) and the ESRS standards, allowing us to adapt the exercise to the evolution of the regulatory, sectoral and business context.

This update process enabled us to identify and review material topics from a dual perspective: impact materiality and financial materiality.

The analysis integrates impacts, risks and opportunities (IROs) into the organization's strategic reflection, ensuring that reporting and management focus on the most significant issues for the business and its stakeholders. The phases of this exercise were:



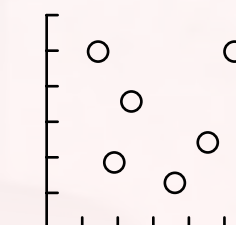
PHASE 1 **ESG CONTEXT**

- Exhaustive study of T-Systems Iberia's business model, its value chain and the global and sectoral environment.
- Consultation of external sources such as the World Economic Forum's Global Risk Report and current ESG standards.
- Comparative analysis with other sector companies.



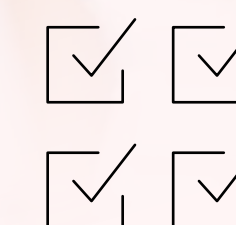
PHASE 2 **IDENTIFICATION OF IMPACTS, RISKS AND OPPORTUNITIES**

- Interviews with internal and external stakeholders.
- The result of the first phase and interviews yielded 87 IROs on ESG topics across the value chain: 38 impacts (13 negative and 25 positive) and 49 risks and opportunities (25 risks and 24 opportunities).



PHASE 3 **EVALUATION OF IROS**

Impact materiality was evaluated by the sustainability team and expert consultants, scoring the severity and likelihood of each impact. Financial materiality was evaluated by the finance team, assessing the potential magnitude of effects and the likelihood of occurrence of risks and opportunities.



PHASE 4 **VALIDATION OF MATERIAL TOPICS**

The methodology and results were presented and validated by the Sustainability Committee using the statistical criterion of the 85th percentile to define the cut-off point for material topics.

Double materiality results

E

CLIMATE CHANGE (ESRS E1)

Climate change mitigation. *Opportunity.* Existence of sustainable technologies that strengthen compliance with the targets set within the Climate Change Mitigation Plan, as well as those established by adherence to the EU Code of Conduct for Data Centers and the best practices of the Climate Neutral Data Centre Pact (CNDCP), in line with the European Green Deal.

Energy. *Negative impact.* Generation of indirect greenhouse gas (GHG) emissions in the value chain, upstream and downstream (Scope 3), and generation of direct (Scope 1) and indirect (Scope 2) GHG emissions derived from electricity consumption in T-Systems Iberia’s own activity.

CIRCULAR ECONOMY (ESRS E5)

Resource inputs, including resource use. *Opportunity.* Promotion of circular economy policies through the integration of regulatory and market criteria, fostering sustainable resource use, as well as obtaining energy certifications and accreditations.

S

OWN WORKFORCE (ESRS S1)

Equal treatment and opportunities for all. *Risk.* Challenges in attracting and retaining female talent.

AFFECTED COMMUNITIES (ESRS S3)

Economic, social and cultural rights of communities. *Positive impact.* Contribution to economic well-being through digitalization.

CONSUMERS AND END USERS (ESRS S4)

Information for consumers or end users. *Positive impact.* Contribution to immediacy and efficiency through digital transformation.

Social inclusion of consumers or end users:

- **Access to information.** *Positive impact.* Through automation and digitalization, transforming optimization and efficiency in management.
- **Non-discrimination.** *Opportunity.* Promotion of digitalization and technological inclusion to connect excluded groups or those with limited knowledge in the technology field.

NO ESRS

Data security, cybersecurity. *Risk.* Possible cybersecurity attacks on T-Systems Iberia involving the disclosure of confidential and sensitive internal or client information.

G

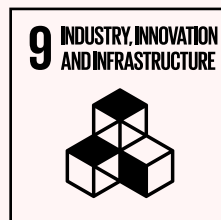
CORPORATE CULTURE (ESRS G1)

Corruption and bribery. *Positive impact.* Existence of T-Systems’ anti-bribery management system for adequate management of possible cases of corruption, bribery and other inappropriate economic or financial practices (policies, Code of Ethics, etc.).
Risk. Possible cases of corruption, bribery and other inappropriate economic or financial practices by external stakeholders that could compromise T-Systems’ integrity.

NO ESRS

Innovation and supplier relationship management technology. *Opportunity.* Growing demand for AI-based services designed to adapt to continuous technological advances.
Resilient business. *Risk.* Geopolitical and social instability on a global scale, together with a changing and strict regulatory environment, both in national and international policy, with a significant effect on ESG issues, generating adverse perspectives in the commitment to sustainability, uncertainty in workforce planning and project continuity.
Opportunity. Existence of sectors and economic areas that still need to drive digitalization in their operational processes, both in the private and public sectors.

Our Sustainable Portfolio



Syrah Solution

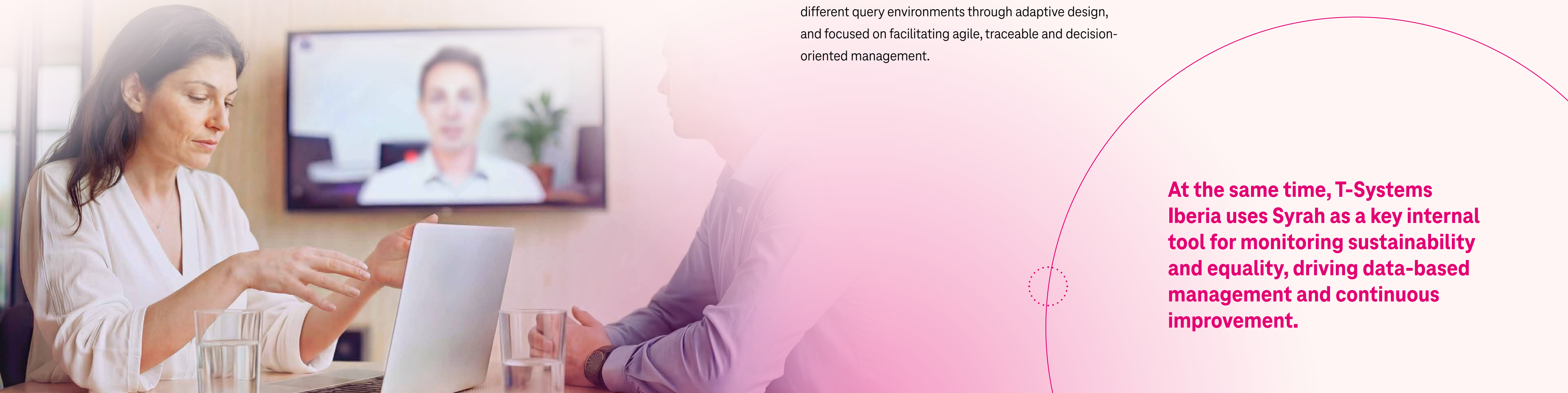
T-Systems Iberia transforms data into decisions. Syrah is a solution that enables our public and private clients to manage and monitor their sustainability performance with greater precision, foresight and strategic alignment.

Syrah is a solution developed by T-Systems Iberia that integrates cloud technologies, the Internet of Things (IoT), big data and artificial intelligence for data collection, processing and analysis, enabling the generation of predictive models and the simulation of the impact of different strategies.

Syrah has evolved into a comprehensive ESG management solution, enabling the definition, monitoring and tracking of indicators, action plans and objectives aligned with reference frameworks such as GRI, ESRS, CSRD and the 2030 Agenda. The platform is configured as an advanced dashboard with a customizable web portal, adaptable to different query environments through adaptive design, and focused on facilitating agile, traceable and decision-oriented management.

Syrah was implemented in various public administrations and private companies in Spain in 2025, consolidating its presence in the domestic market. Likewise, the entry into force of the Corporate Sustainability Reporting Directive (CSRD) has driven the development of new functionalities oriented toward regulatory compliance in sustainability. In this context, the “CSRD Management” functionality was developed in Syrah’s governance module to facilitate the collection and annual reporting of information required by the regulation.

At the same time, T-Systems Iberia uses Syrah as a key internal tool for monitoring sustainability and equality, driving data-based management and continuous improvement.



HowWeHelp

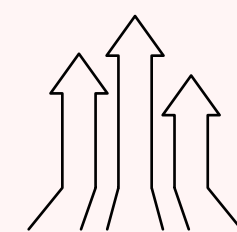
HowWeHelp is a social solution developed by T-Systems Iberia to promote, coordinate and measure initiatives with a positive impact on society. It was created to meet one of the main challenges of the social dimension of sustainability: evolving from isolated actions toward a structured, participatory and measurable model of social commitment.

Its differentiating value lies in the combination of technology, participation and measurement, consolidating social commitment as a real lever for corporate culture, reputation and impact.

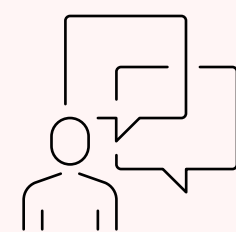
The platform centralizes the management of social initiatives, from their initial proposal to approval, publication, participation and monitoring. Through HowWeHelp, T-Systems Iberia employees can propose new actions, participate as volunteers in existing initiatives and collaborate with other teams on projects aligned with social causes. In this way, it facilitates the direct involvement of the workforce and turns social commitment into a more accessible, visible and shared practice.

The tool also incorporates the generation of a social CV that records individual participation, skills developed and contribution to the Sustainable Development Goals.

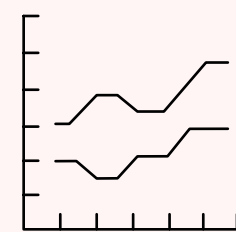
Beyond its internal use, HowWeHelp is configured as a technology solution aimed at supporting public and private organizations through:



**Activation of
their social
strategy**



**Promotion of
stakeholder
participation**



**Impact
measurement
of their
initiatives**



Stakeholder Management

Our commitment to and interaction with stakeholders is an essential factor in ensuring responsible and sustainable management, enabling us to identify relevant impacts and respond to the expectations of our environment.



Stakeholders

CLIENTS

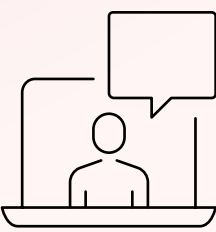
We continuously support our clients in their digital transformation, driving secure and resilient environments.

PROFESSIONALS

We interact with our professionals continuously, in an environment that fosters personal and professional development, safe and healthy working conditions, ongoing training and adequate social coverage.

SUPPLIERS AND PARTNERS

We maintain lasting relationships with suppliers and partners based on sustainability, fairness and compliance criteria.



Interaction and communication channels

- Meetings
 - Corporate website
 - TR*M client satisfaction index
 - Digital newsletters, webinars, social networks, events, congresses, forums and trade fairs
-
- Corporate intranet with news and articles
 - *Magenta Express*: monthly digital newsletter
 - #tumomentomagenta digital newsletter on LinkedIn
 - 4 All Hands Call events
 - Digital signage on physical screens
 - Monthly videoblogs
 - Agile Hub webinars, workshops and training videos
 - 2 periodic workplace climate surveys per year
 - Photo and Christmas contests
 - Informal after-work gatherings
-
- Corporate website
 - Internal manuals and standards, such as the Approval workflow



Stakeholders

ORGANIZATIONS AND ASSOCIATIONS

We collaborate with organizations and associations to maximize the positive impact of our activity, both in the social and environmental spheres and in the digital environment.

SHAREHOLDERS

We ensure management oriented toward profitability and investment stability, favoring sustained growth and value generation.

COMPETITORS, ICT SECTOR EXPERTS AND MEDIA

We foster an environment of fair and collaborative competition, promoting transparency and the dissemination of best practices.

UNIONS

We participate in collective bargaining processes to ensure fair working conditions.

UNIVERSITIES AND BUSINESS SCHOOLS

We collaborate with academic institutions to reinforce talent development in the digital sphere.

REGULATORY BODIES AND SOCIETY

We ensure compliance with applicable regulations, acting with transparency and control criteria.

SOCIETY

We contribute to social development through digitalization and the promotion of sustainability and inclusion.

Interaction and communication channels

Organizations:

- Donations and volunteering

Associations:

- Meetings
- Sector events and trade fairs
- Working groups, such as the Centre Tecnològic de Catalunya

- Annual accounts
- Sustainability report
- NFIS
- Corporate website
- Conferences and sector events

- Analyst events
- Press releases
- Collaboration agreements with Penteo and Quint

- Regular negotiation meetings

- Chairs of digital innovation and cloud computing
- Partnerships involving outreach, awareness-raising, training and professional promotion

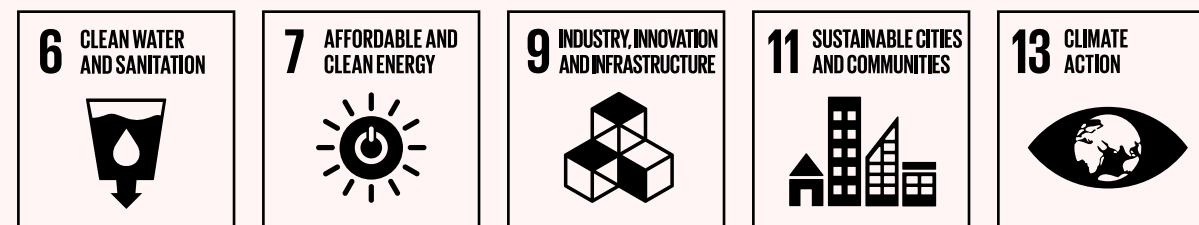
- Certifications and standards
- Sustainability report
- NFIS

- Corporate website
- Press releases
- Social networks, such as LinkedIn, Instagram and TikTok

05

Green Magenta: Environmental Commitment

Climate Change and Energy Transition



Environmental Management System

We have an Environmental Management System (EMS) that structures the procedures to identify, evaluate and manage the environmental impacts stemming from our activity, prioritizing significant aspects and defining actions aimed at preventing and reducing them.

As part of these efforts, the most significant impacts of T-Systems Iberia are mainly concentrated in resource consumption, and especially energy for facility operation, commuting and waste generation.

During 2025, the EMS maintained its scope, structure and governance model without relevant changes, consolidating a robust system integrated into our operations. In line with the Deutsche Telekom Group's quality, hygiene, safety and environment (QHSE) policy, we continue to promote a cross-cutting approach that integrates sustainability at all organizational levels.

In this context, T-Systems Iberia possesses ISO 14001:2015 certification, strengthening its positioning with the achievement of the "Calculate and Reduce" seal from the Spanish Ministry for Ecological Transition and the Demographic Challenge (MITECO) in 2025.

The EMS is pursued through the Environmental Management Program, which each year defines objectives, targets and indicators aligned with our sustainability strategy and Group commitments. For the 2025-2027 period, strategic priorities focus on CO₂ emission reduction, renewable energy use, energy efficiency improvement and circular economy promotion.

This recognition accredits both the registration of our carbon footprint and the effective reduction of emissions, with a 26.37% decrease in the intensity of Scope 1 and 2 in the 2022-2024 triennium compared to the previous period.

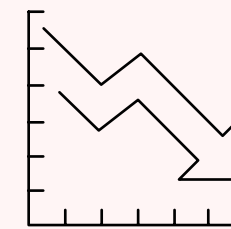


Toward climate neutrality

T-Systems Iberia advances toward climate neutrality as part of the Deutsche Telekom Group's global commitment to decarbonization and the transition to a low-carbon economy. This approach is integrated into our sustainability strategy and takes shape through concrete objectives and measures aimed at reducing our GHG emissions across all scopes.

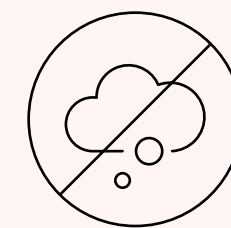
In this context, we annually review our objectives, continuously monitor specific indicators and prepare emission forecasts that are reported to the Deutsche Telekom Group.

DEUTSCHE TELEKOM CLIMATE NEUTRALITY OBJECTIVES



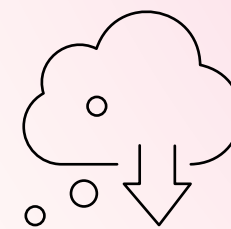
CLIMATE NEUTRALITY IN OPERATIONS (SCOPES 1 AND 2)

Progressively reduce emissions to minimum levels, offsetting those that cannot be eliminated through accredited carbon absorption projects.



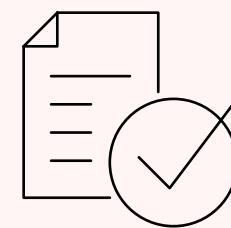
LONG-TERM NET-ZERO TARGET

Achieve climate neutrality across the entire value chain before 2040, reducing at least 90% of emissions compared to 2020 and offsetting the residual percentage through compensation projects.



INTERMEDIATE EMISSION REDUCTION TARGET

Reduce Scope 1, 2 and 3 emissions by 55% by 2030 compared to 2020, promoting energy efficiency measures, sustainable mobility and responsible resource management.



ALIGNMENT WITH INTERNATIONAL STANDARDS

Climate targets aligned with the Science Based Targets initiative (SBTi) and the Paris Agreement, as well as the Climate Neutral Data Centre Pact (CNDCP) and the European Code of Conduct on Data Centers.



GHG EMISSIONS EVOLUTION

SCOPE 1

In 2025, Scope 1 emissions were affected by a one-off increase associated with higher diesel consumption in generator sets, derived from operational incidents related to the April 2025 blackout and refrigerant gas leaks. To reduce these emissions, specific measures continue to be promoted within the Decarbonization Plan, such as the elimination of natural gas consumption in office heating, migration to electric vehicles and optimization of equipment operational efficiency.



–17.9%

**Scope 1
emissions**

compared to the 2019
base year

SCOPE 2

Scope 2 emissions have evolved in a context marked by the variation of the emission factor of heat consumption, despite a decrease in heat consumption from the district heating network. In this area, the commitment to renewable energy and continuous improvement of energy efficiency in our facilities is maintained, contributing significantly to the reduction of emissions associated with energy consumption compared to the base year.



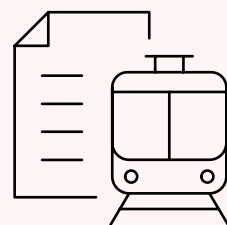
–85.7%

**Scope 2
emissions**

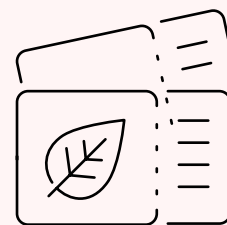
compared to the 2019
base year

SCOPE 3

Regarding Scope 3, we continue to promote measures aimed at reducing the impact of mobility and business travel, which represent a significant part of our carbon footprint. In this area, notable actions include:



Implementation of the
**Company Mobility Plan
in Barcelona and Reus**



**Review of the travel
policy** incorporating
environmental criteria



**Development of
sustainable mobility
initiatives in
collaboration with Panot**
to promote sustainable
commuting

In 2025, as part of the agreement reached with the startup Panot in 2024, we have promoted sustainable mobility solutions that have made a fleet of free electric bicycles available to our workforce for six months, as well as offering preferential conditions for individual use through exclusive no-contract discounts. These initiatives are complemented by other already consolidated measures, such as the Flexible Remuneration Plan for public transport, the use of eco-taxi services, agreements with providers such as Cooltra to promote electric mobility and our 3x2 telework policy, which contributes to reducing commuting and minimizing the associated carbon footprint.

This set of actions is part of our Decarbonization Plan, which evolves continuously to adapt to the results obtained and reinforce our climate ambition. Thus, intermediate objectives are periodically reviewed to ensure their alignment with the defined reduction trajectory and the commitments assumed by the Group.

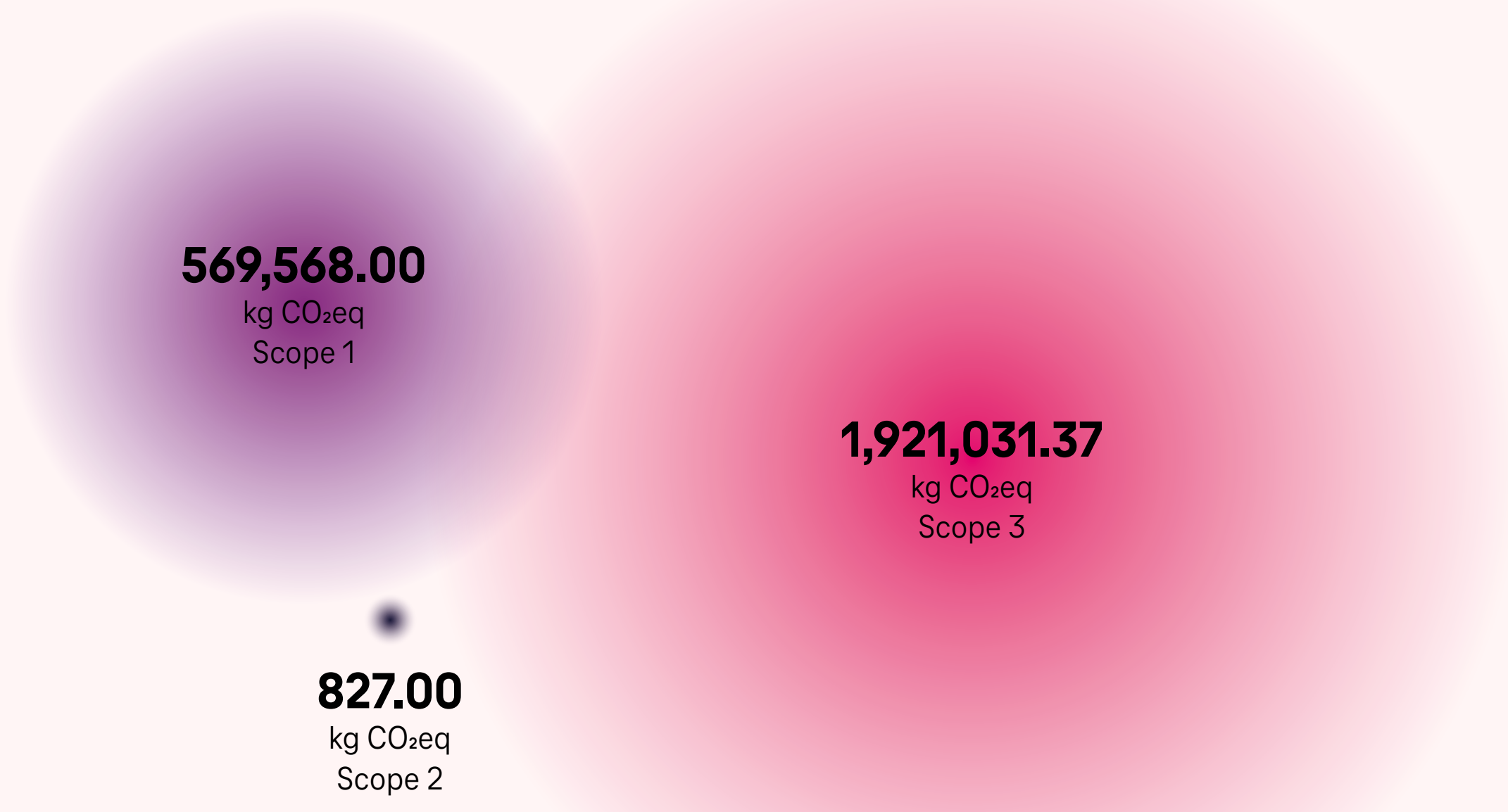


–35.9%

**Scope 3
emissions**

compared to the 2019
base year

TOTAL EMISSIONS



(kg CO ₂ eq)	2023	2024	2025	% var. 2024-2025	% var. from 2019 base year
Scope 1	384,597	329,356	569,568	73%	−17.9%
Scope 2	37,933	484	827	71%	−85.7%
Scope 3	2,310,701	2,126,815	1,921,031.37	−9.7%	−35.9%
Total	2,733,231	2,456,656	2,491,426.10	1.4%	−32.6%



In terms of efficiency, emissions per employee have been reduced to 0.69 t CO₂eq, representing a 12.2% improvement compared to 2024 and a 56% improvement compared to the base year. Emissions per revenue decreased by 19% compared to the previous year, reflecting progress in the organization's operational and energy efficiency.

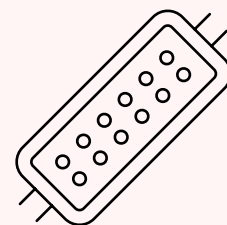
0.69
t CO₂eq total per employee
0.71 t CO₂eq per employee in 2024

T-Systems Iberia consolidates
−32.6%
in total emissions compared to
the 2019 base year

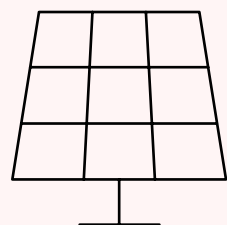
Efficient technology, responsible energy

Energy efficiency and responsible energy use are fundamental pillars of our sustainability strategy, in line with the Group’s climate commitments. Our approach is based on optimizing energy consumption, improving infrastructure performance and ensuring the use of energy from renewable sources.

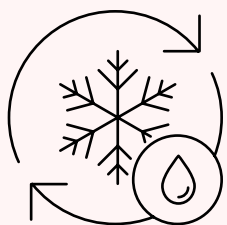
In 2025, we continued to advance with the findings from the previous year’s audits, which have allowed us to strengthen our environmental management system through the incorporation of new measures into the Environmental Management Program:



Replacement of lighting with LED technology at the Cerdanyola Data Center, with annual energy savings of 13,835 kWh.



Expansion of the photovoltaic installation by 174 kW of installed power at the Cerdanyola Data Center, helping to boost energy efficiency and renewable energy generation.



Incorporation of water recovery systems in cooling equipment, enabling WUE measurement in accordance with ISO 30134-9.

CLIMATE NEUTRAL DATA CENTRE PACT

In continuity with the energy efficiency and resource optimization measures implemented, in 2025 we advanced in the fulfillment of the commitments assumed within the framework of the Climate Neutral Data Centre Pact (CNDCP).

We continue to boost the energy efficiency of our operations through the optimization of the PUE indicator (energy efficiency index), currently around 1.4; the improvement of air conditioning and cooling systems; the use of more efficient technologies; and the monitoring of energy performance. This allows us to identify improvement opportunities and reinforce a more efficient, sustainable operating model aligned with our climate commitments.

Our data center is committed to the transition toward a low-carbon energy model through the use of 100% renewable energy backed by guarantee of origin certificates accredited by the National Commission on Markets and Competition (CNMC), advancing beyond the pact’s commitment to exceed 75% carbon-free electricity by 2025.

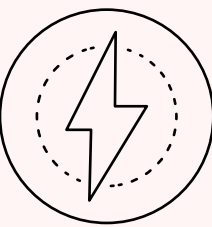
Likewise, in line with the initiatives described above, we have established a target in 2026 to achieve a WUE (water efficiency index) of 0.4, for which specific measures have been implemented, such as the installation of a water recovery system in the Cerdanyola Data Center chillers. Finally, in this context, we continue to prioritize the reuse, repair and recycling of equipment, maintaining our commitment to the zero-waste goal.

Since 2019, our data center has operated with 100% renewable energy

SUSTAINABLE RESOURCE USE

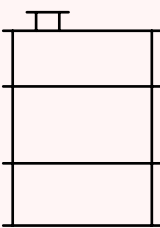
We comprehensively manage the use of resources associated with our activity, with continuous monitoring of main consumptions (energy, fuels, water and materials), which have a direct impact on our environmental performance.

This systematic control enables us to identify optimization opportunities, establish improvement targets and adapt our operations to advance toward a more efficient, responsible model aligned with sustainability principles.



ENERGY

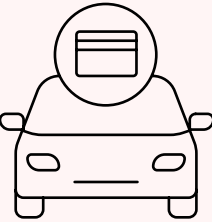
Total consumption	2023	2024	2025	% var. 2024-2025
Electricity (kWh)	6,819,648.00	7,146,249.00	7,137,189.42	-0.1%



FOSSIL FUELS

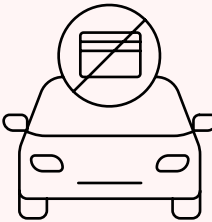
Total consumption	2023	2024	2025	% var. 2024-2025
Natural gas (l)	765,344	34,292	-	-
Maintenance diesel (emergency) (l)	3,480	3,574	6,364	78%

MOBILE SOURCE FUEL CONSUMPTION (VEHICLES WITH FUEL CARD)



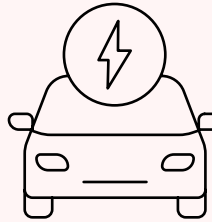
Total consumption	2023	2024	2025	% var. 2024-2025
Company vehicles				
Diesel (l)	36,975.00	20,901.00	16,378.41	−22%
Gasoline (l)	-	761.00	1,187.01	56%
Service vehicles				
Diesel (l)	18,150.00	2,690.00	-	-
Gasoline (l)	-	11,863.00	12,953.00	9%

MOBILE SOURCE FUEL CONSUMPTION (VEHICLES WITHOUT FUEL CARD)



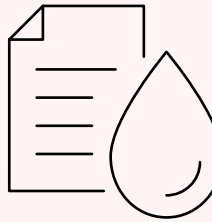
Total consumption	2023	2024	2025	% var. 2024-2025
Company vehicles				
Diesel (km traveled)	1,342,783.00	1,318,013.00	1,621,890.55	23%
Gasoline (km traveled)	-	86,785.00	126,897.82	46%
Service vehicles				
Diesel (km traveled)	8,100.00	8,600.00	9,147.27	6%
Gasoline (km traveled)	-	-	272,600.73	-

OTHER ELECTRIC VEHICLE CONSUMPTION



Total consumption	2023	2024	2025	% var. 2024-2025
Company vehicles				
km traveled	-	213,676.00	305,388.00	42%
Service vehicles				
km traveled	-	12,722.00	28,974.55	127%

WATER AND MATERIALS

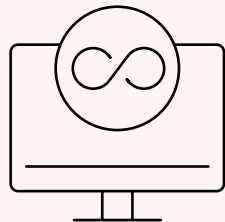


Total consumption	2023	2024	2025	% var. 2024-2025
Water consumption (m³)	3,987.00	4,707.00	4,774.650	1%
Paper consumption (kg)	1,181.00	529.40	612.925	16%

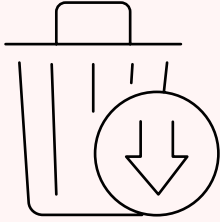


The principles of the circular economy are part of our strategy, aimed at reducing waste generation, optimizing its management and extending the useful life of equipment and materials associated with our activity.

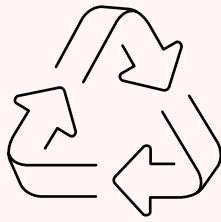
Our waste management is based on prevention, reuse, recycling and recovery criteria, ensuring compliance with applicable legislation and working with authorized waste managers. In this framework, we maintain the zero-waste commitment, prioritizing material and energy recovery of generated waste and reinforcing its traceability throughout its entire lifecycle.



Extension of useful
life of equipment
and materials



Reduction of waste
generation



Optimization
of waste
management

EQUIPMENT REUSE AND SECOND LIFE

During 2025, we continued to promote initiatives aimed at extending the useful life of technological equipment, favoring its reuse and refurbishment. In this regard, the following were carried out:

Donation of technology equipment:	Reuse of computer equipment:	Extension of mobile device useful life:
35	2,605	100 %
equipment units donated	equipment units managed and an 82% reuse rate	reused

CIRCULARITY IN PROCUREMENT

We also incorporate circularity criteria in procurement and contracting processes, prioritizing aspects that enable sustainability integration throughout our value chain, reducing the environmental impact associated with the equipment lifecycle, from acquisition to final management:

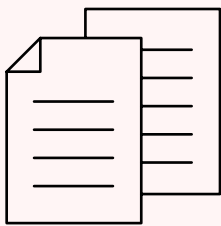
- Improved energy performance of acquired equipment
- Use of sustainable materials and responsible manufacturing processes
- Product durability and repairability
- Reduction and optimization of packaging
- Availability of recycling programs
- Minimization of water consumption in the production process
- Reduction of lifecycle emissions
- Products with ecolabels
- Low noise level
- Incorporation of recycled and recyclable materials
- Availability of environmental certifications
- Use of low-energy technologies



EFFICIENT WASTE MANAGEMENT

NON-HAZARDOUS WASTE

Non-hazardous waste has increased compared to 2024, becoming the main factor in the evolution of total waste volume in 2025. The increase in waste electrical and electronic equipment (WEEE) responds mainly to generation associated with the end of equipment useful life, while the increase in metal waste is linked to the replacement of lighting with LED technologies, as part of the 2025 environmental objectives program. Progress has been made in the efficient management of this waste, reflected mainly in:



−17%
paper and
cardboard



−18%
plastic



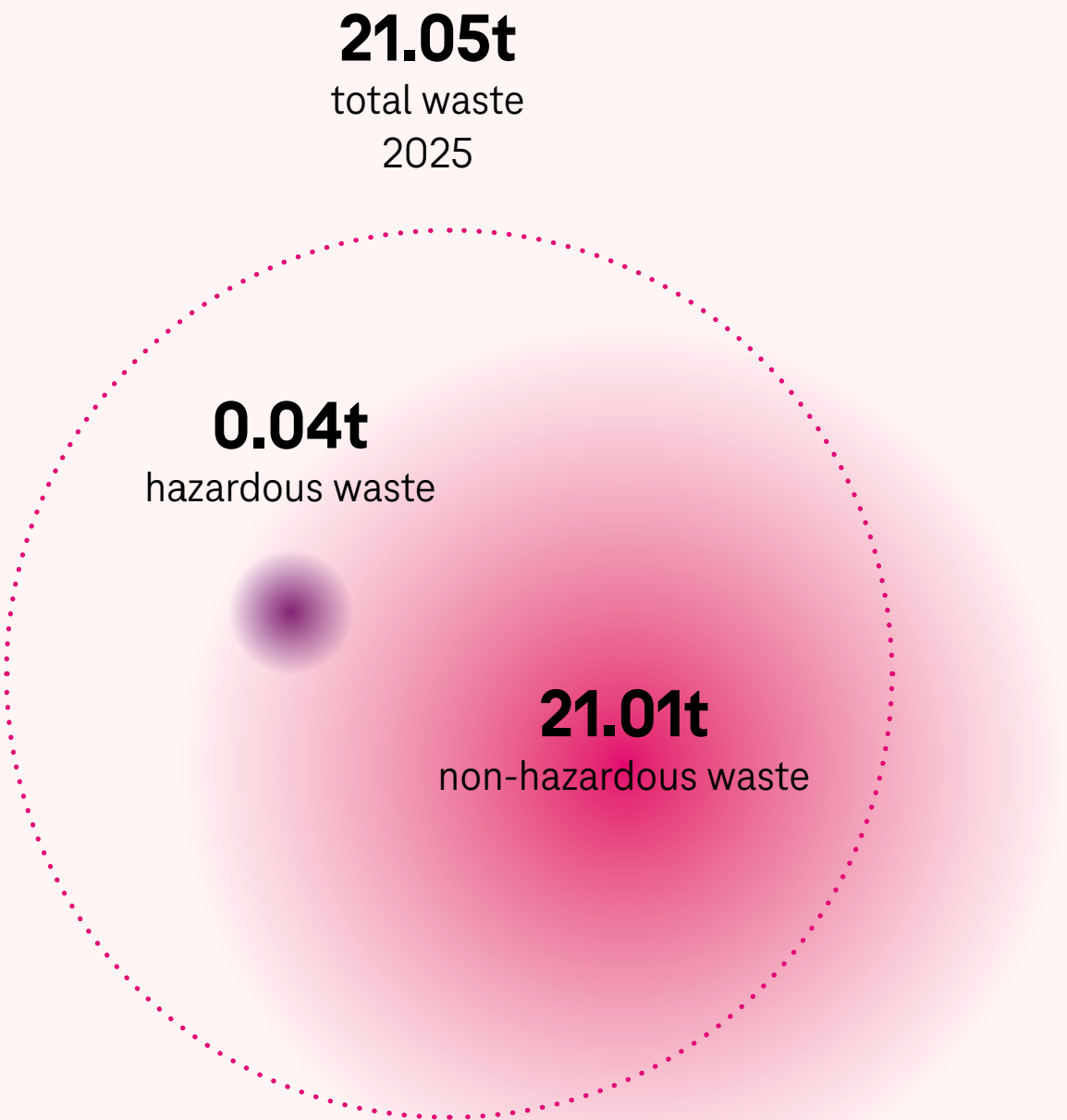
−61%
wood

HAZARDOUS WASTE

Hazardous waste has decreased significantly, by 90%. At the same time, the recovery rate of electronic waste (WEEE) stands at 87%, remaining at high levels and contributing to the circularity of technology equipment.

Waste by type (t)	2023	2024	2025	% var. 2024-2025
Hazardous waste	0.02	0.39	0.04	−90%
Non-hazardous waste	18.01	11.95	21.01	76%
Total	18.03	12.34	21.05	71%

Waste (t)	2023		2024		2025		% var. 2024-2025	
	Hazardous	Non-hazardous	Hazardous	Non-hazardous	Hazardous	Non-hazardous	Hazardous	Non-hazardous
Paper and cardboard	-	7.54	-	5.21	-	4.33	-	−17%
WEEE	0.02	0.41	0.22	0.54	0.04	2.32	−82%	330%
Plastic	-	3.58	-	2.98	-	2.45	-	−18%
Wood	-	1.95	-	0.993	-	0.39	-	−61%
Metal	-	0.99	-	0.22	-	0.41	-	86%



Environmental Culture

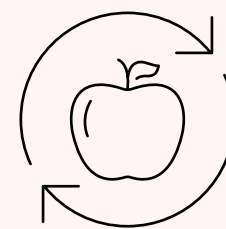
T-Systems Iberia continues to promote an environmental culture based on the awareness, participation and active involvement of its workforce as a key lever for advancing toward a more sustainable model.

We continued to boost internal awareness in 2025 through communication and awareness-raising actions aligned with our sustainability strategy, as well as through the dissemination of relevant content and results, such as the publication of the *Sustainability Report*, mobility survey results, EcoVadis results and other content.

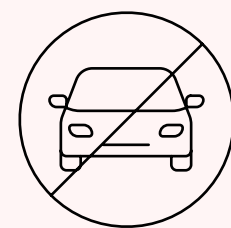
The following awareness-raising initiatives are particularly noteworthy:



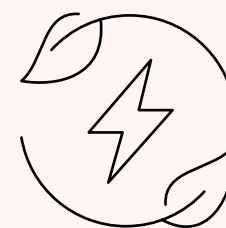
World Bicycle Day



International Food Waste Awareness Day



World Car-Free Day



International Clean Energy Day

We have also promoted internal communication of key milestones in our environmental performance, highlighting the achievement of the “Calculate and Reduce” seal from the Ministry for Ecological Transition and the Demographic Challenge (MITECO), which recognizes the effective reduction of our carbon footprint and the achievement of the objectives established in our sustainability strategy.

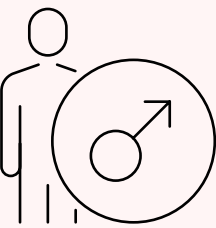
Complementarily, we have continued to promote environmental training with SusTain, facilitating access to specialized content and fostering the development of sustainability knowledge at all levels of the organization.

06

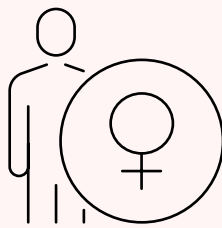
Our People, Our Engine

Team Magenta

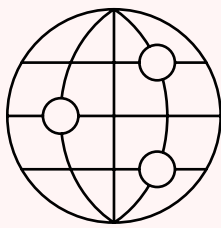
In 2025, over 3,800 professionals from Team Magenta accompanied our clients in their digital transformation, driven by an environment that fosters their development and well-being.



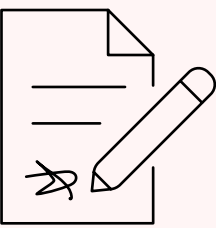
74%
men



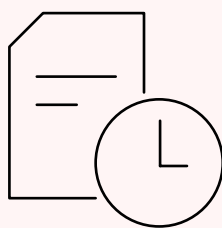
26%
women



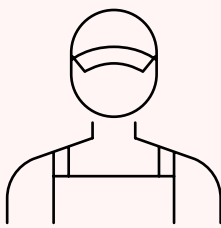
62
nationalities



99.7%
permanent
contracts



76,618
training hours
+5% compared to 2024



+4%
technical
professionals
compared to 2024

T-Systems Iberia maintains an employment model based on stability and quality, reflected in 99.7% permanent contracts and 99.1% full-time contracts. We also prioritize a diverse and highly specialized workforce, present primarily in Spain (98.3%) and Portugal (1.7%), with a predominance of technical and scientific profiles.

Workforce by gender	2024	2025	% annual variation
Men	2,710	2,820	4%
Women	958	997	4%

Workforce by age group	2024	2025	% annual variation
Under 30	613	585	−5%
Over 30 and under 50	2,224	2,316	4%
Over 50	831	916	10%

Workforce by professional category	2024	2025	% annual variation
Commercial, sales and similar	101	95	−6%
Accounting, administrative and other office employees	149	161	8%
Technical and scientific professionals and support professionals	3,355	3,502	4%
Other directors and managers	56	51	−9%
Directors and executive presidents	7	8	14%

Talent and leadership culture



TALENT MANAGEMENT

Talent is essential for the pursuit of our activity. In an environment marked by high demand for technology profiles, we continue to reinforce our attraction, development and retention of key talent to drive the growth of our business.

In 2025, we achieved a significant milestone at T-Systems Iberia by implementing T-Systems International's performance management system. This model enables the structuring and alignment of performance evaluation, objective setting and professional development of all our staff, facilitating the identification and promotion of key talent within the organization.

We continue to foster development, promoting its identification and growth through various initiatives. Individuals identified as talent throughout 2025 participate in T-Systems International's Global Talent Program. Development activity for our talent is also carried out locally.

We also have a partnership network with universities and institutes at the national level, including chairs with the University of Granada and Rovira i Virgili University, as well as agreements with La Salle University.

At the same time, we have a learning ecosystem that combines global platforms and local actions aimed at driving professional talent:

HR SUITE

Base training platform that integrates the complete Percipio content catalog and facilitates centralized access to training resources.

GROWTH HUB

At the global level, a new AI-based platform was launched in 2025 that drives personal development, internal mobility and skills management.

MYGROWTH DAY

We continue to promote development initiatives, whose second edition incorporated roundtables and online sessions focused on professional growth, skills development, objective setting and professional profile enhancement.

LEADERSHIP CULTURE

Our goal is to strengthen leadership by equipping our leaders with the skills necessary to drive business and team growth.

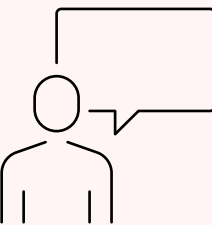
The growth of recent years has been an impetus to continue consolidating our leadership culture. In 2025, we advanced toward a more structured model, reinforcing the role of leaders in team performance and development. In this context, feedback conversations have been organized and scheduled, and the transition to Deutsche Telekom's global platform has been promoted, favoring more uniform leadership management throughout the organization.

Leaders have participated in specific courses on performance management, reinforcing their role and responsibilities in team development and growth. Training actions and workshops have also been promoted on the use of inclusive language, the reinforcement of recognition skills and the design of action plans based on the results of the periodic workplace climate survey.

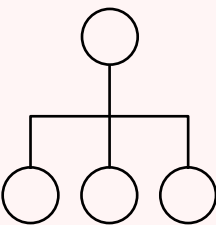
WEGROW PERFORMANCE EVALUATION

Periodic performance evaluation and continuous feedback are fundamental for enhancing our team’s commitment. The WeGrow model was consolidated in 2025, replacing the previous Progress Management approach and establishing itself as the new framework for performance and development management.

WeGrow is an integrated, continuous and structured model designed to support each employee’s professional evaluation, reinforcing communication between leaders and team members and providing a common foundation for monitoring and development. In this context, HR Suite acts as a process support tool and as a documentation space for its main milestones.



From each professional’s perspective, WeGrow offers a space to review their evolution in the role, identify challenges and define development actions.



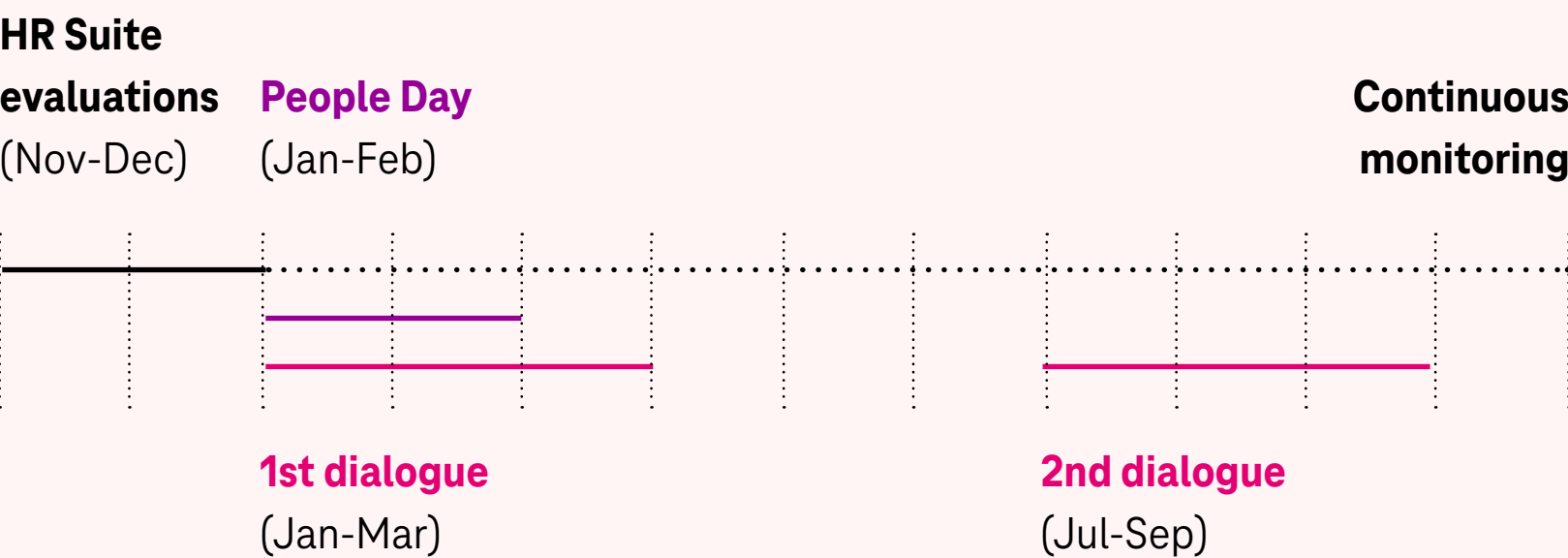
From the leadership perspective, it provides a common foundation for monitoring performance and accompanying professional development consistently.

WEGROW EVALUATION PROCESS

The process is structured around two elements: Dialogues and People Day.

Dialogues
Dialogues form the central pillar of the model. They are structured conversations between leaders and professionals to review performance and development. They include monitoring of objectives and role challenges, and are conducted at least twice a year. Results are recorded in HR Suite, differentiating between performance and development.

People Day
People Day complements this process with a broader, shared view of talent. Based on the evaluations recorded in HR Suite, People Day consists of rounds in which leaders jointly review performance, development and talent recommendations to identify strengths and development needs.



2025 EVALUATION RESULTS

The 2025 evaluations were recorded in HR Suite between mid-November and December, constituting the basis for subsequent People Day rounds in 2026. This process has provided a first structured view of the performance and development of professionals included in the model.

2025 performance evaluations by professional category	2024	2025
General directors and executive presidents	100%	100%
Other directors and managers	77%	91%
Technical and scientific professionals and support professionals	65%	98%
Accounting, administrative and other office employees	59%	98%
Commercial, sales and similar	62%	97%

Together, WeGrow connects individual communication between leaders and professionals with a global vision of talent development and management. In this way, the process evolves toward a continuous approach, allowing structured monitoring throughout the year.

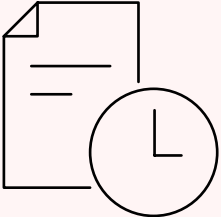
Training and talent development



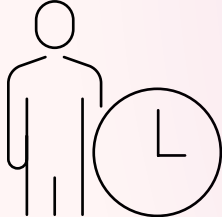
T-Systems continues to increase resources dedicated to training its professionals to enhance their competencies while ensuring quality service at the forefront of the sector.

Our training is designed to increase technical knowledge and key skills in strategic areas, guaranteeing high-value-added services for our clients. To this end, we have a training plan aligned with Group guidelines and adapted to the specific needs of our business units and the projects in which we participate.

Training hours by professional category	2024	2025
Accounting, administrative and other office employees	7.4%	6.7%
Technical and scientific professionals and support professionals	87%	88.1%
Commercial, sales and similar	3.1%	2.9%
Directors and executive presidents	0.1%	0.2%
Other directors and managers	2.4%	2.1%



76,251
training hours
+4% compared to 2024

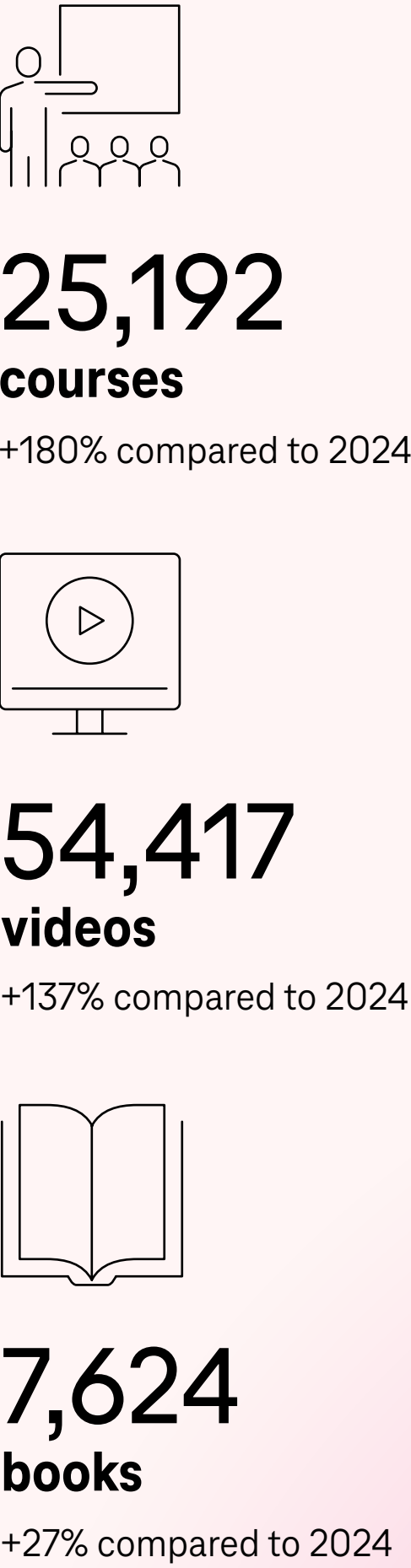


20.07
training hours per
employee
+4% compared to 2024

In this framework, the 2025 Training Plan focused on the following topics:

- SKILLS
- Excellent communication in interaction
 - DiversiCluedo (biases)
 - Leadership program
 - Unfolding performance
- LANGUAGES
- English
 - German
- METHODOLOGIES
- ITIL, PM Campus, PRINCE, Agile, Entry Certified Business Analyst
- TECHNIQUES FOR OBTAINING AND RENEWING TECHNICAL CERTIFICATIONS
- AWS, Azure, Cisco, DevOps, Google Cloud, Kubernetes, Red Hat
- APPLICATION TECHNIQUES
- Excel 365
 - Power BI
 - Power Query

- MANDATORY COURSES
- Commitment to data protection
 - ESARIS
 - Zero Outage
 - Regulatory compliance
 - Workplace prevention
- PREVENTION COURSES
- Fire prevention and emergency plans
 - First aid
 - Various SALUDAS workshops (Physical activity, Nutrition, Keys to work-life balance, Healthy eating, Building new habits, Stress management, Digital detox, Postural hygiene, Breast cancer prevention, Mental health awareness).
- CROSS-CUTTING COURSES
- Excellent communication in interaction and time management



During 2025, the offering of training content available on the Percipio platform, accessible to the entire workforce, was significantly strengthened. This push has allowed us to particularly consolidate initiatives aimed at skills development, through programs such as Excellent Communication in Interaction, DiversiCluedo, the Leadership Program and Unfolding Performance.

At the same time, we continue to promote technical training, with a focus on ITIL methodologies and project management; analysis and management tools such as Excel, Power BI and Power Query; programs oriented toward certifications such as ECBA; and international courses from the Skillverse program, which include certifications in areas such as Cisco, ITIL, Kubernetes, Project Management, Red Hat, Scrum and VMware.

The training areas with the highest participation have been technical in nature, representing 36%, along with self-training on the Percipio platform, at 31%. They are followed by mandatory courses and languages, both at 10%, and those linked to skills development, at 9%.



HR ACADEMY

In 2025, we launched the internal HR Academy program as a pilot, designed by and for HR professionals, for the purpose of driving development and continuous learning on a global scale through flexible online micro-learning.

This program is structured into five training itineraries available on the Percipio platform, including a fundamental itinerary, three expert itineraries oriented toward specific roles (HR Business Partner, BPO and Learning & Development) and an advanced itinerary.

We have advanced toward a more practical training approach oriented toward on-the-job application, prioritizing useful and transferable content for day-to-day work. To this end, methodologies based on real cases, problem-solving and situations directly linked to each area's activity have been promoted.

At the same time, we continue to promote a flexible training model adapted to team needs, combining different formats and dynamics that facilitate continuous and more effective learning, encouraging participation, skills acquisition and direct application of knowledge in the work environment.

We promote lifelong learning and support our team in their learning journeys.

TEAM SATISFACTION

We foster a culture of active listening, incorporating the opinions of our professionals through employee satisfaction and workplace climate surveys to support strategic transformation processes.

The **periodic workplace atmosphere survey** is distributed twice a year to all Telekom Group employees. It evaluates the level of engagement with 35 questions, including open-ended questions. Its objective is to measure workforce satisfaction while tracking the implementation of strategic programs and adopted measures. It also captures professionals' perceptions on key aspects such as collaboration, satisfaction, company recommendation, sustainability perception, strategic clarity and transparency in change processes.

The **employee satisfaction survey** is a broader biannual survey that evaluates engagement and well-being with 75 questions, including open-ended questions. This survey is structured around three key pillars for the Group's future: engagement, service behavior and the health of our professionals. It also analyzes workplace environment factors, such as work intensity, providing professionals with a space to express their opinion on key corporate strategies.



Evolution of the periodic workplace atmosphere survey	Nov 2024	May 2025	Nov 2025
Engagement index	73	72	73
Mood	83	82	83
How do you feel in our company?			
Employer attractiveness	75	76	77
Would you recommend our company as an excellent place to work?			
Brand identity	73	72	72
I am proud of the brand.			
Inspiration	64	63	64
Our company inspires me to give my best every day.			
Social and environmental commitment	64	75	74
I identify with our company's social and environmental commitment.			
Corporate responsibility	76	77	74
Our company acts responsibly toward the environment and society.			
Equal opportunities	87	85	86
We all have the same opportunities, regardless of age, gender and religion.			
Non-discrimination	91	90	89
We do not tolerate any form of discrimination.			

The evolution of indicators shows a positive trend compared to 2024, reflecting the impact of implemented measures, although employee perceptions continue to be influenced by the external geopolitical and economic context. In this sense, the 2025 results confirm that the strategy promoted in recent years to reinforce the satisfaction of our professionals is moving in the right direction.

Based on the satisfaction survey results, an action plan has been defined that is oriented toward talent development and leadership strengthening, complemented by specific actions on well-being, recognition and corporate culture:

PERSONAL AND PROFESSIONAL DEVELOPMENT

- Career Panels to give more visibility to potential career paths.
- Training sessions to raise awareness of available resources and tools for professional development.
- Informative sessions on how to apply for internal company vacancies.
- Growth Hub: an AI-driven platform that supports professionals in developing their competencies and identifying opportunities aligned with their interests.

WELL-BEING

- Initiatives aimed at fostering a culture of health and well-being.
- Workshops, campaigns and awareness-raising actions on mental health, nutrition, physical exercise, disease prevention and work-life balance.

LEADERSHIP

- Intensive training for managers on how to give feedback to improve team performance and development.
- Work with leaders to implement action plans following the Pulse survey.
- Workshop for leaders on the importance of recognition and the different ways to give it depending on the individual.

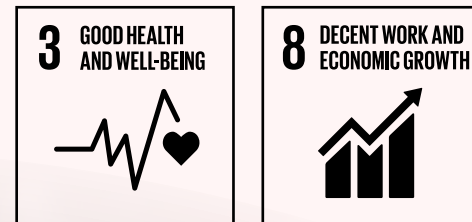
RECOGNITION

Promotion of the YAMazing Stars platform to recognize colleagues who put our guiding principles into practice.

CULTURE, COMMUNITY AND DIVERSITY, EQUITY AND INCLUSION

- Informal after-work gatherings to connect with the team beyond day-to-day work.
- Roundtable discussions held on Women's Day.
- Girls in Tech to encourage the participation of more girls and young women in the technology field.

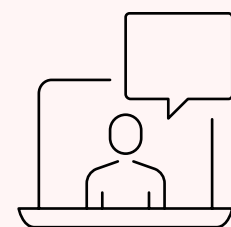
Well-being and work-life balance



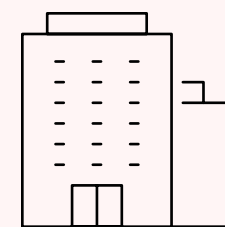
We promote a work environment that drives the well-being and work-life balance of our professionals, fostering balance between professional, personal and family life through flexibility policies, digital disconnection and social benefits.

FLEXIBILITY

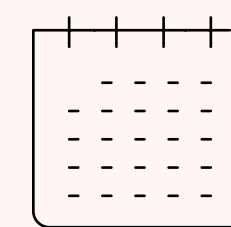
We have a hybrid work model based on telework and in-office presence, allowing professional activity to be performed remotely up to three days per week. In 2025, this model was reinforced with the update of the telework policy, which incorporates the possibility of requesting up to four working weeks per year in 100% remote mode without the need for justification.



**3
days of
telework**



**2
days in
the office**



**4
working weeks
per year of 100%
telework**

WORK-LIFE BALANCE

This approach is complemented by the work-life balance measures included in the Collective Bargaining Agreement, which promotes flexibility formulas such as schedule adaptation, continuous working hours or remote work, as well as improvements in leave and reduced working hours to meet personal and family needs. These include specific measures for childcare, serious illness situations or unforeseen family needs, as well as time banks and leave extending beyond the current legal framework.

DIGITAL DISCONNECTION

Furthermore, to facilitate personal and family work-life balance, we have had a Digital Disconnection Policy since 2020, reviewed at the end of 2025 to continue guaranteeing the right not to respond to communications outside and to better protect employee rest and well-being.

SOCIAL BENEFITS

We promote our professionals’ well-being beyond the current legal framework.

PAID LEAVE

Established in the Collective Bargaining Agreement to improve and extend some legally established leave, such as time banks to accompany children and parents to medical appointments, relocations and so on.

IMPROVEMENT OF TEMPORARY DISABILITY BENEFITS

Up to 100% of fixed salary from the first day of disability, supplementing what is established by law for each situation and in all processes, regardless of duration.

BOOK PURCHASE ASSISTANCE

Aimed at all our professionals with children enrolled in formal education. In 2025, a total of 114,520 euros was contributed under this concept, benefiting 788 employees.

FLEXIBLE REMUNERATION PLAN (FRP)

Allows our professionals to adapt a portion of their compensation to their needs, through benefits such as health insurance, meal vouchers, transportation or childcare, optimizing their net remuneration with tax advantages.

LIFE AND ACCIDENT INSURANCE

Available to the entire workforce, with a benefit of 1.5 times annual gross salary in the event of death from natural causes and three times in the event of accident. The same applies in the case of permanent total disability. In the latest Collective Bargaining Agreement, the guaranteed minimum was improved, increasing from 51,000 to 60,000 euros and to 120,000 euros in the event the contingency is due to accident.

PERSONAL LOAN FOR TRAINING AND HOUSING

Offers a favorable interest rate for taking qualified courses or purchasing a first home.

ANNUAL MEDICAL CHECK-UP

Adapted to the characteristics of each job position, including laboratory tests, electrocardiogram and medical examination. Prevention and early detection initiatives are also promoted, such as specific prostate health check-ups for men from age 45 and annual gynecological check-ups for women, with the possibility of additional tests such as mammograms or ultrasounds. In addition, T-Systems offers digital medical assistance through an application that provides 24/7 medical care, 365 days a year.

VIVOFÁCIL PROGRAM

For work-life, family and personal balance, covering both our professionals and their spouses, children, parents and, in the case of teleassistance, grandparents. In 2025, over 3,000 services were provided. These included:

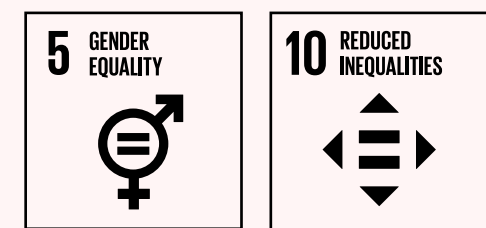
- Unlimited telephone call service in medical, legal-psychological, social and dietary-nutritional areas.
- Preventive and care teleassistance service, 24 hours a day.
- Service of 70 free hours of assistance.
- 56 hours of personal assistance (physical care, accompaniment, assistance and night surveillance, etc.).
- 14 sessions of specialized treatments (physiotherapists, psychologists, nursing assistants, etc.).
- Second medical opinion.
- Social and healthcare personnel selection service (nurse, babysitter, domestic employees, etc.).
- Discounts on social and healthcare services, dental care, and well-being and beauty services.
- Free administrative management service (birth certificate, marriage certificate, vehicle registration, etc.).

SOCIAL FUND

Managed by the Social Affairs Committee, this fund provides special assistance to our professionals and their families, with its allocation updated annually. In 2025, more than 111,000 euros were allocated, benefiting 543 people. The application of this Social Fund covers the following cases and others:

- Assistance for spouses or partners and children with a disability of 33% or higher.
- Assistance for physical or mental recovery of spouses or partners and children.
- Assistance for exceptional cases.
- Other included assistance:
 - Dental prostheses and implants (excluding extractions, fillings and hygiene).
 - Orthodontics.
 - Hearing aids.
 - Orthopedic devices.
 - Prescription glasses, contact lenses and prescription lenses.
 - Eye surgery.

Diversity, equity and inclusion



We promote a culture based on diversity, equal opportunities and inclusion as an essential part of our DNA. Beyond regulatory compliance, we understand diversity, equity and inclusion as key factors for the development of our teams and business success.

We apply corporate principles, policies and procedures from the Deutsche Telekom Group. These include:

HUMAN RIGHTS CODE

Based on 10 principles oriented toward respect for diversity and non-discrimination in the workplace.

EQUALITY PLAN

Establishes measures aimed at guaranteeing equal opportunities and promoting an equitable and inclusive work environment.

DIVERSITY POLICY

Integrates dimensions such as gender, age, disability or religion, promoting their active management as a corporate value.

HARASSMENT PREVENTION PROTOCOL

Defines mechanisms for prevention, detection and action in cases of harassment, fostering a safe and respectful work environment.

GUIDING PRINCIPLES

Establish six principles that guide daily activity, including the commitment to act with respect and integrity.

SELECTION PROCESS

We advocate that at least 40% of candidates considered for each vacancy be women, with equal conditions between profiles.

In 2025, the proportion of women in the workforce remained stable at 26.1%, consolidating the level reached in the previous year. However, this year a significant advance is observed in their representation in positions of responsibility, which increased to 28%, compared to 25% recorded in 2024.

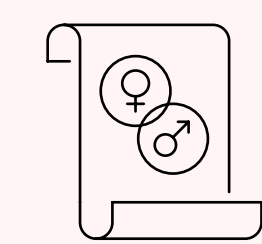
At the same time, in 2025, T-Systems Iberia renewed its adherence to the Diversity Charter for the 2025-2026 period, reinforcing its commitment to equal opportunities, non-discrimination and the promotion of inclusive work environments. In line with these principles, we also promote the incorporation of talent with the Fundación Adecco as part of the Programa Plan Familia, with the incorporation of interns in the T-Systems Digitalization Unit (TDU) in the user support team.

This progress reflects our improvement in promoting female talent and greater diversity at levels of leadership.



Thanks to initiatives and collaborations, in 2025 we reinforce our commitment to inclusion and diversity, working together with entities such as the Aura Fundació and Fundación Adecco to promote actions to raise awareness and approach intellectual disabilities.

The implementation of the Third Equality Plan (2022-2026) continues through initiatives aimed at promoting equity and reducing gender gaps in the organization. To this end, the Plan incorporates different management and monitoring tools that guarantee its proper implementation. These include:



- Joint Evaluation and Monitoring Committee
- Investigation Committee
- Equality Mailbox
- Inclusive Communication Guide
- Harassment Prevention Protocol

OUR MAIN EQUALITY AND DIVERSITY ACTIONS

In 2025, we highlight the reinforcement of awareness actions, key to continuing to promote an egalitarian culture at all levels:

VISIBILITY OF FEMALE ROLE MODELS

Development of initiatives such as Women in Science, which highlight internal talent through the dissemination of testimonials and interviews with six women from T-Systems Iberia who studied science-related degrees.

COMMEMORATION OF MARCH 8

Implementation of communication and awareness-raising actions on the occasion of International Women’s Day, strengthening our commitment to equality. Two initiatives were organized as part of March 8:

- A talk with female leadership expert Mercè Brey: “Alphas and Omegas: Toward a New Reality”
- *Podcast Código Magenta* with Caroline Morales, the new HR VP, together with Victoria de Bru de Sala and Marian Casas, on their experiences, lessons learned and vision of the role of women in the technology sector.

BREAST CANCER PREVENTION WORKSHOP

A talk that raised awareness about the importance of breast cancer prevention and early detection, offering practical guidelines for recognizing warning signs, promoting healthy habits and answering questions.

DISSEMINATION OF THE INCLUSIVE COMMUNICATION GUIDE AND MATERIALS

Through the new T-Systems Iberia Inclusive Language Policy, in 2025 the Inclusive Communication Guide and associated materials were communicated and disseminated to promote the use of more inclusive language throughout T-Systems Iberia.

PARTICIPATION IN THE EVENT “BEST PRACTICES WOMEN APPROVED 2025”

Organized by Instituto Más Mujeres, the event showcased initiatives aimed at highlighting the role of women in the technology field, contributing to the exchange of experiences and best practices in the sector.

“GIRLS IN TECH” EVENT

The third edition of this initiative in Barcelona and Granada brought the technology environment closer to young people between 14 and 17 years old through office visits, inspirational talks and practical artificial intelligence workshops. This action helps to foster STEM vocations from an early age, creating role models and promoting greater diversity in the technology sector.

PARTICIPATION IN THE EVENT “MUJERES TECH EVENT”

Participation in the second edition of the event organized by MC Mutual and Inetum, in which the Vice President of People spoke, sharing our vision on the promotion of female leadership and the importance of advancing toward more diverse and inclusive environments.

PROMOTION OF RECOGNITION OF FEMALE LEADERSHIP

Participation and promotion of candidates in external rankings and recognitions, highlighting the recognition of Rosa María Rodríguez Curto among the top 100 most influential women in Catalonia, as well as the candidacy of Cristina Caamiña for the top 100 women leaders in Spain.

AWARENESS-RAISING AND DISSEMINATION ACTIONS

Publication of awareness-raising articles to highlight key topics such as menopause, the International Day of Persons with Disabilities, the International Day for the Elimination of Violence against Women, shared responsibility, Pride Month, the International Girls in ICT Day and the International Day for the Elimination of Racial Discrimination.

Workplace health and safety



Continuous improvement of working conditions is a fundamental principle to protect integrity and health. This approach is integrated transversally into our daily management. In this framework, we maintained ISO 45001:2018 certification in 2025.

For prevention management, we have an in-house Prevention Service (PS) composed of two senior occupational risk prevention (ORP) technicians and one intermediate technician, who carry out and develop the specialties of industrial hygiene, and ergonomics and applied psychosociology. The specialties of occupational medicine and workplace safety are contracted with an external Prevention Service, which is coordinated and supervised by T-Systems Iberia’s in-house Prevention Service.

The vast majority (97%) of the workforce is represented by safety and health committees, present at all locations with more than 50 professionals, which meet periodically both in person and remotely. Our activities do not present a high risk of occupational diseases, with no cases recorded in 2025.

Our team’s health is a priority. Therefore, we establish measures such as annual medical check-ups adapted to the job position, as well as exceptional programs¹ such as specific actions including prostate-specific antigen tests for men over 45 and gynecological check-ups for women, including mammograms and ultrasounds, oriented toward early detection and comprehensive health care.

At the same time, the workforce has access to telemedicine services, available 24/7 via call, video call or chat with medical personnel. In 2025, we also reinforced our commitment to the well-being and mental health of our people through the initiation of a psychosocial risk study in collaboration with Víталy. Using the MentallyPRO methodology, aspects such as workload, time organization, relational environment, leadership, work-life balance and change management were comprehensively analyzed, with the objective of continuing to promote healthy and sustainable work environments.

Accident rates	2024	2025
Frequency index ²	0.34	0.3
Severity index ³	0.01	0.00

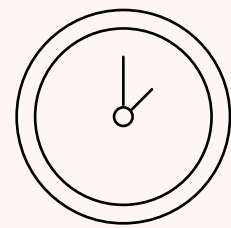
2 Frequency index: (total number of workplace accidents with sick leave excluding commuting accidents / total hours worked) × 106

3 Severity index: (total number of days lost due to accidents / total hours worked) × 103

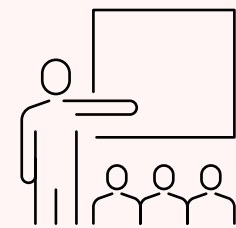
Absenteeism rate	2024	2025
Absenteeism rate due to work and non-work accidents, common illness	2.8%	2%

1 For more information on social benefits, see the “Well-being and work-life balance” section.

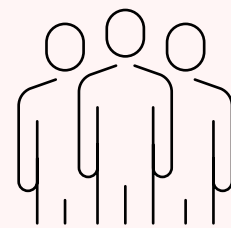
TRAINING AS A PREVENTION LEVER



5,196
hours of training in
prevention



1,376
people trained in
prevention

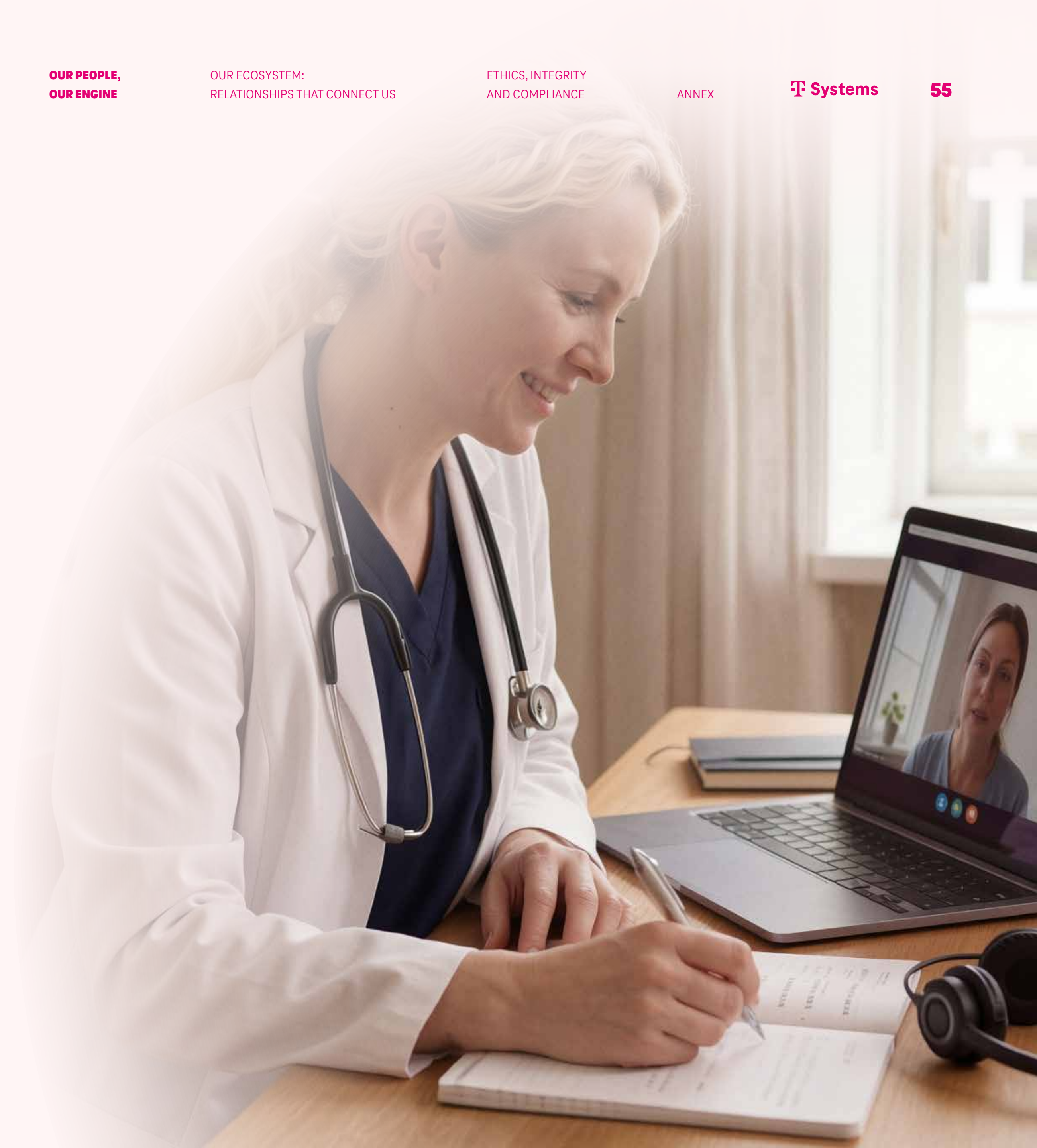


1,408
people attending
SALUDAYS workshops

For T-Systems Iberia, awareness-raising, prevention and personal responsibility for workplace safety are of special importance, as is the promotion of health and well-being. For this reason, in addition to mandatory training courses, training sessions integrated into the 2025 Well-Being Plan on physical, mental and financial health were organized, open to the entire workforce.

COURSES

- Basic level
- Theoretical-practical in emergencies
- Fire prevention and emergency plans
- Specific workplace risks
- Telework risks
- Introduction to ISO 45001 management system
- Basic first aid techniques
- Life support and defibrillator handling



2025 WELL-BEING PLAN WORKSHOPS AND CAMPAIGNS

Digital Detox: • Keys to work-life balance • How digital disconnection boosts creativity and growth • Digital disconnection as a key skill for smart leadership	Emotional gym: • How to start and end the day well • How to face problems • Managing frustration • Three techniques to get worries off your mind • Adapting better to change	Promotion of women’s well-being: • Talk with Mercè Brey: “Alphas and Omegas” • Breast cancer prevention • Menopause: understanding the change	Well-being promotion campaigns with MC Mutual on: • Healthy computer use • Learning to manage stress • Road safety	As every year, articles are also published on key days to raise awareness and thereby reinforce the health and safety culture: Blue Monday January 20 World Digital Detox Day March 5 World Day for Safety and Health at Work April 28 World Hypertension Day May 16 World Skin Cancer Day June 13 World Relaxation Day August 15 World Heart Day September 29 World Mental Health Day September 29
Mindfulness: focused on work	Set goals that truly matter	Eat healthy for cheap: smart nutrition for your pocket	What labels say. Food labels	
Healthy shopping: how to shop healthily and not die trying	Workplace well-being and sexual health: how are they related? Organize your life: the importance of organization	How to build new habits, set goals and develop a good mindset with exercise	Mapfre Foundation placemat, leaflet and poster campaign	
Effectiveness and time management	Mental health awareness	Put stress to work for you		

07

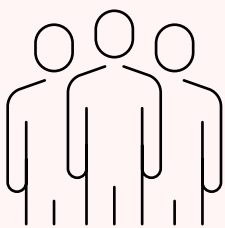
Our Ecosystem: Relationships that Connect Us

Conecta-T

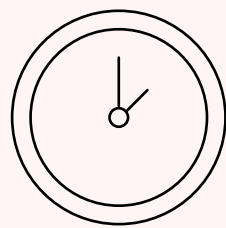


We view our relationship with the communities in which we operate as an extension of our activity. Through our digital transformation projects and social initiatives, we seek to contribute to the development of the environment and generate value for the people, organizations and territories with which we relate.

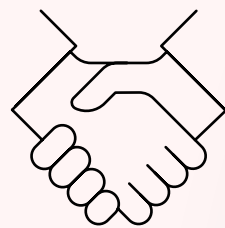
We maintain a close and active collaborative relationship with local entities, ensuring that technological progress translates into a tangible, sustainable and inclusive benefit for the social fabric. Social actions and initiatives are defined and planned with T-Social, which in 2025 was made up of 25 volunteers, 13 promoters with general coordination and management functions and 13 ambassadors (one per location), responsible for driving and energizing initiatives.



~800
volunteers



~2,000
hours of
volunteering



35
social entities
with which we
collaborate

We focused on two priority objectives in 2025:
reducing the digital divide and generating social impact in communities.

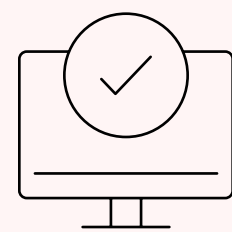


Connecting disconnected people

Beyond providing technological resources, digital inclusion requires training and ongoing support. The challenge is to advance toward comprehensive solutions that combine technology, knowledge and accompaniment to achieve true digital autonomy.

We understand “disconnected people” as those groups affected by the digital divide, whether due to a lack of access to devices or a lack of digital skills. In an environment where technology is fully integrated into daily life, this places these groups at serious risk of social exclusion. Our goal is to provide them with the necessary tools and knowledge to guarantee their inclusion in an increasingly digitalized world.

Throughout 2025, we have promoted initiatives focused on reducing this gap through a comprehensive approach that combines training, influence and resource donation.

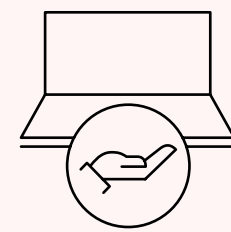


BASIC DIGITAL TRAINING

90 participants

Digitalization sessions delivered by T-Systems Iberia volunteers in collaboration with:

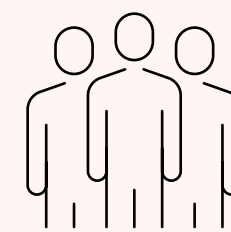
- Ared Foundation
- Caritas
- IRES Foundation



ASSET DONATION

110 laptops/PCs

Donation of PCs and laptops to various foundations to help people in vulnerable situations to access the labor market.



INFLUENCE ON VULNERABLE GROUPS

190 visits

Sessions and visits of youth groups to the Barcelona, Madrid and Granada offices to share the day-to-day of the ICT world:

- PFI Tech
- Women in Tech
- Girls in Tech
- Colegio Agustiniano
- Training and insertion programs (Life Stories)



Connecting communities

One of our main channels of social contribution is corporate volunteering, which allows us to involve our staff in initiatives aimed at promoting culture, diversity, health and inclusion, generating a positive impact on the communities where we are present.

The selection of collaborating entities is based on criteria of transparency, social impact and ability to build collaborations with long-term value. This process is structured through two complementary channels:

- **Reception and active evaluation of organizations** that approach T-Systems Iberia to present their needs, projects and social mission, assessing their alignment with our sustainability objectives.
- **Internal involvement and initiative**, encouraging the active participation of our professionals, who, using the internal tool HowWeHelp, propose entities and projects.

During 2025, we collaborated with 35 social entities, reinforcing our connection with communities through various solidarity actions. These include:

SPORTS FOR SPECIAL PURPOSES

Capacities Race
Race Against Cancer
Les Aixetes Race
Padel Tournament
Ping-Pong Tournament
Red Cross Race (Granada)

T-CAR INITIATIVE

We completed the T-Car project, delivering the last car to the Vall d'Hebron Hospital for the children of the Pediatric Oncology Area.

BLOOD DRIVE

Action carried out at the Madrid, Granada, Reus and Barcelona offices, in which more than 110 people donated blood, helping around 350 patients.

ENHANCED REALITY PROJECT

Donation to the Vall d'Hebron Hospital to carry out the renovation of the Pediatric Oncology Area, which was inaugurated during the fourth quarter of 2025.





LIVING CULTURE DAY

A day dedicated to celebrating T-Systems' culture and values. In 2025, we invited different collaborating social entities to our Barcelona, Madrid, Granada and Reus offices, with the aim of bringing their work closer to our staff and giving visibility to the social initiatives we promote from the company.

PINK OCTOBER AND NOVEMBER

Annual solidarity actions promoted during the months of October and November to promote cancer awareness and support research and prevention. Staff participate by recording their kilometers traveled in our Strava group, which are translated into a financial donation from the company.

GREAT FOOD DRIVE

We participated in the social action organized by the food banks on November 7 and 8 to fight food poverty.

BENEFIT SANDWICH

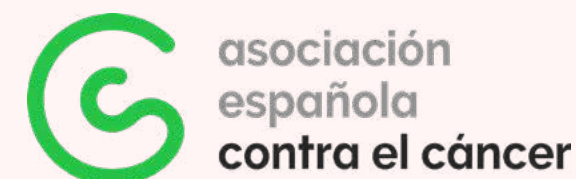
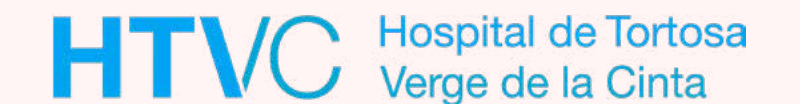
An initiative promoted by the A. Bosch Foundation at the Barcelona, Granada and Reus offices, where staff participated in the preparation and sale of solidarity sandwiches. The proceeds were used to support cancer patient research and care.

GEMA CANALES FOUNDATION

We organized an inspirational talk with Gema Canales and Sol Solís to show how technology can facilitate inclusion, accessibility and communication for people with disabilities, contributing to reinforcing equal opportunities.



Our ecosystem of partnerships with entities and foundations



Relationship with Clients

Your satisfaction, our priority

T-Systems Iberia places the client at the center of its activity, with the objective of building long-term trust relationships and consolidating itself as a leading strategic partner. To this end, we systematically integrate their feedback into our processes and periodically evaluate their level of satisfaction and service perception based on the TRI*M index.

In 2025, we achieved 112 points in the TRI*M index, which is a three-point increase over the previous year and seven points above the established target. This performance reflects the robustness of our solutions and services, as well as the high level of trust that our clients place in us. The improvement is sustained by the attributes that clients themselves highlight year after year: trust, operational stability, closeness and a deep understanding of their needs.

	TRI*M 2023	TRI*M 2024	TRI*M 2025
TS Iberia TRI*M index	111	109	112
Target	108	109	105
Participants	108	113	116
Response rate	84%	84%	87%

For the seventh consecutive year, T-Systems Iberia ranks as the Local Business Unit (LBU) in Europe, the Middle East and Africa (EMEA) with the highest TRI*M index, consolidating its positioning within the Group.

We remain in the top 10% of ICT providers, according to the TRI*M satisfaction index.

In 2025, the results analysis also presented outstanding elements that reinforce the robustness and representativeness of the study:

- The participation rate reached 87%, the highest value in the last four years, with 116 participants, reinforcing the reliability of the results.
- At the Group level, T-Systems recorded an index of 99 points and T-Systems Iberia stands 13 points above. This result places us again in the third position of the T-Systems Group, behind China and North America.
- The net promoter score (NPS)⁴ increased from 61 in 2024 to 72 in 2025, representing an improvement of 11 points and evidencing the strengthening of the relationship with our clients.

⁴ The net promoter score (NPS) indicator evaluates the proportion between promoting customers and detracting customers, as a measure of the level of satisfaction and loyalty of the customer base.

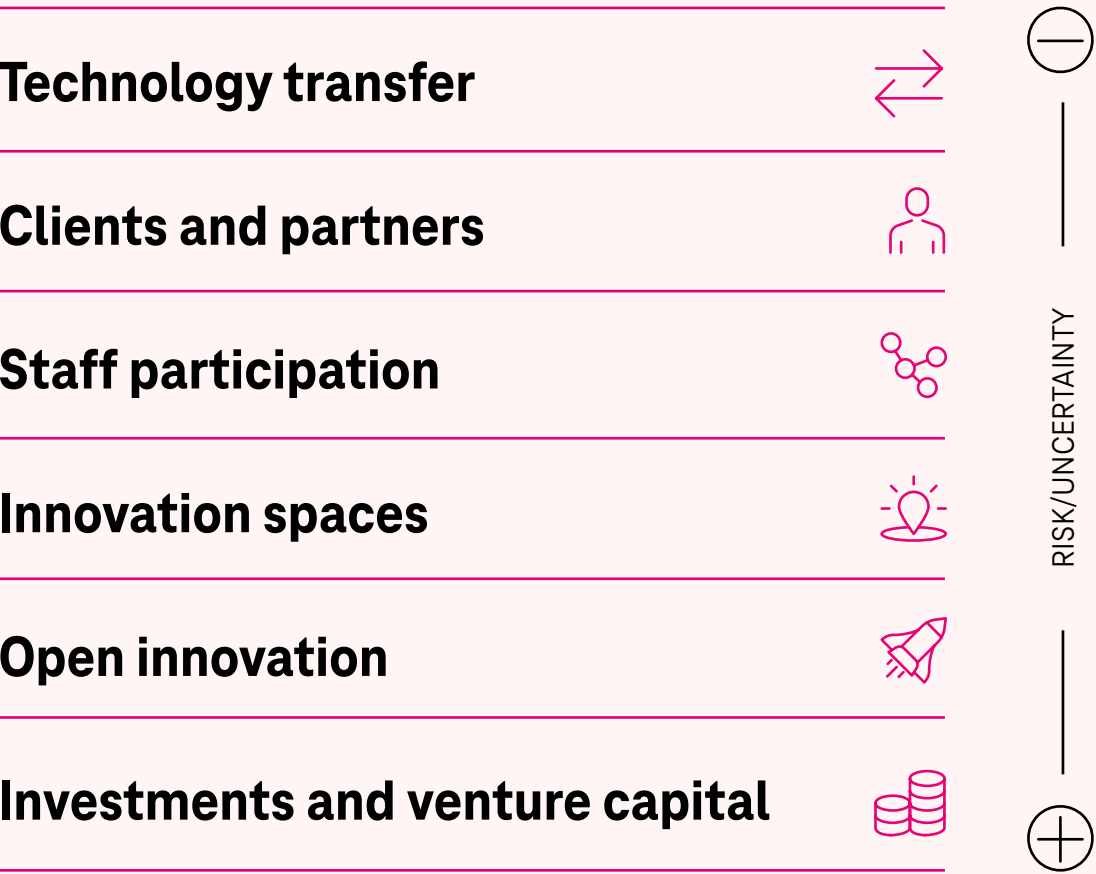
Innovation and inspiration



We view innovation as a key driver to generate sustainable value for our clients. Thanks to our technological capabilities and the Group’s shared knowledge, we drive solutions that respond to current challenges and anticipate future needs.



LAYERS OF THE INNOVATION ORGANIZATIONAL MODEL



Innovation management at T-Systems is supported by a Group organizational model, structured in layers, which allows the entire value generation cycle to be articulated, where it is not enough to create ideas, but it is essential to transform them into operational, secure, scalable capabilities that can be integrated into real services and contracts.

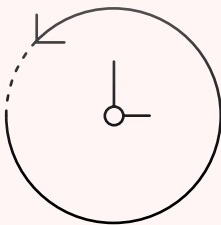
This approach incorporates collaboration with technological and market exploration, the external ecosystem, internal talent involvement, technology transfer and co-creation with clients and partners.

In this context, we address real challenges and develop solutions aligned with specific needs. In 2025, we continue to advance in this commitment, orienting our projects toward the comprehensive transformation of organizations, with a focus on people, technology, processes and data as key levers of change.

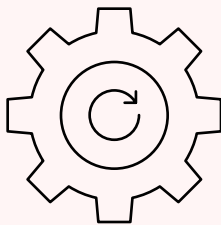
Integration of drones into the Lleida health system

In 2023, the TIC Salut i Social Foundation was commissioned by the Department of Health to define the design and modeling for the integration of drones into the Catalan health system, with the objective of responding to one of the system's main challenges: guaranteeing efficient and equitable care in territories with high geographic dispersion and difficult access. In 2025, and based on this initiative, use cases oriented toward emergencies, logistics and assistance were developed, such as the transport of biological samples, medical materials or medications.

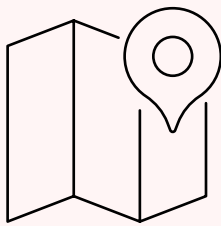
The development of the health drone project in Catalonia was consolidated in 2025 as a pioneering initiative in the transformation of health logistics. The results obtained in the pilot tests confirm the potential of this innovative technology. The implementation of air corridors between hospitals translates into tangible benefits for the efficiency and accessibility of the health system:



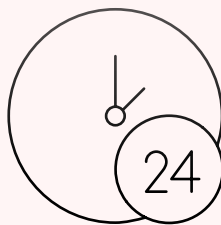
Reduces transport times for samples and critical medical materials by between 60% and 70%, optimizing care processes.



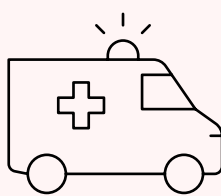
Optimizes hospital stock, especially in blood banks, by improving supply frequency and reliability.



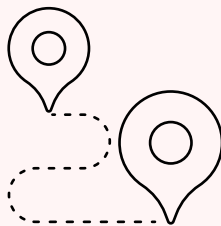
Promotes territorial equity, ensuring access to health services in rural and hard-to-reach areas.



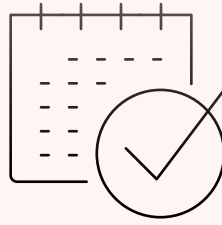
Guarantees continuous service availability, reinforcing the logistical autonomy of health centers in hard-to-reach environments.



Reduces the need for travel by patients and healthcare staff, favoring greater efficiency in the care system.



Optimizes logistics routes, operating in a straight line, reducing distances and overcoming the limitations of the territory's orography.

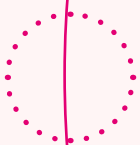


Eliminates diagnosis and treatment delays through rapid delivery of samples, blood and medications.



Operates with zero direct CO₂ emissions, avoiding approximately 18.5 tons annually associated with land transport.

As a technology partner, we achieved a pioneering project in Spain: Catalonia is the first autonomous community to launch a health drone corridor to transport blood, medical materials and small medications between hospitals.



Chair of Innovation in Digital Sustainability at the University of Granada

The Chair of Innovation in Digital Sustainability is an initiative jointly created by the University of Granada (UGR) and T-Systems Iberia to boost the capabilities of university students so that they can become a fundamental engine of change for the planet's sustainability.

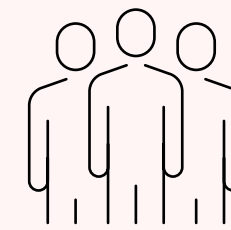
The Chair is integrated into the [University of Granada Talent Incubator](#), where an academic, professional and value-based environment is offered in which students with potential can consolidate and accelerate their skills to generate sustainable improvements in their professional careers and in society. T-Systems Iberia collaborated with the Talent Incubator in several programs during 2025. Specifically, with a focus on innovation and sustainability, the T-Challenge program was developed.

The chair is the first public-private collaboration initiative focused on digital sustainability at a European university.

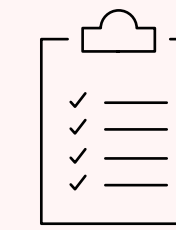
T-CHALLENGE

In 2025, the first edition of T-Challenge was held, a university innovation program oriented toward developing technological solutions aligned with the Sustainable Development Goals (SDGs). Through direct connection between students and real business challenges, the initiative invited students from different disciplines to design proposals based on digitalization, applied to sectors such as energy, mobility, industry, tourism and public administration, with the objective of improving their sustainability and social impact.

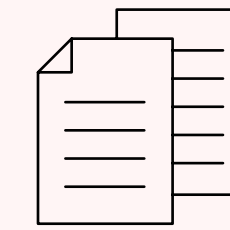
As a result, multiple digital projects were developed, oriented toward different SDGs. Five of the projects were selected as finalists. The URBIOMA project was the winner. It takes a biomimetic approach that conceives the city as an intelligent system capable of self-regulating through the use of environmental intelligence, contributing to sustainable urban regeneration. The other awarded projects focused on areas such as fire prevention, shared mobility, sustainable tourism and water quality control.



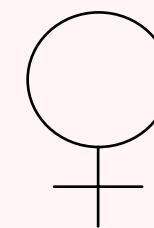
700+
participating
students



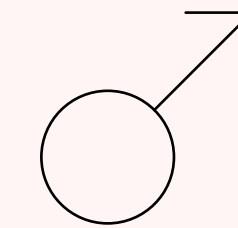
14
different
degrees
represented



250+
projects
submitted



48%
female
students



52%
male
students

Beyond the cash prizes, the program has promoted the acquisition of innovation and sustainability competencies in the new generation, promoting the resolution of real challenges and facilitating students' approach to the business environment.

Cloud Computing Chair at Rovira i Virgili University

Together with Rovira i Virgili University (URV), T-Systems Iberia developed the Cloud Computing Chair, an initiative that promotes specialized training and talent development in cloud-based technologies, offering free training programs that complement university education. Thanks to a university-business collaboration, the chair combines academic rigor with practical application in key areas of digitalization, the cloud and courses in multidisciplinary fields such as bioinformatics or artificial intelligence, expanding specialization opportunities in growing sectors.

In 2025, together with URV, we promoted two hackathon initiatives oriented toward developing technological solutions with social impact. During the events, students presented innovative proposals oriented toward responding to real challenges, such as difficulties in accessing information in smaller municipalities, optimization of administrative management or intelligent use of data in areas such as tourism, housing and agriculture.

With these types of collaborative events, we encourage the practical application of knowledge in real environments and promote innovative ideas aligned with specific social challenges.

The objective of the hackathon is not limited to the development of technological solutions, but focuses on guaranteeing their viability, scalability and ability to make an innovative and tangible impact on daily life.



Alliances and events



T-Systems Iberia responds to the major social, economic and environmental challenges through collaboration and shared knowledge. Thanks to our alliances and participation in events, we actively contribute to driving sustainability in the spaces where decisions that mark the future of the sector are made.

ALLIANCES

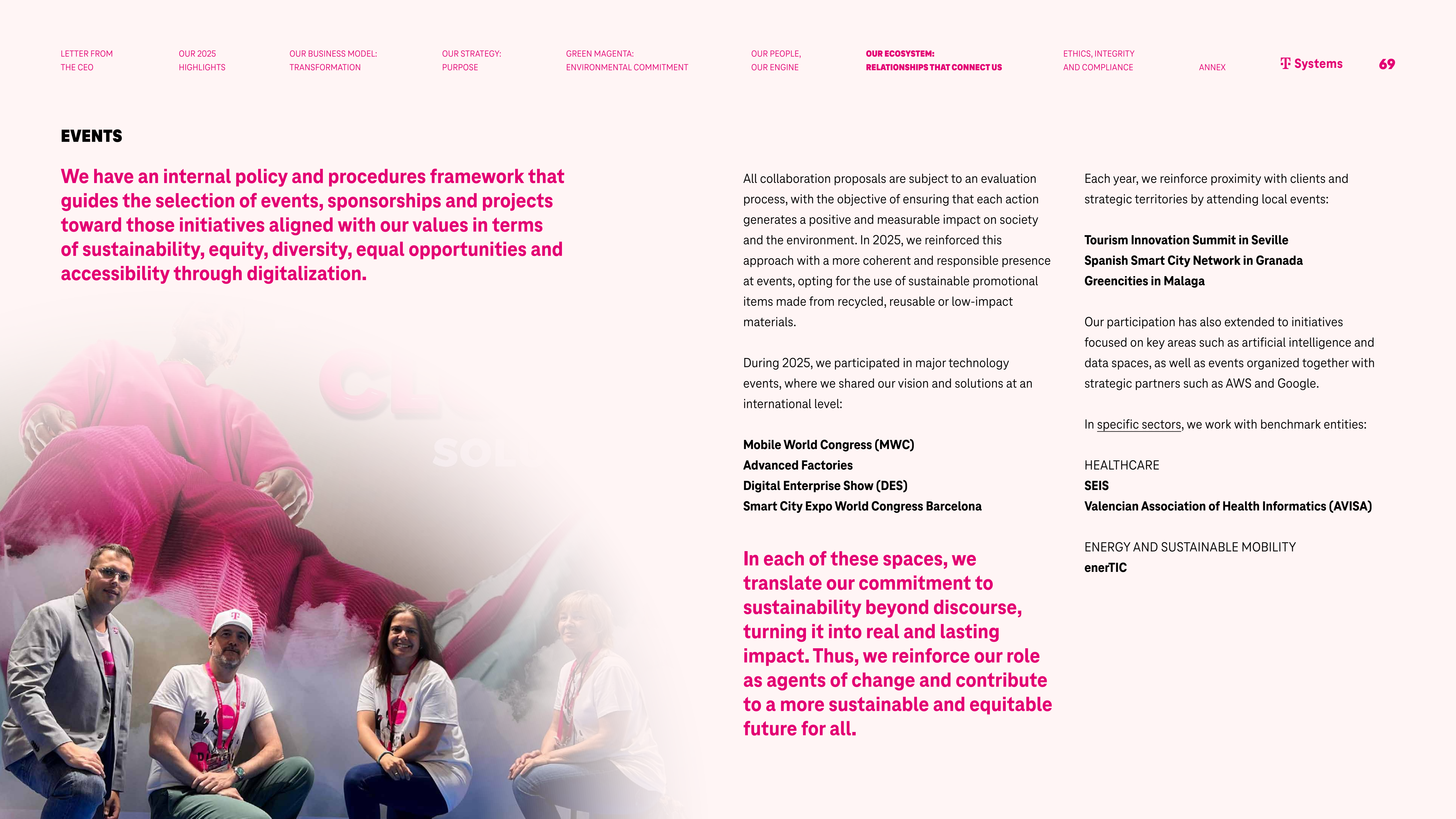
Collaboration with industry associations is part of our strategic approach. Through our active participation in alliances, we reinforce our capacity to anticipate trends and drive business growth and positioning in the sector.

Below is the list of alliances in which we participated in 2025:

- Associació d’Empreses de Cerdanyola (AEC)
- Asociación Española de Directivos (AED)
- Ametic
- Asociación Española de Gestores de Viaje de Empresa (AEGVE)
- Asociación Española de la Carretera (AEC)
- Asociación Española del Retail (AER)
- Asociación Española para la Calidad (AEC)
- Associació d’Empreses i Institucions 22@ Barcelona (22@ Network)
- Asociación de Usuarios de SAP España (AUSAPE)
- Cámara de Comercio Alemana para España
- Cámara Oficial de Comercio, Industria, Servicios y Navegación de Valencia

We establish alliances based on a common vocation: to delve deeper into the challenges and opportunities of the sector, promote the exchange of knowledge and best practices, and contribute to the development of innovative and sustainable solutions.

- Fundación para la Diversidad
- Change2Grow (C2G)
- Círculo de Economía
- Círculo Tecnológico de Granada
- Club Cámara Antares - Cámara de Comercio de Sevilla
- Clúster Digital de Catalunya
- Clúster TIC Catalunya Sud
- Associació La Salle
- Asociación de Directivos de Comunicación (Dircom)
- enerTIC
- Fundació Cercle d’Economia
- Fundació Cercle Tecnològic de Catalunya
- Fundación Artificial Intelligence Granada Research & Innovation
- FutuRed
- Gaia-X
- Red Española del Pacto Mundial de las Naciones Unidas
- Instituto Tecnológico de Informática (ITI)
- La Salle - Go2Scale Digital Industry
- Asociación Española de Proveedores de Automoción (SERNAUTO)
- Sociedad Española de Informática de la Salud (SEIS)
- UNO Logística
- Cámara de Comercio de Granada
- Clúster Digital Madrid
- Confederación Española de Organizaciones Empresariales (CEOE)



EVENTS

We have an internal policy and procedures framework that guides the selection of events, sponsorships and projects toward those initiatives aligned with our values in terms of sustainability, equity, diversity, equal opportunities and accessibility through digitalization.

All collaboration proposals are subject to an evaluation process, with the objective of ensuring that each action generates a positive and measurable impact on society and the environment. In 2025, we reinforced this approach with a more coherent and responsible presence at events, opting for the use of sustainable promotional items made from recycled, reusable or low-impact materials.

During 2025, we participated in major technology events, where we shared our vision and solutions at an international level:

Mobile World Congress (MWC)
Advanced Factories
Digital Enterprise Show (DES)
Smart City Expo World Congress Barcelona

In each of these spaces, we translate our commitment to sustainability beyond discourse, turning it into real and lasting impact. Thus, we reinforce our role as agents of change and contribute to a more sustainable and equitable future for all.

Each year, we reinforce proximity with clients and strategic territories by attending local events:

Tourism Innovation Summit in Seville
Spanish Smart City Network in Granada
Greencities in Malaga

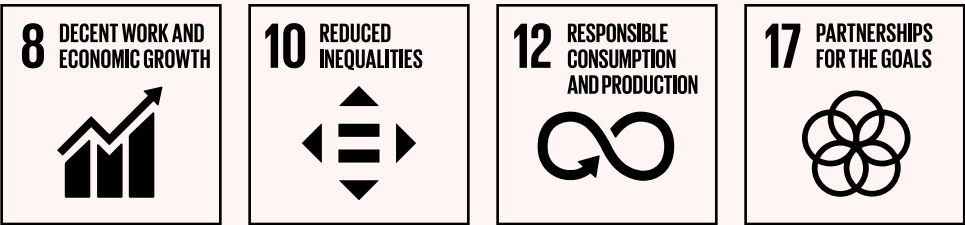
Our participation has also extended to initiatives focused on key areas such as artificial intelligence and data spaces, as well as events organized together with strategic partners such as AWS and Google.

In specific sectors, we work with benchmark entities:

HEALTHCARE
SEIS
Valencian Association of Health Informatics (AVISA)

ENERGY AND SUSTAINABLE MOBILITY
enerTIC

Our Supply Chain



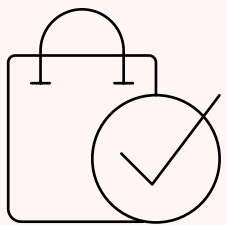
Our responsible supply chain management is aligned with the Deutsche Telekom Group’s global framework, which establishes common principles and standards to ensure responsible and sustainable practices throughout the value chain.

Responsible procurement

We collaborate with a diverse network of suppliers for the acquisition of products and services. In line with the nature of our activity, the majority of our purchases are concentrated in the information technology sector, whose suppliers represented 90.2% of the total purchase volume.

In 2025, we recorded a purchase volume of 112 million euros with a network of international suppliers present in 21 countries. However, we maintain a firm commitment to promoting the business fabric of the Iberian Peninsula, prioritizing the contracting of local suppliers. In this regard, 78.03% of the purchase volume was concentrated with suppliers located in Spain, while the remainder corresponds mostly to other European countries.

The integration of sustainability into our supply chain responds to the Group's corporate responsibility strategy and our own sustainability strategy, fully incorporated into procurement processes. Through the Supplier Code of Conduct, we ensure that our suppliers comply with ethical, social and environmental standards, as well as the human rights principles set out in our corporate codes. During 2025, we promoted communication actions aimed at our supplier network to reinforce their alignment with our Supplier Code of Conduct, the Equality Plan, the Diversity Charter and our adherence to the United Nations Global Compact.



90.2%
purchases from the ICT sector

32.5%
managed IT services

25.3%
software

8.3%
hardware

8.4%
ICT services

6.9%
network infrastructure

6.7%
cloud



SUPPLIER CODE OF CONDUCT

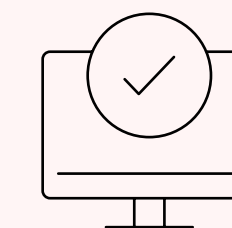
Adherence to the Supplier Code of Conduct is an essential requirement for signing a contract with T-Systems, ensuring compliance with our principles and standards.

The Code, which forms part of the General Purchasing Terms and Conditions, must be signed by our contracted supply chain, implying their commitment to full compliance with its provisions. The Code is aligned with international standards such as the International Labor Organization (ILO), the Organization for Economic Co-operation and Development (OECD) and the UN Guiding Principles on Business and Human Rights.

At the same time, since 2022, it incorporates the requirements of the German Supply Chain Due Diligence Act (LkSG) and includes criteria on data protection, anti-corruption and artificial intelligence, with specific guidelines applicable to AI solution providers since 2020.

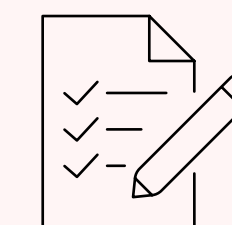
SUPPLIER APPROVAL

The approval process is a key element in guaranteeing the suitability, reliability and alignment of the supplier network with our corporate standards. The procurement function is managed centrally within the Group. This process is structured in the following phases:



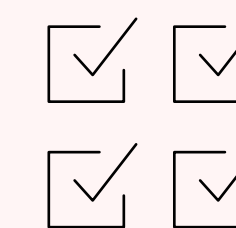
PHASE 1 **REGISTRATION IN THE SUPPLIER PORTAL**

Registration in the corporate portal and initial review of information.



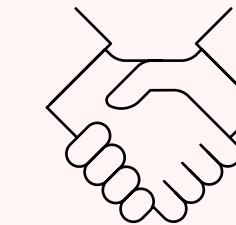
PHASE 3 **QUALIFICATION**

Evaluation through a questionnaire on organization, supply chain, sustainability, regulatory compliance and data protection.



PHASE 2 **EVALUATION AND VERIFICATION**

Comprehensive supplier analysis: financial risks, business situation, regulatory compliance aspects and ESG risks.



PHASE 4 **ACTIVATION**

Supplier approval and formalization of the commercial relationship.

ESG risk monitoring

Supplier evaluation is structured through a structured ESG risk analysis model that combines initial qualification processes with ongoing monitoring.

In this context, we use the specialized RepRisk tool, which allows permanent monitoring of potential reputational risks and controversies linked to environmental, social and governance aspects. This system is complemented by ESG indicators defined by the Group, facilitating the identification, prioritization and mitigation of risks based on country, industry or type of supply.

This monitoring is complemented by continuous evaluation mechanisms and specific audits, ensuring alignment with the Supplier Code of Conduct and applicable regulatory requirements, including the German Supply Chain Due Diligence Act (LkSG).

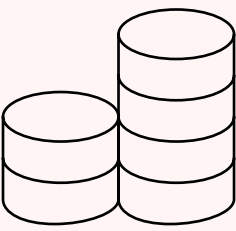
ESG indicators

Purchase volume verified as non-critical	Number of audits
Purchase volume without CSR risk	Audited purchase volume
LkSG supplier risk score	Proportion of purchase volume covered by EcoVadis
CDP Supply Chain Program	

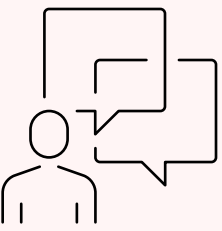
Relationship with strategic suppliers

To establish a commercial relationship with T-Systems Iberia, suppliers register in our portal and must complete the approval process, which allows us to have advance and detailed information, including their sustainability performance. Through the Supplier Code of Conduct, alignment with the Group's principles and values is ensured. In addition, our strategic suppliers and those with higher risk levels are subject to specific evaluations and periodic audits, in line with Deutsche Telekom frameworks, which in the case of T-Systems Iberia are complemented by the use of the EcoVadis ESG platform.

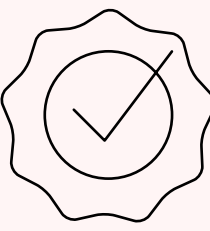
As part of this approach, the Group's group-wide adherence to the Joint Alliance for Corporate Social Responsibility (JAC)⁵ reinforces our collaboration model, which drives continuous improvement in the ICT sector. JAC guidelines establish, among other requirements, that our supplier network guarantee:



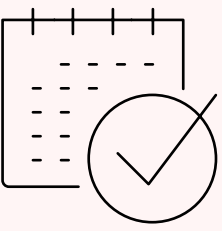
Dignified working conditions, including fair wages



Respect for freedom of association and collective bargaining



Safe and healthy work environments



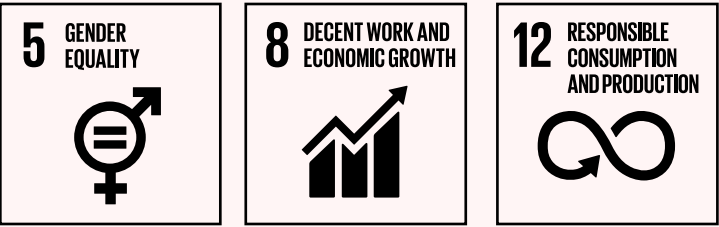
Working hours of up to 48 hours per week, with a maximum of 12 overtime hours, and at least one day of rest after six consecutive working days

⁵ Joint Alliance for Corporate Social Responsibility (JAC) is an association of telecommunications operators aimed at evaluating, verifying and improving labor and social conditions in the supply chain. Deutsche Telekom is a founding member of this initiative. Joint audits and shared assessments aim to identify risks in the supply chain so that measures can be taken to improve working conditions.

08

Ethics, Integrity and Compliance

Organizational Structure



T-Systems Iberia is part of the Deutsche Telekom Group. Within this structure, T-Systems International GmbH acts as the Group’s technology business unit and holds 100% of T-Systems Iberia’s capital, whose activity is integrated into Deutsche Telekom’s international strategy.

T-Systems Iberia’s shareholding structure is articulated through the Deutsche Telekom Group, according to the following scheme:



The General Shareholders’ Meeting and the Board of Directors constitute the main governing bodies, ensuring strategic oversight, management control and compliance with corporate objectives.

BOARD OF DIRECTORS

♀ 66.7% women ♂ 33.3% men

As of the end of 2025, the Board of Directors is composed of the following members:

- Chair: **Osmar Polo Correa**
- Vice Chair: **Caroline Morales Lima**
- Director: **Guadalupe Espinoza**
- Non-Director Secretary: **Victoria de Bru de Sala Almirall**

The Chair of the Board of Directors assumes various functions, including the direction of Board sessions, the supervision of company management and coordination among its members, ensuring that areas of activity are properly aligned with strategic objectives.

EXECUTIVE COMMITTEE

♀ 50% women ♂ 50% men

Reporting to the Board of Directors, the Executive Committee is responsible for the operational management of the company and is in charge of driving, coordinating and supervising the implementation of activities necessary for the proper development of the business. The Committee also has relevant responsibilities in sustainability performance oversight, including the approval of corresponding reports and monitoring of objectives defined in the sustainability strategy.

The Executive Committee is composed as follows:

- Osmar Polo Correa**
- Caroline Morales Lima**
- Rosa María Rodríguez Curto**
- Manuel Gutiérrez Vázquez**
- David Mañas Jaime**
- Guadalupe Espinoza**
- Cristina Caamiña Cabo**
- Ferran Serrano Miserachs**
- Miguel Vilamajo Bernal**
(non-executive secretary)

SALES BOARD

The Sales Board is the body responsible for the commercial direction of T-Systems Iberia. Its main function is to define the strategy and guidelines of the sales area, as well as to supervise the achievement of objectives across the different business lines. This body is composed of those responsible for the main commercial areas, allowing for coordinated management aligned with the organization's strategic priorities:

- Rosa María Rodríguez Curto, VP Sales
- Marius Gómez Cazorla, Head of Sales Public
- Luis Cedó Margarit, Head of Sales Diversified
- Ramón Puigoriol Mas, Head of Sales Health
- Elena Madera Bohoyo, Head of Sales Auto & MI
- Fernando Pareja Cuenca, Head of Expert Sales
- Ferran Serrano Miserachs, Head of Marketing, Communication & ESG
- Àlex Lacasta Codorniu, Head of Alliances & Bid Management
- Ramón Ramos Velasco, Head of Sales Performance

OFFICE OF THE CEO

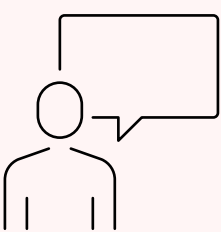
The Office of the CEO plays a key role in strategic coordination, integrating functions of definition and execution of corporate strategy and facilitating support to management in global business management. This area acts as a connection point between planning and implementation, driving organizational alignment and the development of cross-cutting initiatives. Its main responsibilities include:

- Ensuring strategic alignment and positioning of T-Systems Iberia
- Leading strategic programs, both locally and internationally
- Facilitating Board of Directors decision-making and execution of strategic initiatives
- Analyzing the market environment and identifying development opportunities
- Developing and optimizing corporate management tools

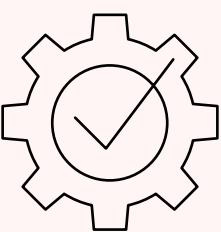
In the field of organizational development, the Office of the CEO has promoted initiatives aimed at strengthening leadership and talent. In 2025, it co-led the following strategic development program:

Business Leadership Academy (BLA)

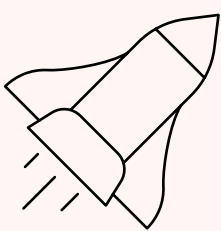
The BLA promotes the professional and personal growth of 250 company leaders, fostering skills in areas such as leadership, management and innovation. The initiative includes four training blocks and practical dynamics, with sessions delivered by the Management Committee:



Leadership



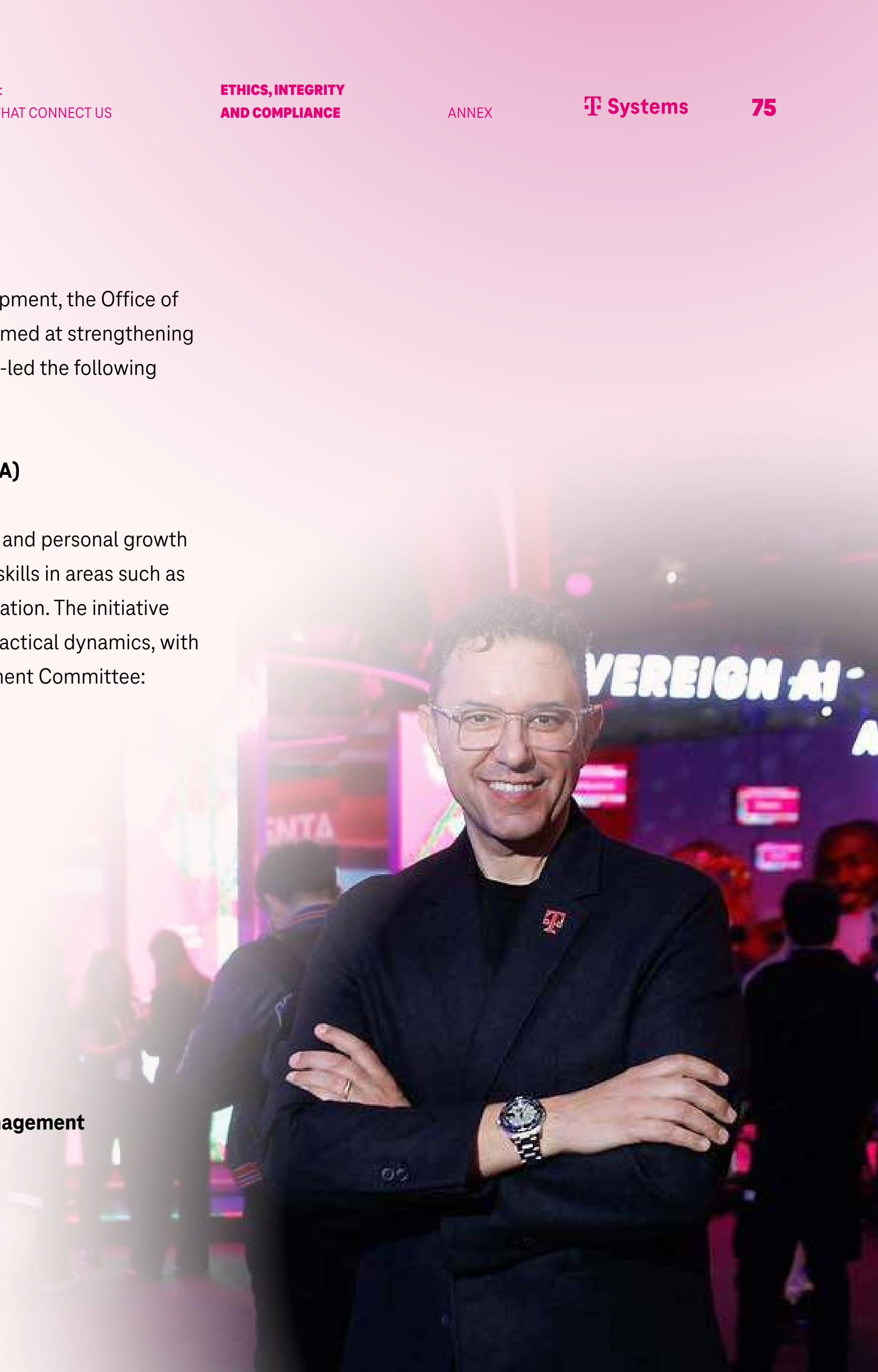
Management



Innovation



Business management simulation



Corporate Strategy

OUR VISION

The most reliable ICT solutions provider, with the best technology and industry experience

OUR MISSION

We enable organizations to reach their full potential through digitalization

 Data sovereignty	Advisory	Learning and continuous improvement 
 Innovation with an open partner ecosystem	Digital	
	Cloud	#peoplemakeithappen Agility and T-Mindset 
	Security	
 Secure and reliable operational excellence	Plan, Build & Run	Sustainability and diversity 



Corporate Culture: Integrity, Ethics and Respect

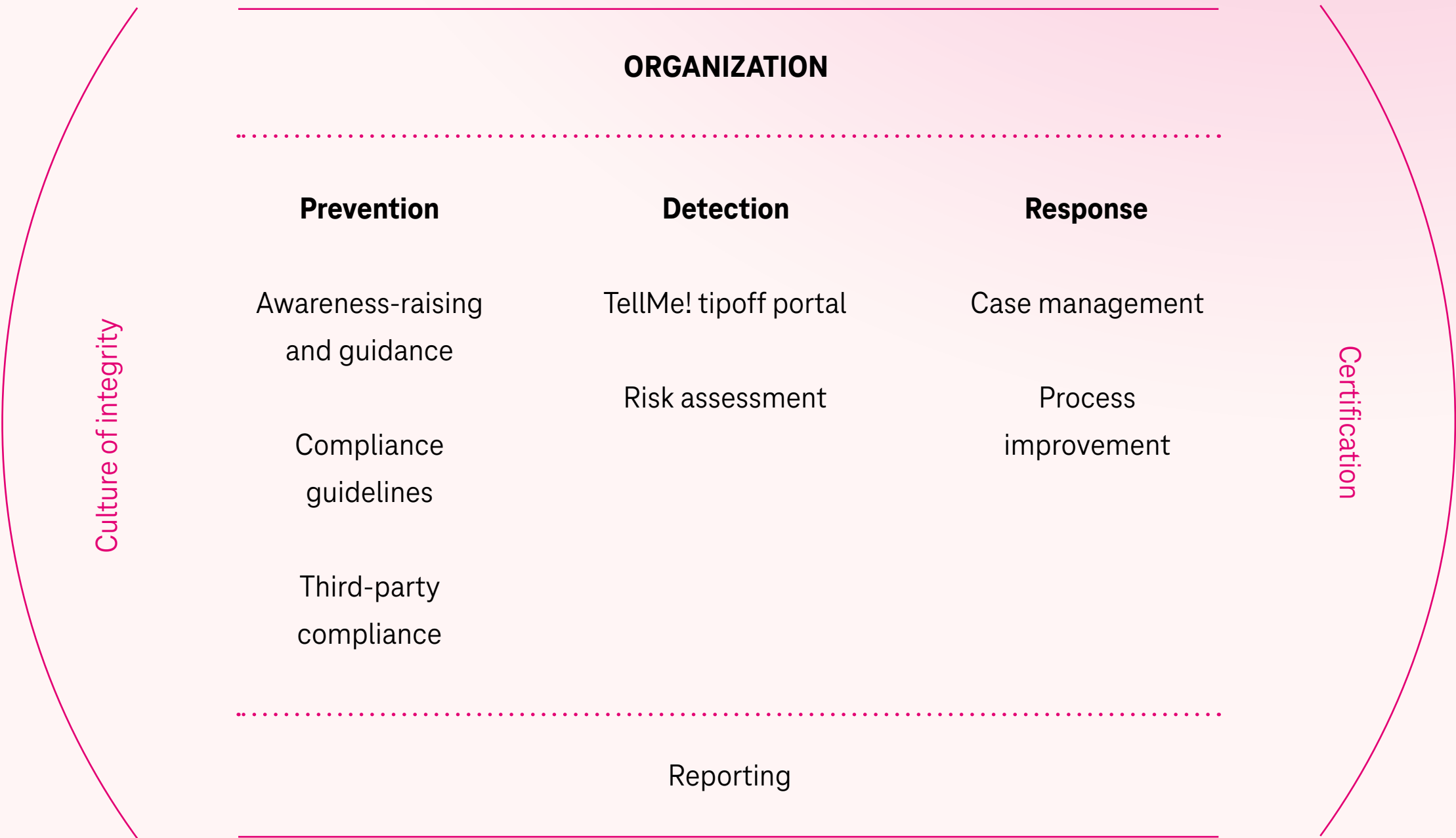
Our corporate culture is based on integrity, ethics and individual responsibility, principles that guide the behavior of all Group employees and guide our decision-making.

In this framework, we reinforce our mechanisms for prevention, detection and management of illicit conduct, promoting an environment of responsible action aligned with Deutsche Telekom Group standards. The Group’s guiding principles constitute the reference framework that articulates these values and defines the guidelines for action in the relationship with all stakeholders.

We have a Compliance Management System (CMS), which establishes a common behavioral framework for all Deutsche Telekom Group companies and ensures that business activities comply with laws and regulations.

The IDW AssS 980 standard continues to be Deutsche Telekom Group’s benchmark for auditing its compliance models, and in 2025 the CMS was again audited and recertified by the Group in accordance with this standard. This recertification reinforces the robustness, validity and continuous improvement of our compliance system.

Risk assessment allows for the identification and management of compliance risks in each unit of the company. This analysis covers areas such as corruption, human rights, competition, conflicts of interest or ethics in the development of AI solutions, driving the adoption of preventive and control measures when necessary.



Compliance structure

Our compliance model is structured around a clear and coordinated governance framework, aligned with Deutsche Telekom Group principles:

BOARD OF DIRECTORS

It drives the Compliance Management System (CMS) and assumes maximum responsibility for its correct implementation and operation. It supervises its effectiveness and guarantees necessary resources. It also delegates CMS maintenance, monitoring and improvement functions to the Compliance Committee.

COMPLIANCE OFFICER

Reporting to the Board of Directors, they coordinate implementation of the CMS from an organizational point of view and supervise its maintenance. They act as a liaison with the Group and report periodically to the Board of Directors, driving continuous improvement of the system and leading the Compliance Committee.

COMPLIANCE COMMITTEE

A key support body that ensures the effective application of compliance policies and procedures. It facilitates the integration of regulatory compliance into daily operations, promotes a culture aligned with Group principles and monitors risks and actions, raising relevant issues to the Board through the compliance officer.

During 2025, the Committee held four meetings, reinforcing its role as a space for cross-cutting coordination and monitoring of main risks and actions in compliance matters.

Compliance tools

The Compliance Management System (CMS) is structured around the Deutsche Telekom Group Code of Conduct, which constitutes the main reference framework for the behavior of the entire workforce.

It defines action principles based on integrity, transparency and regulatory compliance, aligning our activity with applicable legislation and the Group's ethical standards.

In line with this framework, we have an anti-bribery management system, certified according to ISO 37001:2016, aimed at preventing, detecting and managing risks associated with corruption and bribery. This system integrates advisory functions for our workforce, investigation management and continuous compliance oversight from an organizational point of view.

During 2025, we continued to advance in the digitalization of compliance processes, with the objective of improving their efficiency, traceability and control. The main actions include:

- Improvement of control and monitoring of the anti-bribery management system
- Optimization of documentation and consultation processes for internal policies
- Digitalization of invitation and gift control for business partners, linked to the benefits policy

We also have a specific channel to answer questions and facilitate access to information on regulatory compliance. In 2025, 260 queries were managed through the Ask me! channel, reflecting the continued use of this tool and consolidating it as a key resource to promote our compliance culture.

We also have a whistleblowing channel (TellMe!), which guarantees confidentiality and allows communication of potential regulatory non-compliance or irregular conduct, even anonymously. Eight complaints were received in 2025, in line with the previous year. All of them have been managed in accordance with the internal investigation protocol, ensuring the analysis, monitoring and resolution of cases, as well as the adoption of necessary corrective measures.

At the same time, our corporate policies are periodically reviewed according to business needs or legislative changes. In this framework, in 2024 the Board approved the new version of the Group’s Human Rights Code.



- Anti-corruption policy
- Anti-bribery policy
- Benefits policy
- Antitrust policy
- Sponsorship policy
- Donations policy

We maintain a set of corporate policies aimed at preventing risks in integrity and compliance, which remain in line with the previous year:

COMPLIANCE AWARENESS AND TRAINING

In 2025, we continued to strengthen a culture of integrity and compliance that allows us to anticipate risks, act responsibly and protect the trust of our teams, clients and stakeholders. To this end, we promote different awareness-raising and training initiatives aimed at reinforcing knowledge and application of our ethical principles in daily activities.

During the year, we developed various actions aimed at reinforcing our culture of compliance and reminding ourselves of our main rules of conduct:

- Compliance digital newsletter
- Statement on ISO 37001:2016 recertification of the anti-bribery management system
- Message from senior management on the occasion of International Anti-Corruption Day 2025
- Statements associated with MWC Barcelona 2025 and the Christmas campaign, with reminders of main rules in commercial relationships
- Conflict of interest awareness campaign
- Launch of the new e-learning on Digital Ethics

In the meantime, we have strengthened training in regulatory compliance, adapted to the different groups in the organization:

2025 initiatives	Area	Participants
Refresher session on anti-corruption, risks, conflicts of interest, importance of CMS, and compliance culture and responsibilities	Management Committee members	8
Specific refresher training on anti-corruption, risks and conflicts of interest	Sales	41
Training on internal policies, consultation and reporting channels in higher-risk areas	New hires	11
E-learning on Digital Ethics: open module with gamification approach and use of ICARE Check to resolve practical cases linked to digital ethics and artificial intelligence	Entire workforce	879

AI governance and ethical management

Artificial intelligence (AI) represents a key innovation vector for T-Systems Iberia, whose development is based on a responsible governance model, aligned with Group principles and the European regulatory framework on AI.

Our approach places people at the center of technology use, promoting AI that complements human capabilities, always ensuring supervision, validation and final responsibility by qualified professionals. This principle translates into structured control processes that ensure that all solutions, including AI-based ones, meet the highest privacy, security and ethics standards, through the corporate Privacy and Security Assessment (PSA) process.

In this context, in 2025 the AI Ethics Committee was consolidated as a key governance body, evolving from a one-off review function to a structural mechanism for control, advice and support throughout the entire lifecycle of AI solutions. Its mission is to identify, evaluate and mitigate ethical, legal and reputational risks, ensuring AI implementation aligned with corporate values and the expectations of our clients and society.

The Committee is composed of multidisciplinary profiles, including heads of Digital, Legal, Compliance, Marketing, TDU, Data Governance, Country Security Officer (CSO) and Data Protection Officer (DPO). This composition allows different perspectives to be incorporated into decision-making and reinforces the cross-cutting nature of governance.

During 2025, this governance was reinforced through the consolidation of the Digital Ethics Assessment (DEA) as a key tool. The DEA is mandatory for all AI systems linked to our clients, proofs of concept and internal developments in production or pre-production. In this sense, it is oriented toward:

- Analyzing AI use cases based on their risk level and the European AI Act framework.
- Identifying applicable obligations in advance.
- Ensuring traceability, transparency and regulatory compliance in all phases of development and implementation of AI solutions.

The Digital Ethics Assessment (DEA) enables moving from principles to practice, integrating ethical, regulatory and risk assessment into the design, development and implementation of AI solutions.

09

Annex

GRI Content Index

STATEMENT OF USE		T-Systems ITC Iberia, SAU, has presented the information cited in this GRI content index for the period from January 1 to December 31, 2025, with reference to the GRI Standards.
GRI 1 USED		GRI 1: Foundation 2021
GRI standard	Content	Section or direct response
GRI 2 GENERAL DISCLOSURES 2021		
The organization and its reporting practices		
2-1	Organizational details	4. Our Business Model: Transformation 9.1. Organizational structure
2-2	Entities included in sustainability reporting	T-Systems ITC Iberia, SAU
2-3	Reporting period: frequency and contact point	2025, annual, back cover
2-4	Restatement of information	No significant changes.
2-5	External assurance	Not externally verified.
Activities and workers		
2-6	Activities, value chain and other business relationships	4. Our Business Model: Transformation 4.1. Our portfolio 4.2. Strategic partner ecosystem 5.5. Stakeholder management 8.3.1. Responsible procurement
2-7	Employees	7.1. Team Magenta
2-8	Workers who are not employees	T-Systems Iberia does not have non-employee workers.

GRI standard	Content	Section or direct response
Governance		
2-9	Governance structure and composition	5.3. Sustainability governance and management 9.1. Organizational structure
2-10	Nomination and selection of the highest governance body	9.1. Organizational structure
2-11	Chair of the highest governance body	9.1. Organizational structure
2-12	Role of the highest governance body in overseeing the management of impacts	5.3. Sustainability governance and management
2-13	Delegation of responsibility for managing impacts	9.1. Organizational structure
2-14	Role of the highest governance body in sustainability reporting	9.1. Organizational structure
Strategy, policies and practices		
2-22	Statement on sustainable development strategy	1. Letter from the CEO
2-23	Commitments and policies	5. Our Strategy: Purpose 5.1. Our sustainability strategy 4.4. Our excellence: management system and certifications 6.1.1. Environmental management system 7.4. Diversity, equality and inclusion 7.5. Workplace health and safety 7.3. Well-being and work-life balance 9.3. Corporate culture: integrity, ethics and respect
2-24	Embedding policy commitments	5.1. Our sustainability strategy 4.4. Our excellence: management system and certifications 6.1.1. Environmental management system 7.5. Workplace health and safety
2-26	Mechanisms for seeking advice and raising concerns	9.3. Corporate culture: integrity, ethics and respect
2-27	Compliance with laws and regulations	4.4. Our excellence: management system and certifications 9.3. Corporate culture: integrity, ethics and respect

GRI standard	Content	Section or direct response
2-28	Membership in associations	8.2.3. Alliances and events
Stakeholder engagement		
2-29	Approach to stakeholder engagement	5.2. Double materiality 5.5. Stakeholder management
2-30	Collective bargaining agreements	100% of T-Systems personnel in Spain are covered by the T-Systems Collective Bargaining Agreement, except for those to whom the Mercedes-Benz Spain Collective Bargaining Agreement applies.
GRI 3 MATERIAL TOPICS 2021		
3-1	Process to determine material topics	5.2. Double materiality
3-2	List of material topics	5.2. Double materiality
ECONOMIC TOPICS		
GRI 205 ANTI-CORRUPTION 2016		
205-1	Operations assessed for corruption-related risks	9.3. Corporate culture: integrity, ethics and respect
205-2	Communication and training on anti-corruption policies and procedures	9.3. Corporate culture: integrity, ethics and respect
205-3	Confirmed cases of corruption and measures taken	During 2025, no cases of corruption were recorded.
ENVIRONMENTAL TOPICS		
GRI 302 ENERGY 2016		
302-1	Energy consumption within the organization	6.1.3. Efficient technology, responsible energy
GRI 303 WATER AND EFFLUENTS 2018		
303-1	Interactions with water as a shared resource	6.1.3. Efficient technology, responsible energy
303-5	Water consumption	6.1.3. Efficient technology, responsible energy

GRI standard	Content	Section or direct response
GRI 305 EMISSIONS 2016		
305-1	Direct (Scope 1) GHG emissions	6.1.2. Toward climate neutrality
305-2	Energy indirect (Scope 2) GHG emissions	6.1.2. Toward climate neutrality
305-3	Other indirect (Scope 3) GHG emissions	6.1.2. Toward climate neutrality
305-4	GHG emissions intensity	6.1.2. Toward climate neutrality
GRI 306 WASTE 2020		
306-3	Waste generated	6.2.1. From waste to resource
GRI 308 SUPPLIER ENVIRONMENTAL ASSESSMENT 2016		
308-1	New suppliers that have passed screening filters according to environmental criteria	8.3.1. Responsible procurement
SOCIAL TOPICS		
GRI 401: EMPLOYMENT 2016		
401-1	New employee hires and employee turnover	7.1. Team Magenta
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018		
403-1	Occupational health and safety management system	7.5. Workplace health and safety
403-5	Worker training on occupational health and safety	7.5. Workplace health and safety
403-6	Worker health promotion	7.5. Workplace health and safety
403-7	Prevention and mitigation of health and safety impacts directly linked through business relationships	7.5. Workplace health and safety
403-8	Coverage of the occupational health and safety management system	7.5. Workplace health and safety
403-9	Work-related injuries	7.5. Workplace health and safety
403-10	Work-related ill health	7.5. Workplace health and safety

GRI standard	Content	Section or direct response
GRI 404: TRAINING AND EDUCATION 2016		
404-1	Average hours of training per year per employee	7.2. Training and talent development
404-2	Programs for upgrading employee skills and transition assistance programs	7.2. Training and talent development
404-3	Percentage of employees receiving regular performance and career development reviews	7.1. Talent and culture 7.2. Training and talent development
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016		
405-1	Diversity in governance bodies and employees	7.4. Diversity, equality and inclusion 9.1. Organizational structure
GRI 406: NON-DISCRIMINATION 2016		
406-1	Cases of discrimination and corrective actions taken	9.3. Corporate culture: integrity, ethics and respect
GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING 2016		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	8.3.1. Responsible procurement
GRI 408: CHILD LABOR 2016		
408-1	Operations and suppliers with significant risk of child labor cases	8.3.1. Responsible procurement
GRI 409: FORCED OR COMPULSORY LABOR 2016		
409-1	Operations and suppliers with significant risk of forced or compulsory labor cases	8.3.1. Responsible procurement
GRI 413: LOCAL COMMUNITIES 2016		
413-1	Operations with local community engagement, impact assessments and development programs	8.1. Conecta-T
GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016		
414-1	New suppliers that have passed screening filters according to social criteria	8.3.1. Responsible procurement
GRI 416: CLIENT HEALTH AND SAFETY 2016		
416-1	Assessment of health and safety impacts of product or service categories	8.2.1. Your satisfaction, our priority



For any clarification, questions or suggestions related to the report:

T-Systems ITC Iberia, SAU

C/ Pere IV, 313-321, 08020 Barcelona
Vía de los Poblados, 1-3, Parque
Empresarial Alvento, 28033 Madrid

www.t-systems.com/es/es

Sustainability T-Systems Iberia

ts_ib_sostenibilidad@t-systems.com