

Evolution 1: 2019 COBC

In the last 30 days, my department leadership communicated with me about the importance of the T-Mobile Code of Business Conduct.

- ☐ Yes
- ☐ No

1/6

Since taking this course, I have referred to the Code for guidance on a decision or action.

- ☒ Yes
- ☐ No

3/6

I have now internalized the Code as a result of this training.

- ☒ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

5/6



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Doing It The Right Way: Integrity 365

Joe Pulichino, Ed.D.
Ivan H. Lee
Brant Duckett

T-Mobile

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Agenda

Reimagining Compliance & Ethics Training

Integrity 365 Development & Demonstration

Next Steps in Our Journey



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What's wrong with
Compliance & Ethics
Training?



It's about Compliance & Ethics



Off-the-shelf training libraries



Anti-learning laws and regulations



**Same old same old
year in year out**

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The Consequences



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No one size fits all

No engagement just a mindless content click through

No relevance to the employees' day-to-day live-in reality

No emotional connection to the learning – motivation and empathy

No personal stake in the learning

No behavior change or workplace transfer

No learning process – no refresh, reinforcement, remediation

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Do It The Right Way Culture

It's how we work

It's how we play

It's how we behave

It's how we decide

It's who we are



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Focus Training on the Culture & Integrity

- Naturalizes and harmonizes compliance and ethics
- Promotes compliance
- Mitigates risk
- Aligns behavior with our Code
- Is employee-driven
- Makes it easier to Do It the Right Way



T-Mobile Solution



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Two Big Insights

- New and Tenured Employees have different training needs.
- Dilemmas and decisions do not take place in a vacuum.



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NEO – New Employee On-boarding

- Launched Jan 1, 2020
- Code of Business Conduct learning path for “newbies”
- Covers all Code related topics
- Includes new courses:
 - Welcome to T-Mobile
 - Speaking Up at T-Mobile
- Transforms new employees to Code Champions in four weeks



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Integrity 365 - PST for Tenured Employees



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Preview: Integrity 365 Episode 1 Introduction Video

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Baseline: 2018 COBC

COURSE MATERIAL

- Is it consistent with our values and mission statement?
- Is it the right thing to do for customers, coworkers, shareholders, suppliers, and business partners?

Ask: Not sure if the answer to each question is "yes"? Ask for help. And keep asking until you're satisfied that you'll do something that will make Team Magenta proud.

Speak Up

If you see or suspect that something violates the law or the Code, say something. Follow your gut. If something doesn't seem quite right, then it probably isn't. Call it out so it can be dealt with and everyone can get back to doing things the right way.

What's the best way to report a concern? You can always start by talking with your manager, your next-level manager, or a Human Resources Employee Success Partner.

If you're not comfortable using these resources or don't feel they resolved your concern, contact **T-Mobile Compliance & Ethics**. This team is available to all T-Mobile employees, customers, suppliers, shareholders, and business partners who want to raise concerns.

Search "**Ethics**" on T-Nation for T-Mobile Compliance & Ethics and for more ways to speak up.

We Don't Retaliate

We don't tolerate retaliation—ever. Anyone who reports a possible violation of the law, this Code, or any company policy in

Warm Up Questions

Which one of these situations could be a conflict of interest?

Choose the correct answer below

Irene's manager told her she can leave work early once a month to volunteer at a homeless shelter

A

Joe hires his niece to work for him

B

Lucius asks his coworker out on a date, but she says no

C



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Evolution 1: 2019 COBC

WE RESPECT EACH OTHER AND OUR ENVIRONMENT




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 **I'M A CODE CHAMPION!**

HOW WE PLAY	HOW WE PLAY <ul style="list-style-type: none"> Follow the high standards in our Code When you're not sure of what to do—Stop, Think, Ask. Speak up if things don't seem right—you're protected from retaliation Leaders set the tone—they follow the Code every day and expect the same from their teams 	24/7	WE DEMONSTRATE INTEGRITY 24/7 <ul style="list-style-type: none"> Don't steal or deceive Maintain accurate records and reports Avoid conflicts of interest Exchange only reasonable business gifts and entertainment Don't buy or sell stock when you have material non-public information
	WE TAKE CARE OF OUR CUSTOMERS <ul style="list-style-type: none"> Treat customers honestly and fairly Guard customer's private communications Protect the confidentiality of our customer information Honor rules that apply to governmental customers 		WE DO BUSINESS THE RIGHT WAY <ul style="list-style-type: none"> Uphold T-Mobile's anti-corruption commitment Deal in good faith Complete fairly Respect other's trade secrets and confidential business information Engage ethical suppliers Follow rules on campaign contributions, lobbying and gifts to government officials
	WE RESPECT EACH OTHER AND OUR ENVIRONMENT <ul style="list-style-type: none"> Do not tolerate discrimination or harassment Protect Confidential Employee Information Put health and safety first Minimize our impact on the environment 		WE PROTECT T-MOBILE INFORMATION AND ASSETS <ul style="list-style-type: none"> Safeguard T-Mobile information Use company assets responsibly Use email, web-browsing, and social media to meet business needs and according to policies



Need more help?
 Use the Integrity Line


1-866-577-0575


t-mobilecompliance@t-mobile.com



www.T-MobileIntegrityLine.com




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Evolution 2: Protecting Information the Right Way



Live Action



Story tropes



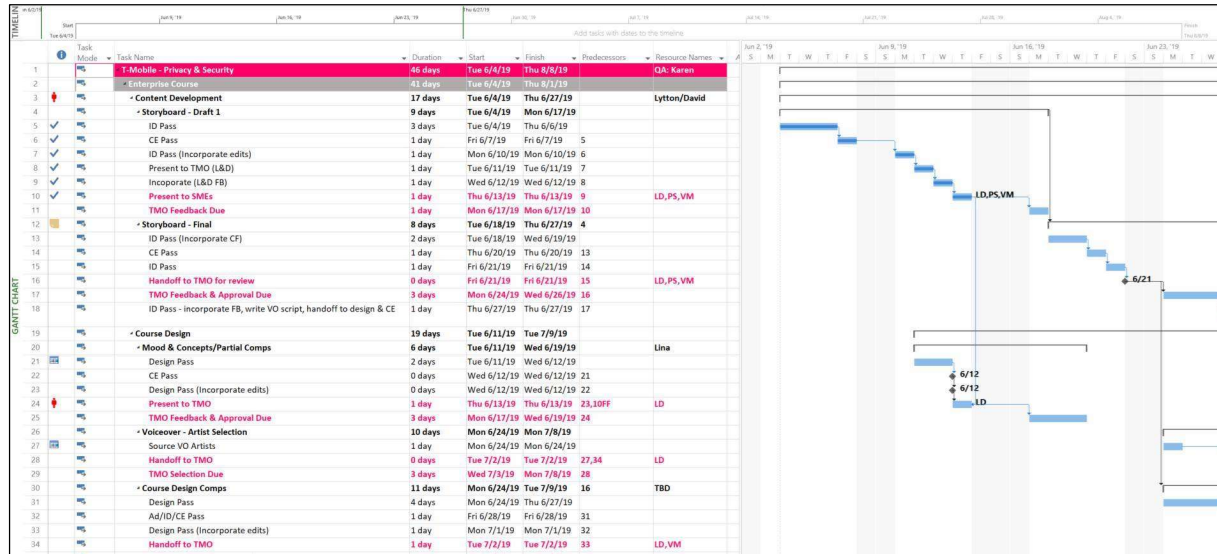
Project Management



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Evolution 2: Protecting Information the Right Way



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Evolution 3: We Respect Each Other



Brain Science



Learner as Coach



Risk-Based



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Evolution 4: Integrity 365 Episode 1



2D -> 3D



Emotional
Stimulation



Narrative



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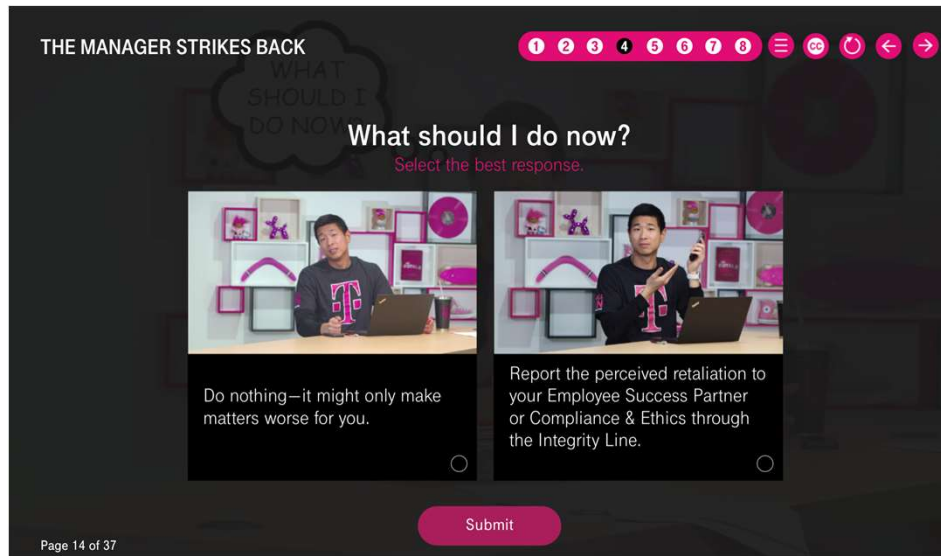
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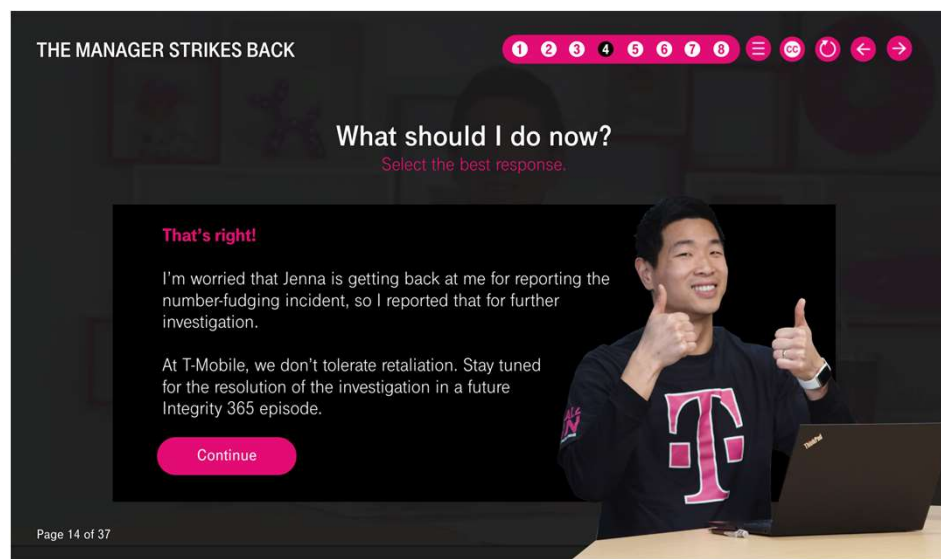
Evolution 4: Integrity 365 Episode 1



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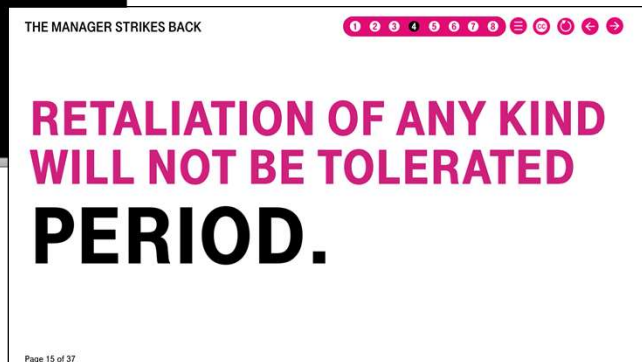
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2D -> 3D



Emotional
Stimulation



Narrative



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Evolution 5: Integrity 365 Episode 2 Intro



Remote



New Tropes



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What's Next?



Soft Launch of Episode 1



2020 Season 1
broadcast schedule

E1: July 6
E2: Aug 3
E3: Oct 5
E4: Nov 2



2021 Season 2

8 Episodes Planned



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