

GRI Index

The GRI Index provides a standardised overview of reporting which is broken down by subject.

Indicators	Status	Reference SR = Sustainability Report, AR = Annual Report
Key: Indicator according to GRI Standards (within scope of the report) ∅ = not relevant <input checked="" type="checkbox"/> = not covered <input type="checkbox"/> = partially covered <input checked="" type="checkbox"/> = totally covered		
102 General Disclosures		
Organizational profile		
102-1	Name of the organization	<input checked="" type="checkbox"/> AR: Notes to the consolidated financial statements: Other disclosures
102-2	Activities, brands, products and services	<input checked="" type="checkbox"/> AR: Brands, products and services
102-3	Location of headquarters	<input checked="" type="checkbox"/> See 102-1, CH-3048 Worblaufen
102-4	Location of operations	<input checked="" type="checkbox"/> AR: 2 Group structure and shareholders AR: 5.4 Group companies
102-5	Ownership and legal form	<input checked="" type="checkbox"/> AR: 2 Group structure and shareholders AR: Notes to the consolidated financial statements: Other disclosures
102-6	Markets served	<input checked="" type="checkbox"/> AR: Swiss market trends in telecoms and IT services
102-7	Scale of the organization	<input checked="" type="checkbox"/> AR: KPIs of Swisscom Group AR: Business overview AR: Financial review AR: 2 Group structure and shareholders
102-8	Information on employees and other workers	<input checked="" type="checkbox"/> AR: Employees SR: Total workforce in Switzerland SR: Scope of the report: Personnel information system
102-9	Supply Chain	<input checked="" type="checkbox"/> SR: Value chain, supply chain and key aspects of Corporate Responsibility SR: Fair supply chain
102-10	Significant changes to the organization and its supply chain	<input checked="" type="checkbox"/> AR: 2 Group structure and shareholders No significant changes in the supply chain.
102-11	Precautionary principle or approach	<input checked="" type="checkbox"/> AR: Health and the environment AR: Pension fund and fringe benefits AR: Pension plans SR: The Group's Precautionary principle SR: comPlan pension fund SR: Supplier risk management
102-12	External initiatives	<input checked="" type="checkbox"/> www.swisscom.ch/cr-partnerships
102-13	Membership of associations	<input checked="" type="checkbox"/> SR: Memberships and Partnerships www.swisscom.ch/cr-partnerships

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Strategy			
102-14	Statement from senior decision maker	☑	AR: Shareholders' letter SR: Stakeholders' letter
102-15	Key impacts, risks, and opportunities	☑	Context: AR: General conditions SR: Sustainable environment Risks: AR: Risks SR: Main risk factors in the supply chain Chances: AR: Brands, products and services Goals and strategy: AR: Corporate strategy SR: Sustainability strategy
Ethics and integrity			
102-16	Values, principles, standards, and norms of behaviour	☑	Link: www.swisscom.ch/basicprinciples – Code of Conduct SR: Vision AR: Compliance Management SPAG: SPAG: http://www.public-affairs.ch/de/standeskommission/standesregeln Codex from Lisbon: https://prsuisse.ch/uploads/media/prsuisse/1105/kodex_von_lissabon_verhaltensno256.pdf SR: Corporate ethics
102-17	Mechanisms for advice and concerns about ethics	☑	SR: Compliance management AR: Compliance management AR: Internal auditing

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Governance		
102-18 Governance structure	☑	SR: Governance AR: 2 Group structure and shareholders AR: 4 Board of Directors AR: 4.9 Internal organisation and modus operandi AR: 4.11 Assignment of powers of authority AR: 5 Group Executive Board
102-19 Delegating authority	☑	SR: Governance AR: 2 Group structure and shareholders AR: 4 Board of Directors AR: 4.9 Internal organisation and modus operandi AR: 4.11 Assignment of powers of authority AR: 5 Group Executive Board
102-20 Executive level responsibility for economic, environmental, and social topics	☑	SR: Governance AR: 2 Group structure and shareholders AR: 4 Board of Directors AR: 4.9 Internal organisation and modus operandi AR: 4.11 Assignment of powers of authority AR: 5 Group Executive Board
102-21 Consulting stakeholders on economic, environmental, and social topics	☑	AR: 7.3 Convocation of the Annual General Meeting and agenda items Internet contact page www.swisscom.ch/de/about/investoren/kontakt.html ; See also Website https://ip-ho.computershare.ch/swisscom for registered shareholders of Swisscom.
102-22 Composition of the highest governance body and its committees	☑	AR: 4 Board of Directors AR: 5 Group Executive Board
102-23 Chair of the highest governance body	☑	AR: 4 Board of Directors AR: 5 Group Executive Board
102-24 Nominating and selecting the highest governance body	☑	AR: 4.5 Election and term of office AR: 4.10 Committees of the Board of Directors: Nomination Committee
102-25 Conflicts of interest	☑	www.swisscom.ch/basicprinciples – Organisational Regulations AR: 4.12 Information and controlling instruments of the Board of Directors vis-à-vis the Group Executive Board
102-26 Role of highest governance body in setting purpose, values, and strategy	☑	www.swisscom.ch/basicprinciples – Organisational Regulations SR: Governance AR: 2 Group structure and shareholders AR: 4 Board of Directors AR: 4.9 Internal organisation and modus operandi AR: 4.11 Assignment of powers of authority AR: 5 Group Executive Board
102-27 Collective knowledge of highest governance body	☑	AR: 4.9 Internal organisation and modus operandi
102-28 Evaluating the highest governance body's performance	☑	SR: Governance AR: 2 Group structure and shareholders AR: 4 Board of Directors AR: 4.9 Internal organisation and modus operandi AR: 4.11 Assignment of powers of authority AR: 5 Group Executive Board AR: 4.12 Information and controlling instruments of the Board of Directors vis-à-vis the Group Executive Board Group Executive Board members were nominated as internal sponsors for the strategic priorities of the sustainability strategy The Audit Committee from the Board of Directors is validating the report in two steps before the publication: An independent proxy is validating the Remuneration Report; The report is released by the Board of Directors.

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102-29 Identifying and managing economic, environmental, and social impacts	<input checked="" type="checkbox"/>	SR: Governance AR: 2 Group structure and shareholders AR: 4 Board of Directors AR: 4.9 Internal organisation and modus operandi AR: 4.11 Assignment of powers of authority AR: 5 Group Executive Board AR: 4.12 Information and controlling instruments of the Board of Directors vis-à-vis the Group Executive Board
102-30 Effectiveness of risk management processes	<input checked="" type="checkbox"/>	AR: 4.12 Information and controlling instruments of the Board of Directors vis-à-vis the Group Executive Board AR: Risk management AR: Internal auditing
102-31 Review of economic, environmental, and social topics	<input checked="" type="checkbox"/>	AR: 4.12 Information and controlling instruments of the Board of Directors vis-à-vis the Group Executive Board: annually AR: Risk management: quarterly at the Audit Committee AR: Internal control system and financial reporting: quarterly at the Audit Committee AR: Compliance management: quarterly at the Audit Committee AR: Internal auditing: quarterly at the Audit Committee In urgent cases: contemporary
102-32 Highest governance body's role in sustainability reporting	<input checked="" type="checkbox"/>	The Audit Committee from the Board of Directors is validating the report in two steps before the publication: An independent proxy is validating the Remuneration Report; The report is released by the Board of Directors SR: Governance AR: 2 Group structure and shareholders AR: 4 Board of Directors AR: 4.9 Internal organisation and modus operandi AR: 4.11 Assignment of powers of authority AR: 5 Group Executive Board
102-33 Communicating critical concerns	<input checked="" type="checkbox"/>	AR: 4.12 Information and controlling instruments of the Board of Directors vis-à-vis the Group Executive Board The Chairman of the Audit Committee is informed in real time in urgent cases on new essential risk.
102-34 Nature and total number of critical concerns	<input checked="" type="checkbox"/>	As a basic principle of the Whistleblowing anonymity is guaranteed, for this reason, Swisscom communicates neither the number nor other details about concerns.
102-35 Remuneration policies	<input checked="" type="checkbox"/>	AR: 3 Remuneration of the Group Executive Board
102-36 Process for determining remuneration	<input checked="" type="checkbox"/>	AR: 4.2 Key management compensation
102-37 Stakeholders' involvement in remuneration	<input checked="" type="checkbox"/>	SR: Stakeholders and strategic priorities AR: 7.3 Convocation of the Annual General Meeting and agenda items; Protocol
102-38 Annual total compensation ratio	<input checked="" type="checkbox"/>	SR: Total workforce in Switzerland
102-39 Percentage increase in annual total compensation ratio	<input checked="" type="checkbox"/>	SR: Total workforce in Switzerland
Stakeholder engagement		
102-40 List of stakeholder groups	<input checked="" type="checkbox"/>	SR: Stakeholders and strategic priorities
102-41 Collective bargaining agreements	<input checked="" type="checkbox"/>	SR: Total workforce in Switzerland
102-42 Identifying and selecting stakeholders	<input checked="" type="checkbox"/>	SR: Stakeholders and strategic priorities
102-43 Approach to stakeholder engagement	<input checked="" type="checkbox"/>	SR: Stakeholder involvement SR: Stakeholders and strategic priorities SR: Scope of the report SR: Reporting: procedure and organisation
102-44 Key topics and concerns raised	<input checked="" type="checkbox"/>	SR: Material issues SR: Group of stakeholders

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Reporting practice		
102-45	Entities included in the consolidated financial statements	<input checked="" type="checkbox"/> AR: 2 Group structure and shareholders AR: 5.4 Group companies
102-46	Defining report content and topic boundaries	<input checked="" type="checkbox"/> SR: Scope of the report SR: Reporting: procedure and organisation
102-47	List of material topics	<input checked="" type="checkbox"/> SR: Material issues SR: Materiality matrix 2020 SR P. 61 Reporting
102-48	Restatements of information	<input checked="" type="checkbox"/> No "Restatements" in 2020
102-49	Changes in reporting	<input checked="" type="checkbox"/> SR: Group of stakeholders SR: Material issues SR: Materiality matrix 2020
102-50	Reporting period	<input checked="" type="checkbox"/> 01.01.2020–31.12.2020
102-51	Date of most recent report	<input checked="" type="checkbox"/> www.swisscom.ch/report2019
102-52	Reporting cycle	<input checked="" type="checkbox"/> annual
102-53	Contact point for questions regarding the report	<input checked="" type="checkbox"/> www.swisscom.ch/en/about/impressum.html
102-54	Claims of reporting in accordance with the GRI Standards	<input checked="" type="checkbox"/> SR: Scope of the report: Principles This report has been prepared in accordance with the GRI Standards: Comprehensive option.
102-55	GRI content index	<input checked="" type="checkbox"/> SR: GRI Index
102-56	External assurance	<input checked="" type="checkbox"/> SR: SGS Certification
200 Economic Topics		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> AR: Shareholders' letter
103-2	The management approach and its components	<input checked="" type="checkbox"/> AR: Shareholders' letter www.swisscom.ch/basicprinciples – Code of conduct AR: Corporate strategy AR: Financial outlook
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> AR: Shareholders' letter
201 Economic Performance		
201-1	Direct economic value generated and distributed	<input checked="" type="checkbox"/> AR: Statement of added value
201-2	Financial implications and other risks and opportunities due to climate change	<input checked="" type="checkbox"/> AR: Sustainability strategy Siehe 302-3, 302-4, 302-5, 305-4 und 306-5; www.cdp.net
201-3	Defined benefit plan obligations and other retirement plans	<input checked="" type="checkbox"/> AR: 4.3 Post-employment benefits SR: comPlan pension fund AR: Collective employment agreement (CEA) AR: Employees in Switzerland (100% der Mitarbeitenden); SR: The Employee Representation Committee's commitment to safety
201-4	Financial assistance received from government	<input type="checkbox"/> ∅ From a Group standpoint there were no matters in 2020 requiring disclosure in accordance with IAS 20 and no government grants at all.
202 Market Presence		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	<input checked="" type="checkbox"/> AR: Employee remuneration SR: Total workforce in Switzerland
202-2	Proportion of senior management hired from the local community	<input checked="" type="checkbox"/> There is no location-based staff selection.
203 Indirect Economic Impacts		
203-1	Infrastructure investments and services supported	<input checked="" type="checkbox"/> AR: Capital expenditure SR: Basic service provision SR: Education policy
203-2	Significant indirect economic impacts	<input checked="" type="checkbox"/> SR: Ready for Switzerland

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204 Procurement Practices		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR: Fair supply chains – Management approach
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR: Fair supply chains – Management approach
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR: Fair supply chains – Management approach
204-1	Proportion of spending on local suppliers	<input checked="" type="checkbox"/> There is a location-based supplier selection for the location Switzerland.
205 Anti-Corruption		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR: The Group's precautionary principle SR: Compliance management
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR: Compliance management
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR: Compliance management
205-1	Operations assessed for risks related to corruption	<input checked="" type="checkbox"/> Risk-prone procedures are examined.
205-2	Communication and training about anti-corruption policies and procedures	<input checked="" type="checkbox"/> Annual anti-corruption training SR: Compliance management
205-3	Confirmed incidents of corruption and actions taken	<input checked="" type="checkbox"/> No corruption cases have been identified.
206 Anti-Competitive Behaviour		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR: The Group's precautionary principle SR: Compliance management
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR: Compliance management
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR: Compliance management
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	<input checked="" type="checkbox"/> AR: Legal environment AR: Federal Cartel Act (CartA) AR: Contingent liabilities for regulatory and competition law proceedings
300 Environmental Topics		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR: Ready for the environment
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR: Ready for the environment
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR: Ready for the environment
301 Materials		
301-1	Materials used by weight or volume	<input type="checkbox"/> SR: Use of other resources The report only includes selected materials.
301-2	Recycled input materials used	<input type="checkbox"/> SR: Recycling Only data on selected topics are listed.
301-3	Recycled products and their packaging materials	<input type="checkbox"/> SR: Circular economy Quantities are not reported. SR: Paper
302 Energy		
302-1	Energy consumption within the organization	<input checked="" type="checkbox"/> SR: Energy efficiency in operations SR: Environmental key figures in Switzerland Separate climate report Swisscom 2020 available online at the link: www.swisscom.ch/climatereport2020
302-2	Energy consumption outside of the organization	<input checked="" type="checkbox"/> SR: Energy efficiency in operations SR: Environmental key figures in Switzerland Separate climate report Swisscom 2020 available online at the link: www.swisscom.ch/climatereport2020
302-3	Energy intensity	<input checked="" type="checkbox"/> SR: Energy efficiency and climate protection SR: Energy consumption and climate footprint
302-4	Reduction of energy consumption	<input checked="" type="checkbox"/> SR: Energy consumption and climate footprint SR: Environmental key figures in Switzerland
302-5	Reductions in energy requirements of products and services	<input type="checkbox"/> SR: CO ₂ savings due to ICT services There is no metric for the savings of the products sold in the reporting year. SR: Climate protection through customers and portfolio SR: Environmental key figures in Switzerland

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303 Water		
303-1	Interactions with water as a shared resource	<input checked="" type="checkbox"/> SR: Environmental key figures in Switzerland SR: Water
303-2	Management of water discharge-related impacts	<input type="checkbox"/> Not relevant, as water is only used for sanitary purpose.
303-3	Water withdrawal	<input type="checkbox"/> Household water only.
304 Biodiversity		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	<input checked="" type="checkbox"/> SR: Biodiversity
304-2	Significant impacts of activities, products, and services on biodiversity	<input checked="" type="checkbox"/> SR: Biodiversity
304-3	Habitats protected or restored	<input checked="" type="checkbox"/> SR: Biodiversity
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	<input type="checkbox"/> Not collected as not relevant.
305 Emissions		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR: Energy efficiency and climate protection – Management approach
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR: Energy efficiency and climate protection – Management approach
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR: Energy efficiency and climate protection – Management approach
305-1	Direct (Scope 1) GHG emissions	<input checked="" type="checkbox"/> SR: Energy efficiency in operations SR: Environmental key figures in Switzerland Separate climate report Swisscom 2020 available online at the link: www.swisscom.ch/climatereport2020
305-2	Energy indirect (Scope 2) GHG emissions	<input checked="" type="checkbox"/> SR: Energy efficiency in operations SR: Environmental key figures in Switzerland Separate climate report Swisscom 2020 available online at the link: www.swisscom.ch/climatereport2020
305-3	Other indirect (Scope 3) GHG emissions	<input checked="" type="checkbox"/> SR: Energy efficiency in operations SR: Environmental key figures in Switzerland Separate climate report Swisscom 2020 available online at the link: www.swisscom.ch/climatereport2020
305-4	GHG emissions intensity	<input checked="" type="checkbox"/> SR: The most important indicators for the achievement of Swisscom's sustainability targets Separate climate report Swisscom 2020 available online at the link: www.swisscom.ch/climatereport2020
305-5	Reduction of GHG emissions	<input checked="" type="checkbox"/> SR: Climate protection solutions for our customers SR: Environmental key figures in Switzerland Separate climate report Swisscom 2020 available online at the link: www.swisscom.ch/climatereport2020
305-6	Emissions of ozone-depleting substances (ODS)	<input checked="" type="checkbox"/> SR: Cooling systems and refrigerants
305-7	Nitrogen oxides (NOX), sulphur oxides (SOX), and other significant air emissions	<input checked="" type="checkbox"/> SR: Environmental key figures in Switzerland
306 Effluents and waste		
306-1	Water discharge by quality and destination	<input checked="" type="checkbox"/> Water is only used for sanitary purposes.
306-2	Waste by type and disposal method	<input checked="" type="checkbox"/> SR: Recycling SR: Waste SR: Environmental key figures in Switzerland
306-3	Significant spills	<input checked="" type="checkbox"/> No significant releases known.
306-4	Transport of hazardous waste	<input type="checkbox"/> Not relevant. Swisscom did not transport in 2020 waste classified under the Basle Convention.
306-5	Water bodies affected by water discharges and/or runoff	<input type="checkbox"/> Not relevant. Waste water is discharged into municipal sewage treatment plants.

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307 Environmental compliance		
307-1	Non-compliance with environmental laws and regulations	<input checked="" type="checkbox"/> No fines or penalties for non-compliance were imposed in 2020. SR: Compliance management
308 Supplier Environmental Assessment		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR: Fair supply chains – Management approach
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR: Fair supply chains – Management approach
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR: Fair supply chains – Management approach
308-1	New suppliers that were screened using environmental criteria	<input checked="" type="checkbox"/> SR: Audits
308-2	Negative environmental impacts in the supply chain and actions taken	<input checked="" type="checkbox"/> SR: Audits SR: Main risk factors in the supply chain
400 Social		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR: Ready for people – Management approach
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR: Ready for people – Management approach
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR: Ready for people – Management approach
401 Employment		
401-1	New employee hires and employee turnover	<input checked="" type="checkbox"/> SR: Total workforce in Switzerland AR: Social plan
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<input checked="" type="checkbox"/> AR: Employees SR: General terms and conditions of employment
401-3	Parental leave	<input checked="" type="checkbox"/> SR: General terms and conditions of employment SR: Combining work and home life
402 Labour/management relations		
402-1	Minimum notice periods regarding operational changes	<input checked="" type="checkbox"/> CEA § 3.3 Negotiations should be engaged early enough with the contracting unions.
403 Occupational health and safety		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR: Occupational health and safety
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR: Occupational health and safety
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR: Occupational health and safety
403-1	Occupational health and safety management system	<input checked="" type="checkbox"/> AR: Collective employment agreement (CEA) AR: Employees (100% of staff) SR: The Employee Representation Committee's commitment to safety
403-2	Hazard identification, risk assessment, and incident investigation	<input checked="" type="checkbox"/> SR: Total workforce in Switzerland
403-3	Occupational health services	<input checked="" type="checkbox"/> Swisscom does not operate in areas or countries at high risk of communicable diseases or where communicable diseases are particularly prevalent. In response to the Covid-19-pandemic, various measures were initiated to protect employees. <input checked="" type="checkbox"/> SR: Dealing with the Covid-19 pandemic
403-4	Health and safety issues covered by formal agreements with trade unions	<input checked="" type="checkbox"/> SR: Occupational health and safety

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404 Training and education		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR: Employability – Management approach
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR: Employability – Management approach
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR: Employability – Management approach
404-1	Average hours of training per year per employee	<input checked="" type="checkbox"/> SR: Training and education
404-2	Programs for upgrading employee skills and transition assistance programs	<input checked="" type="checkbox"/> SR: Training and education
404-3	Percentage of employees receiving regular performance and career development reviews	<input checked="" type="checkbox"/> SR: Evaluating performance and professional development SR: Total workforce in Switzerland AR: Collective employment agreement (CEA)
405 Diversity and equal opportunity		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR: Diversity and equal opportunities – Management approach
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR: Diversity and equal opportunities – Management approach
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR: Diversity and equal opportunities – Management approach
405-1	Diversity of governance bodies and employees	<input checked="" type="checkbox"/> AR: 4 Board of Directors AR: 5 Group Executive Board SR: Total workforce in Switzerland
405-2	Ratio of basic salary and remuneration of women to men	<input checked="" type="checkbox"/> AR: 4 Board of Directors AR: 5 Group Executive Board SR: Total workforce in Switzerland
406 Non-discrimination		
406-1	Incidents of discrimination and corrective actions taken	<input checked="" type="checkbox"/> SR: Cases of discrimination and measures taken SR: Audit results – number of issues No incidents of discrimination reported.
407 Freedom of association and collective bargaining		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	<input checked="" type="checkbox"/> Covered mutually thanks to agreed peace obligation pursuant to CEA.
408 Child labour		
408-1	Operations and suppliers at significant risk for incidents of child labour	<input checked="" type="checkbox"/> SR: Main risk factors in the supply chain
409 Forced or compulsory labour		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	<input checked="" type="checkbox"/> SR: Main risk factors in the supply chain
412 Human rights assessment		
412-1	Operations that have been subject to human rights reviews or impact assessments	<input type="checkbox"/> No new company locations in 2020.
412-2	Employee training on human rights policies or procedures	<input checked="" type="checkbox"/> SR: Corporate ethics
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	<input checked="" type="checkbox"/> The Corporate Responsibility Contract Appendix (CRV) is part of all contracts.

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414 Supplier social assessment		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR: Fair supply chains – Management approach
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR: Fair supply chains – Management approach
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR: Fair supply chains – Management approach
414-1	New suppliers that were screened using social criteria	<input checked="" type="checkbox"/> SR: Audits
414-2	Negative social impacts in the supply chain and actions taken	<input checked="" type="checkbox"/> SR: Audits SR: Main risk factors in the supply chain
415 Public policy		
415-1	Political contributions	<input checked="" type="checkbox"/> SR: Responsibility towards the society Swisscom is politically and denominationally neutral and does not financially support any parties, opinion or decision makers.
416 Customer health and safety		
416-1	Assessment of the health and safety impacts of product and service categories	<input checked="" type="checkbox"/> SR: Mobile telephony and society SR: Media protection for minors and promoting media skills
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	<input checked="" type="checkbox"/> Relevant health standards for the mobile network are contained in the ICNIRP Guidelines and, in particular, the ONIR. SR: ONIR limits Swisscom complied with the limit values in 2020. SR: Compliance management No violations of regulations related to health and safety impacts of products and services identified.
417 Marketing and labelling		
417-1	Requirements for product and service information and labelling	<input type="checkbox"/> SR: Duty to provide information on products offered at points of sale Not relevant for Switzerland, except with respect to Ordinance on the Disclosure of Prices.
417-2	Incidents of non-compliance concerning product and service information and labelling	<input checked="" type="checkbox"/> SR: Compliance Management Concerning labelling and user information, formal deficiencies were found for two products, which led to a warning.
417-3	Incidents of non-compliance concerning marketing communications	<input checked="" type="checkbox"/> SR: Responsible marketing No violations in connection with marketing and communication detected.
418 Customer privacy		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR: Data protection
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR: Data protection
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR: Data protection
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<input checked="" type="checkbox"/> SR: Data protection Two incidents involved substantiated complaints from external parties regarding breaches of client data protection. One incident of data loss related to client data detected.
419 Socioeconomic compliance		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR: The Group's precautionary principle
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR: Compliance management
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR: Compliance management
419-1	Non-compliance with laws and regulations in the social and economic area	<input checked="" type="checkbox"/> SR: Compliance management AR: Legal environment