

# THREAT MANAGEMENT & WORKPLACE VIOLENCE PREVENTION

15th. April 2015

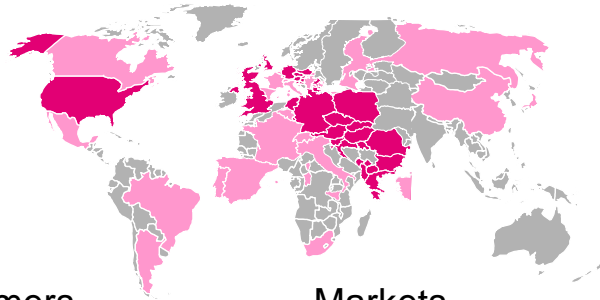
Dr. Claudia Brandkamp



ERLEBEN, WAS VERBINDET.

# DEUTSCHE TELEKOM PROFILE

## CUSTOMERS & MARKETS



### Customers

- **>142 m** mobile customers
- **>31 m** fixed-network customers/  
**>17 m** broadband customers
- **Approx. 5.8 m** TV customers
- Some **1.3 m** managed workplace systems

### Markets

- Present in 50 countries
- **Germany, Europe and the USA:** with own infrastructure
- **T-Systems:** global presence & alliances via partners

## FACTS & FIGURES



### Telekom in figures, 2013

- Revenue **€ 60.1 bn**
- Adjusted EBITDA **€ 17.4 bn**
- Free cash flow **€ 4.6 bn**
- Among the **top 100** worldwide (#89, Fortune500 list)

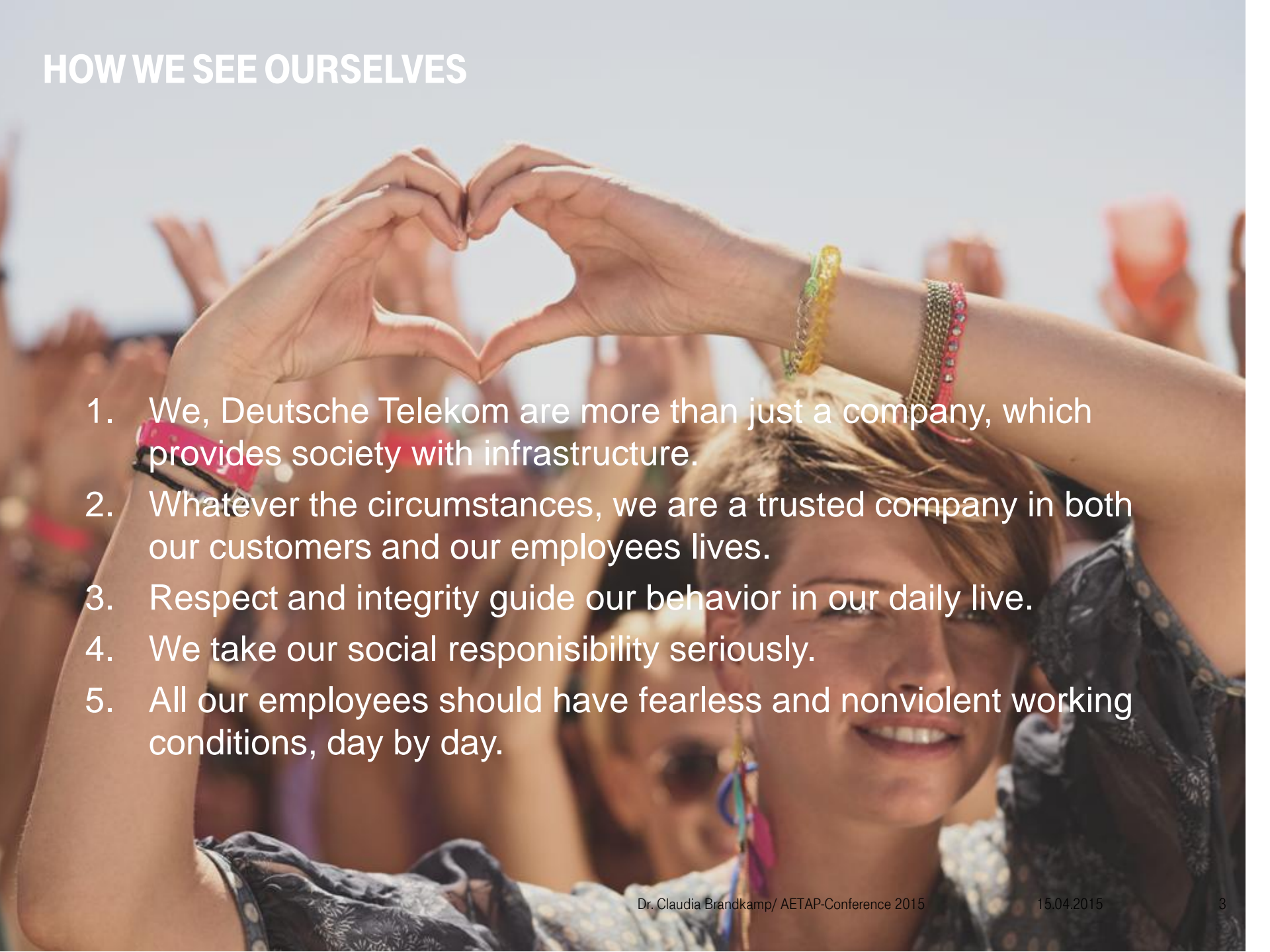


### Employees & responsibility

- Employees worldwide: 229,000
- 9,100 trainees and cooperative degree students in Germany
- Pioneer of social issues (climate protection, data privacy, diversity, etc.)

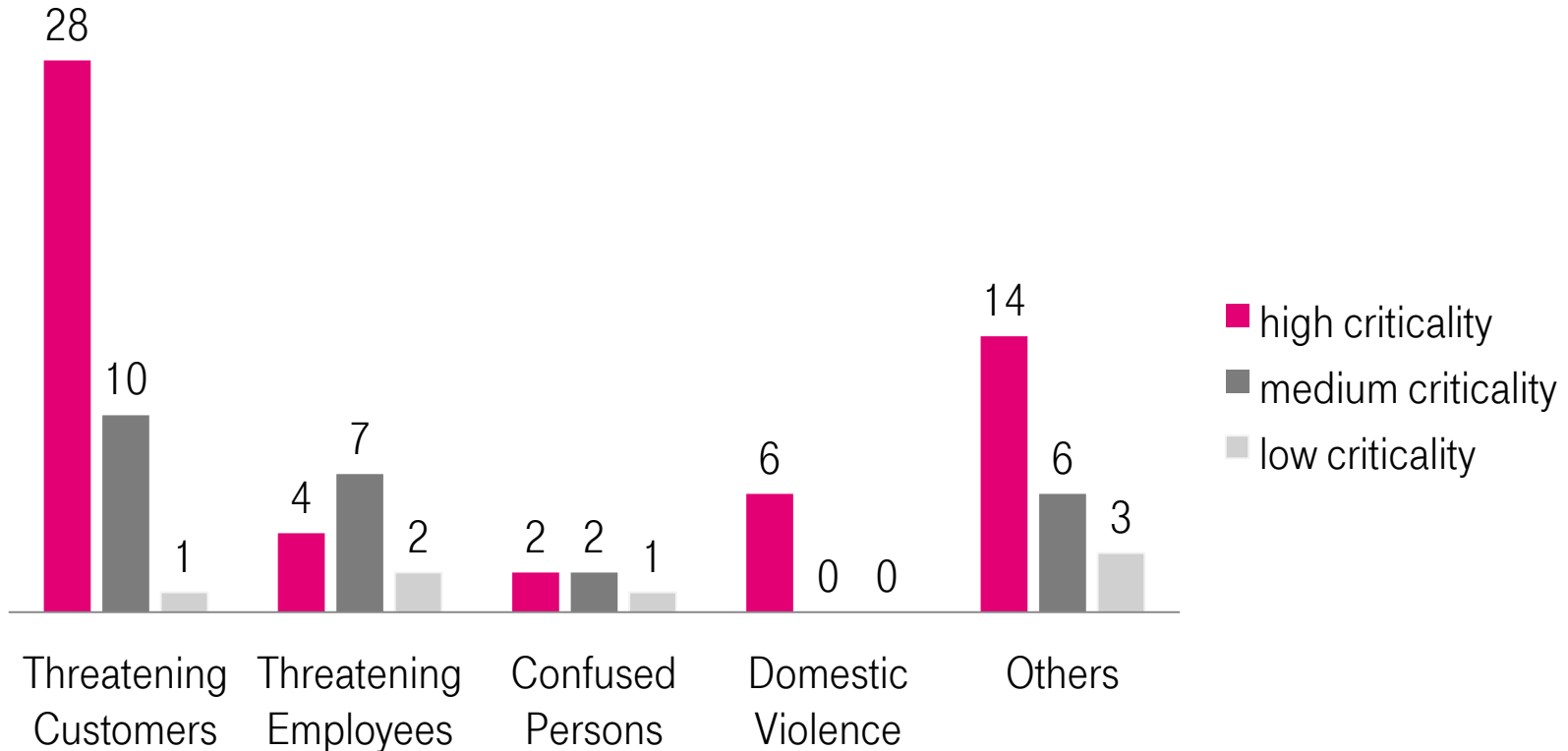
Source: DT 2013 annual report/TMUS annual report to shareholders 2013

# HOW WE SEE OURSELVES

- 
1. We, Deutsche Telekom are more than just a company, which provides society with infrastructure.
  2. Whatever the circumstances, we are a trusted company in both our customers and our employees lives.
  3. Respect and integrity guide our behavior in our daily live.
  4. We take our social responisibility seriously.
  5. All our employees should have fearless and nonviolent working conditions, day by day.

# BUT THE REALITY FORM TIME TO TIME DEVIATES... ... AS THE NUMBERS OF 2014 SHOW.

## Bright field Cases 2013 / 2014



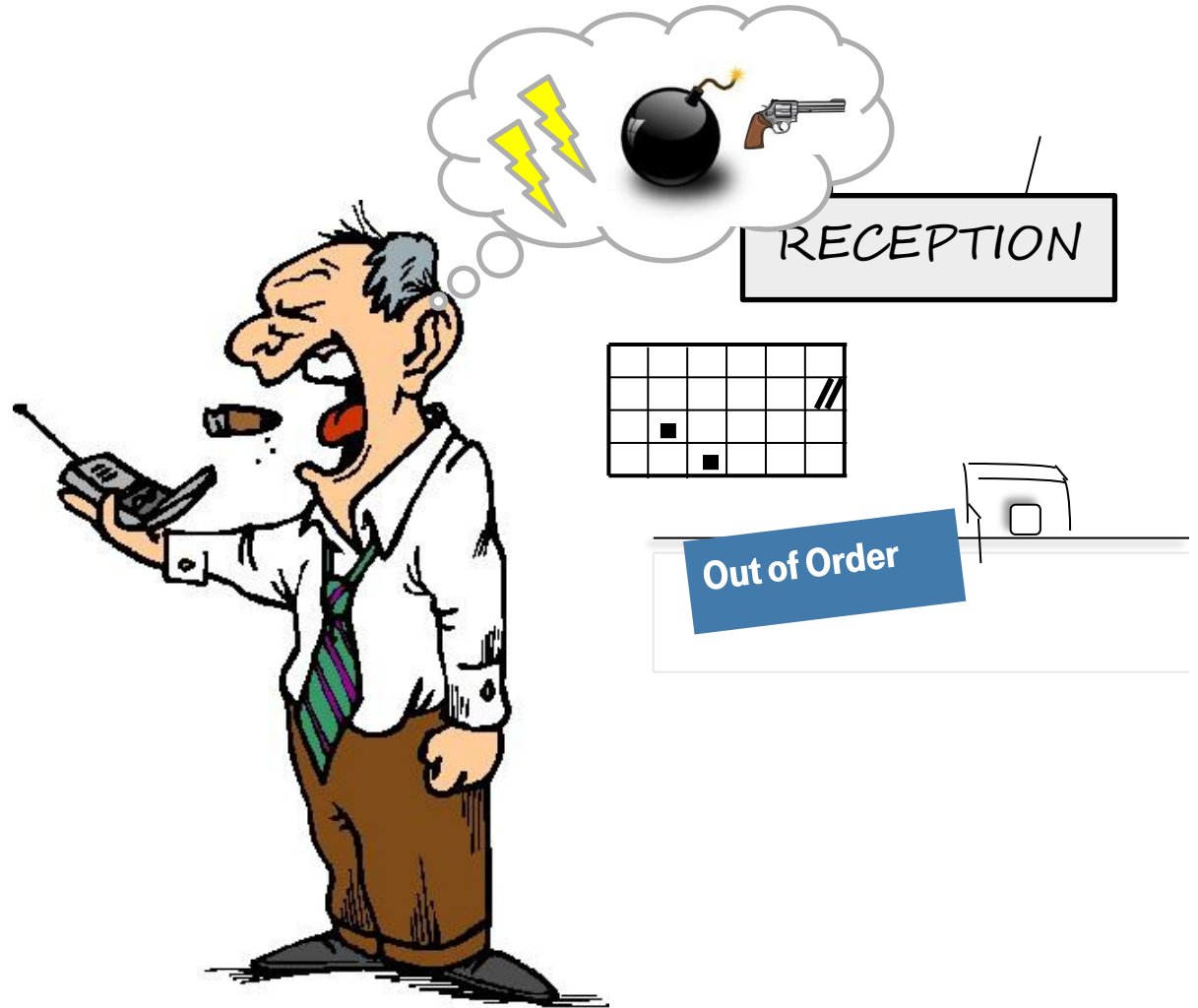
**Darkfigure unkown!**

# **CASE THREATENING CUSTOMERS**

# FRIDAY AFTERNOON 5 O'CLOCK

Mr. Müller is calling the technical helpline. After waiting and waiting and waiting...

SERVICE LINE



# FRIDAY AFTERNOON 5.30 PM

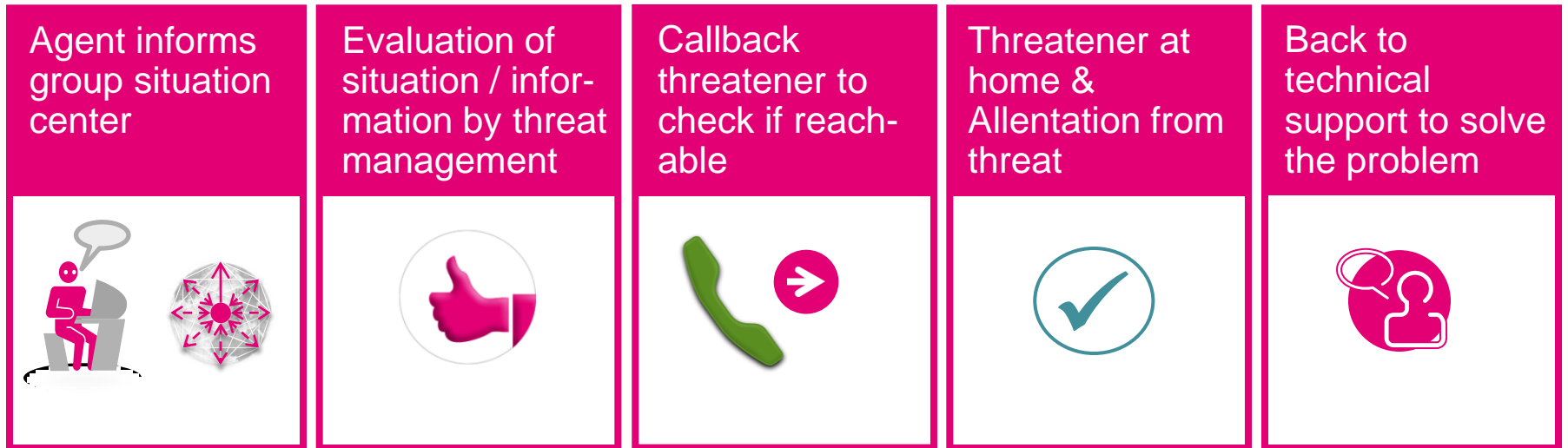
The history takes its course...



The police is warning to troublemaker, Mr. Müller.

# IMPLEMENTED STANDARD APPROACH

FRIDAY AFTERNOON 5.30 PM



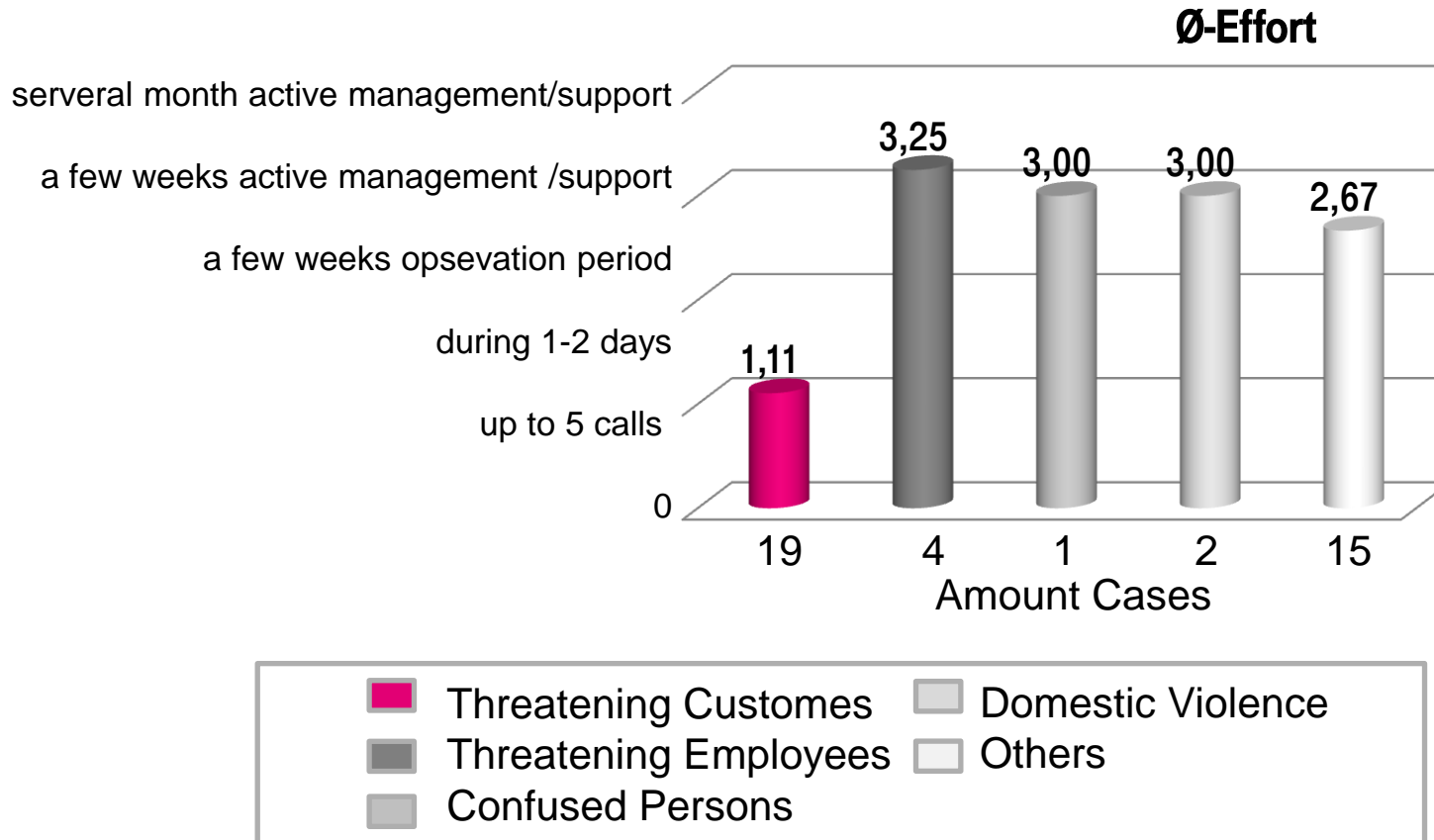
Until today in 100% of all cases the threatener relativates his words.



# FIGURES & DATA

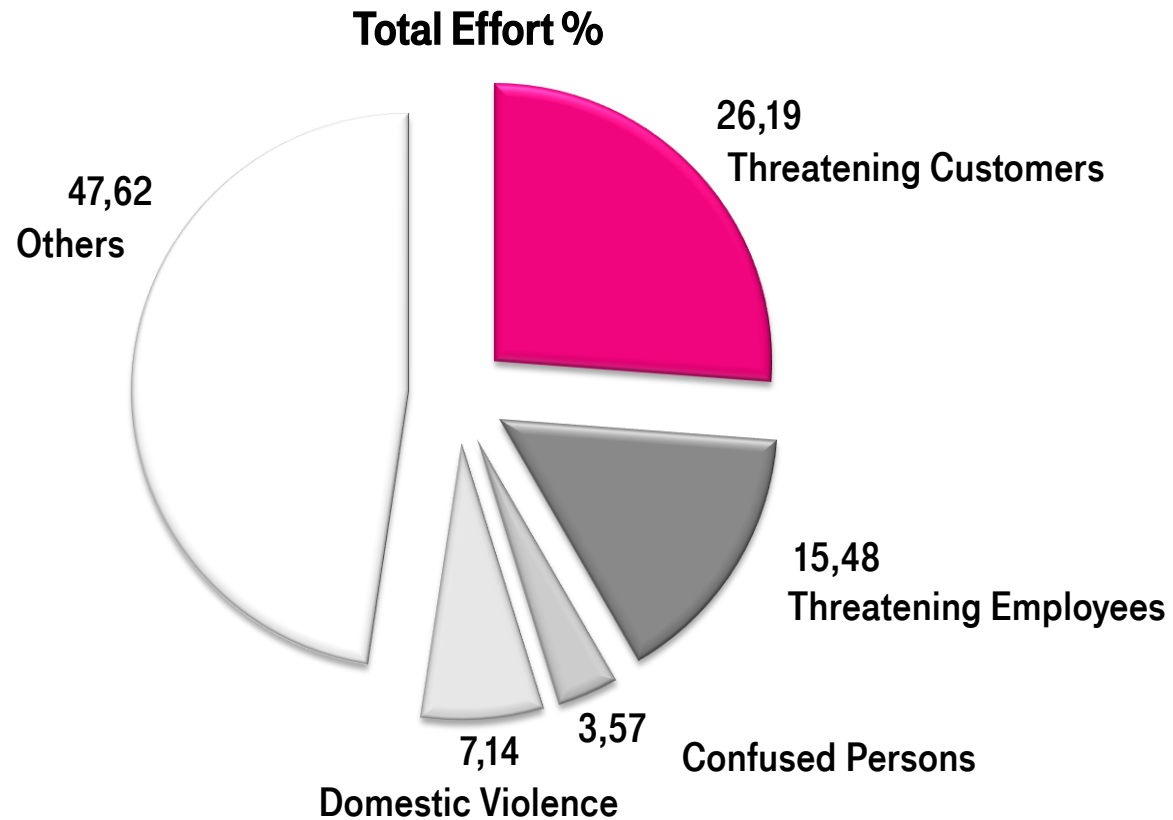
# AMOUNT OF WORK

## CASES OF 2014



# AMOUNT OF WORK

## CASES OF 2014



# CONTACT



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**THANK YOU FOR YOUR ATTENTION!**