Sustainability Impact Report 2023 in accordance with GRI, SASB and ISO 14064
Annual reporting


Adjustments in 2023

The Swisscom Annual Report now includes the report on non-financial matters. This is Swisscom’s way of meeting the new requirements set out in the Swiss Code of Obligations, which establishes this sort of reporting as a mandatory requirement from 2023 onwards. The Sustainability Impact Report includes Swisscom’s sustainability reporting in Switzerland and now also the climate report, which used to be published separately.

The majority of the images on the cover pages and in the reports are taken from the various Swisscom campaigns conducted during the 2023 reporting year. The pictures of the Board of Directors and the Group Executive Board were taken by Manuel Rickenbacher.
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35%
The new TV-Box 5 is 35% more energy efficient than its predecessor.

‘My first mobile phone’
Swisscom launched a guide with tips and checklists and a public online parents’ evening on this hotly debated topic.

Net Zero 2035
As a Group, Swisscom has committed itself to an ambitious net-zero target for 2035 in accordance with SBTi.

First place
In 2023, World Finance magazine rated Swisscom the world’s most sustainable telecommunications company for the third time in a row.

Swisscom Mobile Aid
Through Mobile Aid, Swisscom has collected over one million used mobile phones since 2012, the proceeds of which go towards funding over five million meals for children in need.

Swisscom Campus
Visitors will find tips, tricks and all media courses on the 'Swisscom Campus' online platform. In 2023, the number of visits here more than doubled to 200,000 compared to the previous year.

Friendly Work Space
Swisscom was awarded the ‘Friendly Work Space’ label by Health Promotion Switzerland.
Dear Readers,

"Which corporations come to mind when you think of a sustainable company?" This is what 5,555 Swiss people were asked in a survey conducted by the University of St. Gallen. They voted Swisscom into the top 3 – a strong show of confidence.

Stakeholders’ letter

2023 saw even more top rankings. World Finance magazine named us the world’s most sustainable telecommunications service provider for the third time in a row. Swisscom also made it to the top of the podium at the Ethos Foundation, which rates Swiss companies according to their 'digital responsibility'. Although such rankings are pleasing, we can’t let them conceal the fact that the global challenges Swisscom wants to play its part in overcoming are huge and will keep us busy for a long time to come.

Climate protection and the circular economy – also in our supply chains
One of the most important issues is and remains climate protection. In the year under review, we as a Group set ourselves an ambitious net-zero target by 2035 in accordance with the SBTi. Since 1990, we have reduced our direct CO₂ emissions in the Swiss business by over 88%. In the year under review, we took various measures to reduce our total emissions by 1.6% compared to the previous year. For example, we expanded photovoltaics and produced 3.49 GWh of energy in 2023 thanks to 114 new solar installations.

After delivery bottlenecks in the previous year, the foundation has been laid to get e-car procurement back on track. In addition, we now include net-zero expectations of our suppliers in tenders and have launched joint CO₂ reduction programmes with our largest suppliers. We are also making consistent progress with our own products: our latest TV-Box is made of 65% recycled plastic, is 35% more energy-efficient than its predecessor and comes with 100% plastic-free packaging.

Data-based sustainability
We enable our customers to live and work sustainably, and are convinced that the digital transformation facilitates sustainability. Using carbon management solutions, we support companies in automatically recording and evaluating their emissions. We are also continuing to invest in innovative start-up companies that have a sustainable focus through the Swisscom StartUp Challenge, and established the ‘Deep Tech Nation’ foundation in the year under review with the aim of helping promising start-ups achieve a long-term breakthrough.

The digital transformation encompasses all areas of life
The fact that the digital transformation is ubiquitous in all areas of life poses challenges to and overwhelms parts of our society. Swisscom has therefore set itself the goal of preparing the Swiss population for a life that requires media skills. The response has been great. For example, our Swisscom Campus course platform recorded over 200,000 visitors in the year under review. Parents’ guides on topics such as ‘My first mobile phone’ were particularly popular, as were teaching units for children, for example on the environmental and social aspects of a smartphone’s value chain.

New challenges
We achieved a lot of what we set out to do in 2023. However, we also face new challenges, such as the question of how to use data and new artificial-intelligence applications transparently and consistently for the benefit of our customers and society. We are guided in this regard by our moral compass, which also guides us in all other matters. As ‘Innovators of Trust’, our mission is to achieve a positive impact for society. You, as our stakeholders, trust that we will take particular advantage of the opportunities presented by the digital transformation. We do our best every day to earn this trust.

Kind regards,

Stefan Nünlist
Head of Group Communications & Responsibility

Saskia Günther
Head of Sustainability
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Responsible business activities and risk management 19
Swisscom is the Swiss market leader for mobile telecommunications, fixed-line telephony and television. We also occupy a significant market position in various IT business segments. In Italy, our subsidiary Fastweb offers fixed-line and mobile communications services. The explanations in this report relate to our business in Switzerland.

Digitalisation and sustainability

Swisscom operates in a dynamic environment. The digital transformation is rapidly changing our society and economy, with connectivity and data volumes constantly increasing in response to changing customer needs. For ICT companies like Swisscom, this development is key for more than one reason. Firstly, digitalisation and society's response to it have a significant influence on our corporate strategy. Secondly, we are simultaneously shaping and accelerating the digital transformation along with many other companies, which presents both opportunities and challenges.

Our positioning in this context

It is imperative to us that this digital transformation serves sustainable development. As Switzerland’s leading ICT company, we want to seize the opportunities of the digital transformation for the prosperity of the country, minimise potential risks and thus help shape the future.

As an ‘Innovator of Trust’, we promote people’s digital literacy, take climate action, are committed to fair, climate-friendly supply chains and invest in reliable, high-performance ICT infrastructure. Accordingly, we have always considered environmental impact, social aspects and governance in all corporate decisions.

Opportunities and challenges of digital transformation for sustainable development

<table>
<thead>
<tr>
<th>Opportunities</th>
<th>Challenges</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>For society</strong></td>
<td>Better connectivity, convenience, entertainment and prosperity</td>
</tr>
<tr>
<td></td>
<td>Health risks due to acceleration, addiction potential and radiation, youth media protection, media skills, digital crime, fair supply chains.</td>
</tr>
<tr>
<td><strong>For the environment</strong></td>
<td>Numerous energy efficiency gains and digital solutions for climate action</td>
</tr>
<tr>
<td></td>
<td>Resource and energy consumption, climate change</td>
</tr>
<tr>
<td><strong>For the economy</strong></td>
<td>New business areas, competitiveness gains</td>
</tr>
<tr>
<td></td>
<td>Keeping up with market developments</td>
</tr>
</tbody>
</table>

For more information, please visit:
- [www.swisscom.ch/purpose](http://www.swisscom.ch/purpose)
- [www.swisscom.ch/sustainabledigitalisation](http://www.swisscom.ch/sustainabledigitalisation)
Swiss legislation, expectations of stakeholder groups and SDGs

Our stakeholders rightly place high demands on us in terms of sustainability. Working with them, we identify key issues each year on which we will focus when implementing our sustainability strategy.

The United Nations’ 2030 Agenda with its 17 Sustainable Development Goals (SDGs) also determines the general conditions for our sustainability strategy. Every time we make progress in our priority areas, we contribute to achieving these goals. In this report, the SDGs we contribute to through our measures are listed at the beginning of the sections ‘Environment’, ‘People’ and ‘Conduct’.

See also ‘Swisscom’s contribution to the SDGs’

Awards & ratings

We are repeatedly given awards for our long-standing commitment to sustainability.

World Finance Sustainability Award 2023
Most sustainable telecommunications service provider in the world

Ethos Foundation
Study on ‘Digital responsibility’, 1st place

Carbon Disclosure Project 2023
CDP climate score A

MSCI ESG Rating 2023
AA Leader EcoVadis 2023 | 81/100

History

1998
First telecommunications provider with ISO 14001 environmental management system certification

2002
Start of the Schools on the Net initiative: free internet for more than 5,000 Swiss schools

2010
100% electricity from renewable energy sources

2012
Launch of the Swisscom Mobile Aid second-life programme for mobile phones

2014
Opening of the data centre in Wankdorf, one of the most state-of-the-art and energy efficient of its kind in Europe

2016
Commitment to greenhouse gas reduction path according to the Science Based Targets initiative (SBTi)

2018
Introduction of energy-efficient cooling systems for mobile telephony stations

2020
Crowned the most sustainable telecommunications provider in the world and the company becomes climate-neutral

2021
80 electric vehicles in use

2022
Climate-neutral network, subscriptions and devices for all private and business customers

2023
Swisscom Campus hub for youth media protection and media skills
Sustainability Strategy 2025

The current sustainability strategy was formulated for the period up to 2025 for Swisscom in Switzerland (see also the Sustainability Report 2022, where the development is described in detail) and is derived from our corporate vision and the Group's objectives. It is entitled 'Responsibility means moving forward – now, not someday'. We want to take a leading role and address the challenges, however large and complex they may be, not only with long-term goals, but also with tangible solutions. Following ESG logic, the strategy can be divided into three areas:

1. Responsibility for the environment
   We want to become climate-neutral and make a positive contribution to reducing CO₂ emissions. Our entire Group (including Fastweb) has committed itself to the long-term goal of achieving net zero in 2035 in accordance with SBTi.

   - Increase energy efficiency and continue to use 100% renewable energy: fresh air cooling for fixed and mobile networks, electrification of the vehicle fleet
   - Reduce CO₂ emissions in the value chain: carbon reduction programme with suppliers, circular proprietary products
   - Develop a circular economy with second-life programmes: Mobile Aid promotes the longevity of devices and closes resource loops
   - Save CO₂ emissions with our customers: comprehensive B2B support on the path to climate neutrality

2. Responsibility for people
   In 2025, we will support two million people a year in the use of digital media and thus open up the digital world to everyone. We offer attractive working conditions and flexible working models, promote diversity and oppose all forms of discrimination.

   - Be one of the top 3 ICT employers: positioning via career portal and social media
   - Promote our talents and young talent: attract and retain talent and secure the next generation
   - Increase diversity through the percentage of women and the percentage of employees under 40: promote flexible working models, increase diversity and equal opportunity
   - Support people in using digital media: Swisscom Campus as a hub for youth media protection and media skills
   - Provide access to the network: expansion of high-speed internet with FTTH

3. Responsibility in actions
   A trustworthy partner for its stakeholder groups, Swisscom works according to clear and strict ethical principles. We are committed to fair working conditions and human rights along the entire value chain, as well as to data security and data protection.

   - Work in accordance with ethical principles: train all employees on ethical principles
   - Ensure data protection and data security: training for cyber-security specialists
   - Ensure fair working conditions in our supply chain: audits with Joint Audit Cooperation (JAC)
# Table of targets

<table>
<thead>
<tr>
<th>Focus of the sustainability strategy</th>
<th>2023 value</th>
<th>Status</th>
<th>Guideline target value for 2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Responsibility for the environment</td>
<td>Increase energy efficiency and continue to use 100% renewable energy</td>
<td>11.9%</td>
<td>+20%</td>
</tr>
<tr>
<td>KPI:</td>
<td>Climate-neutral: reduce CO₂ emissions from operations and in supply chains by 25% by 2025 compared with 2020</td>
<td>319,447</td>
<td>274,700</td>
</tr>
<tr>
<td>KPI: Scope 1 CO₂ emissions (vehicles and buildings incl. refrigerants), in tonnes</td>
<td>12,467</td>
<td>8,700</td>
<td></td>
</tr>
<tr>
<td>KPI: Scope 2 CO₂ emissions (electricity, district heating, offset), in tonnes</td>
<td>306,980</td>
<td>266,000</td>
<td></td>
</tr>
<tr>
<td>Promoting the circular economy through second-life programmes</td>
<td>190,000</td>
<td>250,000</td>
<td></td>
</tr>
<tr>
<td>Positive CO₂ contribution: saving 1 million tonnes of CO₂ annually with our customers</td>
<td>1,158,000</td>
<td>1,000,000</td>
<td></td>
</tr>
<tr>
<td>KPI: CO₂ savings in tonnes</td>
<td>1,200,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Responsibility for people</td>
<td>Employer attractiveness: be one of the top 3 ICT employers</td>
<td>68</td>
<td>67</td>
</tr>
<tr>
<td>KPI: Recommendation (Pulse employee survey, Net Promoter Score)</td>
<td>86.3</td>
<td>85</td>
<td></td>
</tr>
<tr>
<td>Training and education: promote talents and young talent</td>
<td>4.2</td>
<td>4.5</td>
<td></td>
</tr>
<tr>
<td>KPI: Number of training and development days/HC</td>
<td>25%</td>
<td>24.5%</td>
<td></td>
</tr>
<tr>
<td>Diversity, equity and inclusion: increasing diversity</td>
<td>14.4%</td>
<td>15.0%</td>
<td></td>
</tr>
<tr>
<td>KPI: Proportion of women in management</td>
<td>23.4%</td>
<td>25.0%</td>
<td></td>
</tr>
<tr>
<td>KPI: Proportion of employees &lt; 40</td>
<td>43.9%</td>
<td>40.0%</td>
<td></td>
</tr>
<tr>
<td>KPI: Proportion of employees with non-German language of communication</td>
<td>25.3%</td>
<td>26.3%</td>
<td></td>
</tr>
<tr>
<td>KPI: Proportion of employees with disabilities</td>
<td>1.14%</td>
<td>1.0%</td>
<td></td>
</tr>
</tbody>
</table>

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### Work stress and resilience: maintain or reduce the absentee rate

KPI: Absences in days/target days (weighted by FTE) x 100

- The target days result from the standard working hours
- By 2025, support 2 million people a year in the use of digital media
- By 2025, provide access to the network and further expand ultra-fast broadband

### 3. Responsibility in actions

#### Work in accordance with ethical principles

KPI: Proportion of employees trained in ethics

- Target not achieved

#### Ensure data protection and data security

KPI: Proportion of employees trained in cyber security

- Target exceeded

#### Improve working conditions along supply chains

KPI: Number of employees at suppliers in the audited factories

- Target not achieved

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1 All declarations in headcount. Targets achieved or exceeded for all KPIs, exception: proportion of women in management.
2 All information in number of contacts.
3 Base of 5.3 million homes and businesses in Switzerland. Value 2023 and target values 2024 resp. 2025 incl. locked optical fibre connections.
4 Training to start in early 2024.
5 Status = target achievement in the reporting year. Further information can be found in the individual topic chapters.
Swisscom’s contribution to the SDGs

Environment

- Promoting energy efficiency with innovative data centres and proprietary products.
- Covering 100% of our energy consumption through renewable sources.
- Digital transformation of public administrative bodies or solutions such as smart electricity and water meters for water providers that provide consumption data in real time.
- Promoting the circular economy and second-life programmes such as Mobile Aid.
- Avoiding waste and recycling valuable raw materials.
- Promoting biodiversity, e.g. through employee cultivation of bee populations.
- Supporting innovative ICT solutions in agriculture that use fewer resources, e.g. seed, fertilizer and energy.
- Promoting the circular economy and second-life programmes such as Mobile Aid.
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- Avoiding waste and recycling valuable raw materials.
- Promoting biodiversity, e.g. through employee cultivation of bee populations.
- Supporting innovative ICT solutions in agriculture that use fewer resources, e.g. seed, fertilizer and energy.

People

- Promoting the health of our employees with numerous programmes.
- Strengthening media skills and digital inclusion within society with courses and lesson modules.
- Boosting the employability of our employees by investing in training and development.
- Strengthening the Swiss education landscape, with free internet access for schools or helping girls get into ICT professions.
- Helping women to get into management, onto the Board of Directors and into ICT professions in general.
- Offering flexible working models for our employees to achieve a better work-life balance.
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Conduct

- Promoting sustainable business models, e.g. with intrapreneurship and the Swisscom StartUp Challenge.
- Ensuring fair and safe working conditions in our supply chains.
- Providing and expanding a reliable and efficient ICT infrastructure.
- Developing innovative, energy-efficient and resource-conserving products, e.g. the new TV-Box S.
- Acting in accordance with ethical principles and clear standards.
- Guidelines and training for our employees, especially in the area of data ethics.
- Supporting the UN Development Goals and the principles of the UN Global Compact.
- Commitment to fairness and sustainability in the supply chain, e.g. as a member of the Joint Alliance for CSR and the Global eSustainability Initiative.
Material topics

Our activities are interrelated with our social, ecological and economic environment. Every one to two years, we identify the sustainability issues in this network of relationships that are considered relevant or very relevant for our stakeholders and for us. This ensures that the strategic focus of our work for us and our environment is consistent and in line with current developments. This publication contains detailed information, facts and figures on all material issues.

Determining and reviewing the material issues

In 2022, we carried out several analyses as part of the revision of the Sustainability Strategy 2025, as well as a benchmark to determine and review the material issues. Internal and external stakeholders were involved in this process. Details on how the material issues were determined are described in the Sustainability Report 2022.

We have decided to work with the existing selection of issues again for the 2023 reporting year because they remain valid.

For the 2023 reporting year, we sharpened the focus on the impact of our activities on the economy, society and the environment.

Selection criteria for the material issues

The following criteria were decisive in determining the material issues:

- Significance and relevance for our stakeholder groups
- Importance of the topics in our norms and standards (vision, values, promise and code of conduct)
- Impact of our activities on the topic area
- Effects of the topics on the company's financial position, results of operations and on our reputation.

Process for determining the material issues

Cross-disciplinary project team

Corporate responsibility and corporate strategy

Trend analysis

Recognising new trends and assessing their relevance for our own business activities

Benchmarking

Identifying topics and trends at ten leading telecoms/ICT companies

Analysis of strengths and weaknesses

Strength and weakness profiles of each Swisscom division for each issue in the materiality matrix

Internal and external stakeholder groups

from the Swiss core market

Materiality analysis

Review selection and categorisation of issues

Materiality matrix

Quality criteria:

- Significance and relevance for our stakeholder groups
- Importance of the topics in our norms and standards (vision, values, promise and code of conduct)
- Impact of our activities on the topic area
- Effects of the topics on the company's financial position, results of operations and on our reputation

Group Executive Board Committee

Authorisation

Group Executive Board

Authorisation

Board of Directors

Authorisation
Materiality matrix

Material issues: classification according to their scope and importance for the environment

The diagram on the right shows the strength of our activities’ impact on the issues we consider to be material. These are structured according to the three approaches of our sustainability strategy: impacts can be fundamentally positive (e.g. strengthening digital literacy in society) or negative (e.g. CO₂ emissions).

The table also contains the issues classified as less relevant, which are not mentioned in the report. The impact was reassessed for the 2023 reporting year.
Group of stakeholders

Our stakeholders place high demands on us with regard to sustainability. We maintain direct communication and dialogue with all stakeholder groups.

Customers
We systematically ask our customers directly and by means of qualitative and quantitative surveys about their needs, their satisfaction and their perception of Swisscom as a responsible company.

Partners/NGOs
We believe in the importance of sharing insights and information with partners and NGOs within the framework of projects. These include myclimate, WWF, the Swiss Child Protection Foundation, the Association of Swiss Teachers (LCH), the Swiss Association for the Deaf, SOS Children’s Villages Switzerland and organisations that address issues such as human rights in the supply chain.

Investors and rating agencies
In addition to the Annual General Meeting and the quarterly publication of results, we are in dialogue with our investors at investor conferences and roadshows. They expect us first and foremost to deliver attractive profitability with stable distributions, but increasingly also to comply with various sustainability standards.

In the year under review, the number of enquiries about our approach to ESG topics continued to increase. Accordingly, dialogue with rating agencies is also important to us.

Authorities and legislators
We engage in intensive dialogue with the authorities, political parties, associations and NGOs on political and regulatory issues and play a constructive role in the legislative process. One of the key topics here is the expansion of the 5G network infrastructure, for example.

Suppliers
Our procurement organisation is responsible for supplier management. This includes risk analysis, the choice of supply partners, contracting, and a dedicated supplier evaluation and development process. Agreements on objectives are formulated, fulfilment of services is reviewed and ESG issues are also taken into account as standard.

In order to achieve our ESG objectives, we keep an open dialogue with global suppliers. We also use the channel of the international cooperation within relevant sectors ‘Joint Alliance for CSR – JAC’.

In the year under review, the number of enquiries about our approach to ESG topics continued to increase. Accordingly, dialogue with rating agencies is also important to us.

See also ‘Fair supply chains’
Media
Our relationship with the media is based on professional journalistic principles. In addition to the media office, our management also engages in regular dialogue with journalists.

Public
We maintain contact with the public via our website, through social media and surveys, at trade fairs and as part of events. In the year under review, we also entered into a new partnership with the Sustainable Switzerland initiative.

Social partners
Regular contact with our social partners is particularly important to us. Our social partners include syndicom (the union for media and communications) and transfair (the public service staff association). Both are the dialogue and negotiating partners for matters relevant to the CEA and strategic participation.

Employees and employee representation
Using a wide range of communication platforms and activities, we promote a corporate culture that encourages dialogue between the CEO and top management on the one side and our employees on the other. For example, the CEO regularly answers employees’ questions in online ‘coffee talks’.

The employee association takes on board the requests, wishes and criticisms of employees and represents these in discussions with management. It is made up of 44 members, i.e. approximately one representative for every 400 employees. Employee concerns mainly relate to social partnership, training and development, diversity, and health and safety at work.

Strategic goals of the Federal Council
The Federal Council defines the goals which the Confederation as our principal shareholder aims to achieve in the next four years. During the current target period, which runs until 2025, it expects us to pursue a corporate strategy that is, to the extent economically possible, committed to sustainable and ethical principles. In this context, the reduction of greenhouse gas emissions is of particular importance. In addition, the strategy should take into account the concerns of the different parts of the country, where operationally appropriate.

Global
Our Sustainability Strategy 2025 is based on the UN’s Global Sustainability Goals.

150,000
By 2025, 150,000 workers in our supply chains should benefit from improved working conditions each year.
Corporate responsibility governance

Our corporate responsibility (CR) Governance is coordinated with all line units and the roles are clearly defined. More information on this can be found on our website and in the Report on Non-Financial Matters in the Annual Report.

*www.swisscom.ch/corporate-responsibility-governance*

*www.swisscom.ch/report2023*

*The Board of Directors has overarching responsibility for ESG matters and approves the sustainability strategy as part of the corporate strategy.*
Responsible business activities and risk management

We work in a sustainable manner, in accordance with our visions and values. We use established management systems and approaches to reduce ecological, economic and social risks. Group targets and directives ensure that sustainability is taken into account in operations and projects.

We systematically train and raise awareness among our employees to comply with these requirements. Some key management systems and codes of conduct are listed below.

- **Swisscom codes and guidelines**, such as the Code of Conduct and the Code of Conduct for Procurement
- **Compliance management system** and compliance report to promote and monitor compliance with the law, e.g. in the area of anti-corruption
- **Fraud management** to reduce risk of fraud through prevention and detection measures
- **SA8000 certification and guidelines on protecting human rights** within the Group and in our supply chains based on the UN Guiding Principles on Business and Human Rights
- **Certification according to ISO standards** 9001, 14001, 140064, 20000, 27001 and 33002
- **FCOS-certified system for ensuring occupational health and safety**
- **Quality assurance system** for measuring the electromagnetic fields of our mobile antennas
- **Guaranteed data security** at Swisscom and Cybersecurity offerings for customers
- **Responsible marketing** through compliance with the principles of the Swiss Commission for Fairness in Advertising

Further details can be found at: [www.swisscom.ch/cr-governance](http://www.swisscom.ch/cr-governance)

To safeguard trade secrets, we do not publish any compliance reports. [www.swisscom.ch/report2023](http://www.swisscom.ch/report2023)
To help limit the global temperature increase to 1.5°C, we want our Swiss business to be climate-neutral across the entire value chain by 2025 and, together with our customers, save one million tonnes of CO\textsubscript{2} per year. This corresponds to around 2% of Switzerland’s CO\textsubscript{2} emissions.
Energy

Management approach

The cheapest and most environmentally friendly energy is energy we don’t consume and therefore don’t have to produce in the first place. In times of looming energy crises, this truism has taken on a whole new meaning. In this section, we therefore place a particular focus on measures to reduce our energy consumption and the associated energy efficiency.

Energy targets and achievement thereof

<table>
<thead>
<tr>
<th>Reference</th>
<th>Approach</th>
<th>Start year</th>
<th>Target year</th>
<th>Target</th>
<th>Target achievement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Swisscom</td>
<td>Not weighted</td>
<td>2020</td>
<td>2025</td>
<td>20%</td>
<td>11.9%</td>
</tr>
<tr>
<td>Swisscom</td>
<td>Not weighted</td>
<td>2020</td>
<td>2030</td>
<td>48%</td>
<td>11.9%</td>
</tr>
<tr>
<td>EnAW 2</td>
<td>Weighted</td>
<td>2013</td>
<td>2024</td>
<td>36%</td>
<td>64.4%</td>
</tr>
<tr>
<td>EEC</td>
<td>Not weighted</td>
<td>2020</td>
<td>2030</td>
<td>18%</td>
<td>2.7%</td>
</tr>
</tbody>
</table>

1 The reference value and calculation of efficiency is based on guidelines from the Swiss Federal Office of Energy (SFOE), namely the ‘Target agreement with the federal government to boost energy efficiency’ dated 5 May 2022.
2 EnAW target path of 3% per year.
3 Values from previous year.

Our key energy efficiency measures

The measures listed in the following section make the greatest contribution to increasing our energy efficiency. Not mentioned here is the electrification of heating systems and vehicles, which is also accompanied by considerable increases in efficiency. Since this measure primarily serves to reduce CO₂ emissions, it is discussed in detail in the following ‘Climate’ section.

Development of energy mix

<table>
<thead>
<tr>
<th>Year</th>
<th>Electrical energy consumption</th>
<th>Heat energy consumption</th>
<th>Vehicle fuel consumption</th>
</tr>
</thead>
<tbody>
<tr>
<td>1990</td>
<td>457,167</td>
<td>552,987</td>
<td>542,290</td>
</tr>
<tr>
<td>2020</td>
<td>539,527</td>
<td>542,364</td>
<td>542,364</td>
</tr>
<tr>
<td>2021</td>
<td>542,364</td>
<td>542,364</td>
<td>542,364</td>
</tr>
<tr>
<td>2022</td>
<td>542,364</td>
<td>542,364</td>
<td>542,364</td>
</tr>
<tr>
<td>2023</td>
<td>542,364</td>
<td>542,364</td>
<td>542,364</td>
</tr>
</tbody>
</table>
Electricity

The network infrastructure is Swisscom’s largest electricity consumer and accounts for around two-thirds of our total electrical energy consumption. Despite our reduction measures, our electrical energy consumption rose slightly in the reporting year in both the fixed-line and mobile networks due to the continuous network expansion. Nevertheless, we saved approximately 14.8 GWh (2022: 20 GWh) of energy with the following measures. By 2030, we want to reduce our energy consumption by 30% compared with 2021, despite increasing data volumes.

- Modernisation of the low-band radio units in the mobile network, the switch to fibre-optic networks and the automatic reduction of network capacity in the event of low traffic loads (energy-saving functions in the mobile phone network).
- Shutdown of older network platforms and space reductions in control centres.
- Replacement of cooling units with fresh air cooling; a further 750 mobile telephony sites are to be modified by the end of 2026.
- Innovative data centres and server virtualisation: the power usage effectiveness (PUE) value represents the total power consumed by a data centre relative to the power consumed by the IT infrastructure used there. In the year under review, our data centres had an average PUE value of 1.31. Our most innovative data centre is located in Bern Wankdorf. It is cooled with circulating air and rainwater, and its waste heat flows into the heating network of the city of Bern. In order to further boost the efficiency of our data centres, we are focusing primarily on server virtualisation. Furthermore, in the year under review, our Zurich-Herdern data centre was awarded the Silver Plus label by the Swiss Datacenter Efficiency Association (SDEA).
- Continuous savings and improvements in buildings, for example, through the systematic switch to LED lighting, operational optimisation measures and the implementation of smart solutions.

Fuels

In the reporting year, Swisscom had an average of 2,460 vehicles in its fleet (1,617 passenger vehicles and 843 commercial vehicles). Despite the following efficiency measures, fuel consumption increased in the reporting year, as we had an increased contract volume and therefore travelled more kilometres, particularly with our commercial vehicles.

- Optimisations in field and customer services.
- Reduction of the fleet from 2,552 to 2,460 cars.
- Optimisation of traditional drives.
- Procurement of electric or energy-efficient vehicle models.

Heating fuel and district heating

Thermal energy consumption was further reduced in the reporting year. The following measures have made significant contributions to increasing energy efficiency in the area of heating fuel and district heating.

- Refurbishment of our owned properties.
- Use of smart heating control systems in our operations centres and, wherever possible, in our office buildings, although our influence as a tenant is limited.
- Reduction of the room temperature to 20°C in winter 2022/2023 in the wake of power shortages.
- Better utilisation of space through concentration of operations at strategic locations.
- Use of waste heat from the IT infrastructure in the operating rooms and from data centres to heat the offices. Wherever possible, surplus waste heat is also supplied to the district heating network in the neighbourhood.
- Systematic and recurring operational optimisations.
### Key energy figures

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
<th>Change compared with previous year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total electricity</strong></td>
<td>485,953</td>
<td>471,972</td>
<td>481,551</td>
<td>485,893</td>
<td>1%</td>
</tr>
<tr>
<td>Vehicle fuel consumption petrol</td>
<td>3,699</td>
<td>4,015</td>
<td>4,291</td>
<td>5,379</td>
<td>25%</td>
</tr>
<tr>
<td>Vehicle fuel consumption diesel</td>
<td>25,141</td>
<td>24,860</td>
<td>22,551</td>
<td>22,637</td>
<td>0%</td>
</tr>
<tr>
<td>Vehicle fuel consumption natural gas</td>
<td>89</td>
<td>–</td>
<td>–</td>
<td>–</td>
<td></td>
</tr>
<tr>
<td><strong>Total vehicle fuel</strong></td>
<td>28,929</td>
<td>28,875</td>
<td>26,842</td>
<td>27,996</td>
<td>4%</td>
</tr>
<tr>
<td>Heating oil consumption (emergency power systems)</td>
<td>1,193</td>
<td>1,154</td>
<td>1,343</td>
<td>1,326</td>
<td>–1%</td>
</tr>
<tr>
<td>Heating energy consumption heating oil</td>
<td>18,127</td>
<td>19,436</td>
<td>14,510</td>
<td>12,848</td>
<td>–11%</td>
</tr>
<tr>
<td>Heating energy consumption natural gas</td>
<td>7,944</td>
<td>7,702</td>
<td>5,074</td>
<td>4,459</td>
<td>–12%</td>
</tr>
<tr>
<td>Heating energy consumption district heating</td>
<td>10,540</td>
<td>12,786</td>
<td>9,915</td>
<td>9,569</td>
<td>–4%</td>
</tr>
<tr>
<td>Heating energy consumption biomass</td>
<td>301</td>
<td>365</td>
<td>291</td>
<td>276</td>
<td>–5%</td>
</tr>
<tr>
<td><strong>Total heating fuel and district heating</strong></td>
<td>38,105</td>
<td>41,443</td>
<td>31,133</td>
<td>28,474</td>
<td>–9%</td>
</tr>
<tr>
<td><strong>Total energy consumption</strong></td>
<td>552,987</td>
<td>542,290</td>
<td>539,527</td>
<td>542,364</td>
<td>1%</td>
</tr>
</tbody>
</table>

1 The proportion of renewable energies totals 89% thanks to the purchase of renewable electricity.
2 The inventory was recalculated in 2023 and extended to all Swiss subsidiaries. Further information in the annex entitled ISO 14064.
Climate

Management approach
The framework conditions to limit the consequences of climate change have changed for companies in recent years and are still evolving. However, one factor is becoming a clear and stable constant: policymakers and companies must pursue efforts to replace the use of fossil fuels, regardless of the regulatory and legal framework.

This has motivated us in recent years to make Swisscom a climate protection pioneer.

The adoption of the Climate and Innovation Act in June 2023 means Swiss companies are required to achieve net-zero emissions by 2050 and produce roadmaps for how they plan to get there. As a pioneer, we have reduced our Scope 1 and 2 emissions in the Swiss business by 88% since 1990 (target for 2025: 90%). We have been able to reduce our Scope 3 emissions by 38% since 2013 (target for 2025: 50%).

As a Group, we have committed to achieving net-zero greenhouse gas emissions across the entire value chain by 2035 in accordance with SBTi, thereby making a key contribution to a climate-friendly Switzerland. This ambitious target was validated by the SBTi in the reporting year. In so doing, we are committed to reducing our absolute Scope 1, 2 and 3 greenhouse gas emissions by 90% by 2035, as against 2018 as the baseline year.

To this end, we have defined an ambitious climate strategy and a comprehensive raft of measures covering our entire value chain (Scope 1–3) at the level of Swisscom in Switzerland. Our climate strategy is based on the IPCC reports, which call for a tightening of the Paris climate target and recommend that a maximum temperature increase of 1.5°C be adhered to.

Like the regulatory environment, the financial market environment is also undergoing changes. Private and institutional investors are increasingly looking for sustainable investments. Swisscom’s Green Bond Framework is based on the principles of the International Capital Market Association (ICMA) and meets investors’ needs. Investors expect transparent reporting on the interactions between the company and the climate, i.e. on the risks and opportunities of climate change for the company and vice versa.

On the following pages, we list our climate targets and the measures taken to achieve them, including offsetting, avoided emissions and climate risks. Our 2023 greenhouse gas inventory is based on the current GHG standards and is verified annually by an independent audit in accordance with ISO 14064. All details on the calculation of our CO₂ emissions can be found in annex ISO 14064. The verification focuses on Swisscom’s Scope 1, 2 and 3 emissions in Switzerland and climate offsetting. Avoided emissions are also analysed, albeit in less depth. The exact reference systems can be found in the annex entitled ISO 14064. In relation to quality, we also take into account the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) of the Financial Stability Board (FSB).

Our emissions in Switzerland
As mentioned at the beginning, we have been continuously and systematically reducing our CO₂ emissions in Scopes 1 and 2 since 1990 and in Scope 3 since 2013. In addition to measures to increase energy efficiency, we are taking further action to reduce our impact on the climate.

As a Group, we are committed to achieving net-zero greenhouse gas emissions across the entire value chain by 2035.
Swisscom’s climate targets

<table>
<thead>
<tr>
<th>Targets of Swisscom in Switzerland</th>
<th>Start year</th>
<th>Target year</th>
<th>Target</th>
<th>As at 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scope 1 and Scope 2 reduction</td>
<td>1990</td>
<td>2025</td>
<td>−90%</td>
<td>−88%</td>
</tr>
<tr>
<td>Scope 3 reduction</td>
<td>2013</td>
<td>2025</td>
<td>−50%</td>
<td>−38%</td>
</tr>
<tr>
<td>Climate-neutral operations 1</td>
<td>2020</td>
<td>Achieved</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Climate-neutral company Scope 1–3</td>
<td>2025</td>
<td>On track</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scopes 1–3 reduction: acc. to 1.5°C reduction path of sector guidance (SBTi)</td>
<td>2020</td>
<td>2025</td>
<td>−25%</td>
<td>−15%</td>
</tr>
<tr>
<td>Scopes 1–3 reduction: acc. to 1.5°C reduction path of sector guidance (SBTi)</td>
<td>2020</td>
<td>2030</td>
<td>−50%</td>
<td>−15%</td>
</tr>
<tr>
<td>SBTi targets of the Swisscom Group (incl. Fastweb)</td>
<td>Near-term target Scope 1 and 2</td>
<td>2018</td>
<td>2030</td>
<td>80%</td>
</tr>
<tr>
<td>Near-term target Scope 3</td>
<td>2018</td>
<td>2030</td>
<td>60%</td>
<td>−18%</td>
</tr>
<tr>
<td>Long-term target Scope 1–4</td>
<td>2018</td>
<td>2035</td>
<td>90%</td>
<td>−18%</td>
</tr>
<tr>
<td>Net zero 2035 Scope 1–3</td>
<td>2018</td>
<td>2035</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1 Residual emissions are offset through climate protection projects for CO₂ avoidance or removal.
2 The target limit includes biogenic land-based emissions.
3 Includes emissions from Fastweb that have not yet been audited; the 2023 status has not yet been reported to SBTi.

Although the new SBTi baseline year requirements in the ICT sector mean that we can no longer fully take into account the many years of emission reductions since 1990 within the framework of the targets, we have set ourselves the ambitious Group target of achieving net zero by 2035. As an interim step, we want to achieve full climate neutrality across the entire value chain of our Swiss business by 2025. To this end, we want to reduce our total Scope 1 to 3 emissions by a further 25% from 2020 to 2025. We will use high-quality carbon certificates from selected climate protection projects to offset the residual emissions that remain unavoidable despite intensive measures to reduce them and, in so doing, take responsibility for currently unavoidable greenhouse gas emissions.

Reviewing and recalculating our emissions

In the reporting year, we expanded our greenhouse gas inventory to include all subsidiaries in Switzerland. Emissions from our customers’ roaming abroad (Scope 3, Category 1) and emissions from Swisscom Ventures’ investments in start-ups (Scope 3, Category 15) were also newly included in our CO₂ inventory. The supply chain emissions were updated on the basis of current data. Details on the recalculation of our greenhouse gas inventory can be found in annex entitled ISO 14064.

We therefore recalculated our Scope 1 to 3 emissions in the reporting year and retroactively recalculated the years up to the base years 2018 and 2013 in order to be able to continue to refer to the base years in terms of achievement of targets. This recalculation of the greenhouse gas inventory and the corresponding adjustments underwent an independent audit in accordance with ISO 14064. According to the SBTi, the targets and greenhouse gas inventory must be reviewed at least every five years and recalculated and validated if necessary. This ensures that they are in line with the latest climate science and best practices.

Summary of Scope 1, Scope 2 and Scope 3 emissions

<table>
<thead>
<tr>
<th>Scope / Target</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
<th>Change compared with previous year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scope 1 (from consumption of fossil energies)</td>
<td>14,497</td>
<td>14,784</td>
<td>12,459</td>
<td>12,267</td>
<td>−2%</td>
</tr>
<tr>
<td>Scope 1 (from refrigerants)</td>
<td>48</td>
<td>46</td>
<td>401</td>
<td>259</td>
<td>−35%</td>
</tr>
<tr>
<td>Scope 1 (from biomass)</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>−5%</td>
</tr>
<tr>
<td>Scope 2 (from electricity, location-based)</td>
<td>47,265</td>
<td>45,905</td>
<td>46,837</td>
<td>47,259</td>
<td>1%</td>
</tr>
<tr>
<td>Scope 2 (from district heating, location-based)</td>
<td>1,201</td>
<td>1,461</td>
<td>1,152</td>
<td>1,083</td>
<td>−6%</td>
</tr>
<tr>
<td>Total Scopes 1, 2 (‘location-based’)</td>
<td>63,011</td>
<td>62,198</td>
<td>60,849</td>
<td>60,808</td>
<td>−0%</td>
</tr>
<tr>
<td>Scope 2 (from electricity, ‘market-based’)</td>
<td>−</td>
<td>−</td>
<td>−</td>
<td>−</td>
<td>−</td>
</tr>
<tr>
<td>Scope 2 (from district heating, ‘market-based’)</td>
<td>−</td>
<td>−</td>
<td>−</td>
<td>−</td>
<td>−</td>
</tr>
<tr>
<td>Total Scopes 1, 2 (‘market-based’)</td>
<td>14,546</td>
<td>14,832</td>
<td>12,861</td>
<td>12,467</td>
<td>−3%</td>
</tr>
<tr>
<td>Scope 3</td>
<td>361,349</td>
<td>329,310</td>
<td>322,569</td>
<td>369,800</td>
<td>−2%</td>
</tr>
<tr>
<td>Total for Scopes 1, 2 (‘location-based’), 3</td>
<td>424,361</td>
<td>391,528</td>
<td>373,419</td>
<td>376,788</td>
<td>−2%</td>
</tr>
<tr>
<td>Total for Scopes 1, 2 (‘market-based’), 3</td>
<td>375,895</td>
<td>344,162</td>
<td>325,430</td>
<td>339,447</td>
<td>−2%</td>
</tr>
</tbody>
</table>

1 Before offsetting through certification of origin.
2 After offsetting through certification of origin.
3 The CO₂ inventory was recalculated in 2023 and extended to all Swiss subsidiaries. Further information in the annex entitled ISO 14064.

CO₂ intensities

<table>
<thead>
<tr>
<th>Scope / Target</th>
<th>Unit</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>CO₂ intensity of Scope 1 and 2</td>
<td>Tonnes / TJ</td>
<td>73</td>
<td>76</td>
<td>6.6</td>
<td>6.4</td>
</tr>
<tr>
<td>CO₂ intensity turnover</td>
<td>Tonnes / CHF million</td>
<td>1.7</td>
<td>1.7</td>
<td>1.5</td>
<td>1.5</td>
</tr>
<tr>
<td>CO₂ intensity EBITDA</td>
<td>Tonnes / CHF million</td>
<td>4.1</td>
<td>4.2</td>
<td>3.6</td>
<td>3.2</td>
</tr>
</tbody>
</table>
Scope 1

Our most important internal lever for reducing CO₂ emissions remains energy consumption. We mainly use electricity to run our networks (fixed, mobile and broadcasting networks) and, to a much lesser extent, fuel for operational mobility and for heating our offices. The switch from fossil fuels to renewable energy sources is particularly relevant for Scope 1 emissions. Due to the increased contract volume in network expansion, our commercial vehicles in particular travelled more kilometres in the reporting year. Nevertheless, we were able to further reduce our Scope 1 emissions overall. In addition to the points already mentioned in the ‘Energy’ section, the following measures contribute to reducing our Scope 1 emissions.

- **Reducing the impact of refrigerants on the climate**
  We have set ourselves the target of reducing CO₂ emissions due to refrigerant losses to zero by 2035. Since 2015, we have only used hydrofluorocarbons (HFCs) with a global warming potential (GWP) of 1 wherever possible. We only use natural refrigerants for new installations. We will continue to actively pursue new technologies in the future and aim to completely replace all systems with a GWP > 6 by 2035 (with the exception of <22 kW installations). Wherever possible, we cool using direct free cooling. Rainwater is also used to improve efficiency and during hot spells. We want to cool our server rooms in the most climate-friendly way possible.

- **Electrification of our vehicle fleet**
  We want to reduce the direct emissions of our vehicle fleet by half between 2020 and 2025, and to zero by 2030. In addition to the efficiency measures listed in the ‘Energy’ section, we will fully electrify our entire fleet by 2030. There are currently 156 electric vehicles in our fleet. In the reporting year, the necessary decisions were made to get the procurement of electric vehicles back on track following supply bottlenecks in previous years.

- **Replacement of fossil-fuelled heating systems**
  Since 2016, all heating systems due to be upgraded with CO₂-free systems have been systematically replaced. The new heating systems generate heat by means of heat pumps, biomass (wood), district heating and, where possible, heat recovery from their own operation. By the end of 2023, 110 heating systems had been upgraded, and all heating systems are to be electrified by 2035.

- **Alternative solutions for emergency power systems**
  In the year under review, we successfully launched the ‘Decarbonising emergency power’ pilot project to replace diesel heating fuel for an emergency power generator with HVO (hydrotreated vegetable oil). In the future, the use of HVO could reduce CO₂ emissions for the operation of emergency power generators by up to 90%.

- **Procurement of eco-friendly heating oil**
  As of 2020, we only purchase eco-friendly heating oil with a reduced sulphur content for our properties. Since June 2023, this has been a legal requirement under the Ordinance on Air Pollution Control.

---

**Details of Scope 1 emissions**

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle fuel consumption petrol</td>
<td>1,025</td>
<td>1,113</td>
<td>1,190</td>
<td>1,491</td>
</tr>
<tr>
<td>Vehicle fuel consumption diesel</td>
<td>6,719</td>
<td>6,644</td>
<td>6,028</td>
<td>6,045</td>
</tr>
<tr>
<td>Vehicle fuel consumption natural gas</td>
<td>16</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Heating oil consumption (emergency power systems)</td>
<td>319</td>
<td>308</td>
<td>359</td>
<td>354</td>
</tr>
<tr>
<td>Heating energy consumption heating oil</td>
<td>4,842</td>
<td>5,192</td>
<td>3,877</td>
<td>3,483</td>
</tr>
<tr>
<td>Heating energy consumption natural gas</td>
<td>1,575</td>
<td>1,527</td>
<td>1,006</td>
<td>884</td>
</tr>
<tr>
<td>Scope 1 CO₂ eq. emissions (from energy consumption)</td>
<td>14,497</td>
<td>14,784</td>
<td>12,459</td>
<td>12,207</td>
</tr>
<tr>
<td>Scope 1 CO₂ eq. emissions (from refrigerants)</td>
<td>48</td>
<td>46</td>
<td>401</td>
<td>259</td>
</tr>
<tr>
<td>CO₂ eq. emissions from biomass</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

**Scope 1 CO₂ eq. emissions**

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>14,546</td>
<td>14,832</td>
<td>12,861</td>
<td>–</td>
<td>12,467</td>
</tr>
</tbody>
</table>

---

**Other targets agreed with the Energy Agency of the Swiss Private Sector (EnAW)**

<table>
<thead>
<tr>
<th>Reference</th>
<th>Target agreement</th>
<th>Start year</th>
<th>Target year</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>EnAW</td>
<td>CO₂ intensity of heating fuels (CO₂ emissions as a proportion of total CO₂ emissions and CO₂ savings)</td>
<td>2013</td>
<td>2024</td>
<td>–9.5%</td>
</tr>
<tr>
<td>EnAW</td>
<td>CO₂ intensity of vehicle fuels (CO₂ emissions as a proportion of total CO₂ emissions and CO₂ savings)</td>
<td>2013</td>
<td>2024</td>
<td>–28.4%</td>
</tr>
</tbody>
</table>
Scope 2

We have been pursuing a ‘market-based’ approach for the non-renewable portion of purchased electricity since 2010 and for district heating since 2019. In accordance with the ‘GHG Protocol Scope 2 Guidance’, we report Scope 2 emissions both before and after offsetting through certifications of origin (COEs) (‘location-based’ or ‘market-based’). The quality criteria for certifications of origin in accordance with ISO 14064 are met for energy. In the case of district heating, however, the ISO standard does not directly take into account offsetting through certifications of origin. As there is no option of generating certification of origins for geothermal energy in the same country or within the market boundaries, we are unable to meet the quality criteria set out in the standard in full. The use of certified electricity and district heating reduces CO₂ emissions from electricity to the indirect emissions (provision of electricity and district heating). The efficiency measures for electrical energy consumption outlined in the ‘Energy’ section have helped to prevent Scope 2 emissions. The following additional measures limit our climate impact in Scope 2:

• Use of 100% renewable electricity
  We purchase an electricity mix of 100% renewable energy sources (with certifications of origin), mostly hydroelectricity and a blend of other renewable sources, such as wind and solar power.

• Use of renewable heat
  We have been purchasing renewable district heating since 2019 and look into new connections to the local district heating network wherever possible.

• Electricity generation from our own PV systems
  We have PV systems installed on our buildings every year. The electricity produced is consumed primarily by the company itself, while any surplus produced is channeled into the grid. In the year under review, we further increased the number of PV systems and decided to ramp up the expansion of PV at our locations between 2024 and 2026. Nevertheless, our PV systems generated less electricity in the reporting year than in the previous year due to fewer hours of sunshine.

### Power development of solar installations

<table>
<thead>
<tr>
<th>Year</th>
<th>kWp</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>2,600</td>
</tr>
<tr>
<td>2021</td>
<td>9,376</td>
</tr>
<tr>
<td>2022</td>
<td>3,699</td>
</tr>
<tr>
<td>2023</td>
<td>3,948</td>
</tr>
</tbody>
</table>

### Number of solar installations

<table>
<thead>
<tr>
<th>Year</th>
<th>Installations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>50</td>
</tr>
<tr>
<td>2021</td>
<td>90</td>
</tr>
<tr>
<td>2022</td>
<td>104</td>
</tr>
<tr>
<td>2023</td>
<td>114</td>
</tr>
</tbody>
</table>

### Development of electricity production from solar installations

<table>
<thead>
<tr>
<th>Year</th>
<th>GWh</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>2.40</td>
</tr>
<tr>
<td>2021</td>
<td>2.94</td>
</tr>
<tr>
<td>2022</td>
<td>3.60</td>
</tr>
<tr>
<td>2023</td>
<td>3.49</td>
</tr>
</tbody>
</table>

### Emission factors and Scope 2 emissions before and after obtaining certification of origin

<table>
<thead>
<tr>
<th>Component</th>
<th>Emission factor [CO₂ eq./kWh]</th>
<th>Scope 2 emissions [t CO₂ eq.]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity</td>
<td>from 2019 128.00 97.30 30.70</td>
<td>2020 48,465 2021 47,366 2022 47,989 2023 48,342</td>
</tr>
<tr>
<td>District heating</td>
<td>2020 162.80 113.186</td>
<td>2023 49.61</td>
</tr>
<tr>
<td>District heating</td>
<td>2020 49.61</td>
<td>0 49.61</td>
</tr>
</tbody>
</table>

1 The CO₂ inventory was recalculated in 2023 and extended to all Swiss subsidiaries. Further information in the annex entitled ISO 14064.
**Scope 3**

More than 95% of our emissions are attributable to indirect emissions. Accordingly, the greatest leverage for decarbonisation lies in our upstream and downstream value chains. Our indirect emissions can be categorised into three main areas: supply chain, employee mobility and own products, where we also direct our CO\(_2\) reduction measures. In the reporting year, we reduced our Scope 3 emissions by just under 2%.

**Reducing CO\(_2\) emissions in the supply chain**

Every year, Swisscom procures goods and services worth over CHF 3.4 billion. In total, we work with over 3,000 suppliers in more than 150 commodity groups. Two-thirds of our indirect emissions in the value chain are generated in the production and delivery of the network infrastructure, IT, merchandise and services we purchase. Our procurement team ensures compliance with procurement regulations and due diligence. It is attached to the Group Business Steering division and is therefore the responsibility of the CFO.

We are committed to working with supply partners who do their bit for the environment. We also require our key suppliers and those from high-risk product groups to be transparent about their footprint (CDP) and to commit to SBTi targets.

Containing climate change can only be achieved through collaboration, which is why, along with other telecoms providers, we are an active member of JAC (Joint Alliance for CSR). True to the motto ‘Cooperation beyond competition’, we are working together as an industry to decarbonise supply chains.

**Challenges in the reporting year**

The supply chain is not only our largest source of emissions, but also one of the most complex. Accordingly, we faced challenges in dealing with emissions in the supply chain in the reporting year.

- Extension of the scope to all subsidiaries in Switzerland.
- Volatile CO\(_2\) reporting from key suppliers.
- Change in procurement and procurement expenditure.

Below are our key CO\(_2\) reduction measures and programmes in the area of supply chains.

- **Carbon Disclosure Programme (CDP)**
  Transparency is the basis for implementing effective measures. We require our strategically important suppliers to report their carbon footprint via the Carbon Disclosure Programme. In 2023, 124 suppliers (2022: 76) disclosed their footprint, which corresponds to 55% of our procurement expenditure.

- **Joint carbon reduction programmes (CRPs)**
  We seek to significantly reduce CO\(_2\) emissions through intensive cooperation with suppliers and sub-suppliers as part of joint carbon reduction programmes. One such example is our work with Arcadyan on our new TV-Box 5, the first Swisscom product with an externally verified (by TÜV) product carbon footprint. Thanks to lower resource consumption and efficient design, the footprint from manufacture and use amounts to 19.7 kg of CO\(_2\).

- **JAC Call to Action Webinar**
  In July 2023, Swisscom communicated its ambitions and expectations in two ‘Call to Action’ webinars within the JAC network. It explained to participating global suppliers how the telecommunications industry wants to work together to decarbonise supply chains and use ESG as an award criterion.

- **Embedding ESG into the digitalised procurement process**
  ESG criteria are anchored in our digital purchasing process (risk analysis, sourcing, supplier onboarding, contracting, supplier assessment and supplier development) and are taken into account when awarding purchasing contracts on the basis of risk segmentation.

- **Raising awareness and training buyers**
  Supply chain managers are one of the most important interfaces to our suppliers. The awareness of the purchasing community was raised and training was provided to it as part of an ESG Purchasing Circle and through mandatory webinars.

- **Reducing CO\(_2\) emissions in relation to employee mobility**
  Employee mobility is another significant source of indirect emissions. We differentiate between commuter transport and business trips.

- **Commuter transport**
  We endeavour to avoid unnecessary commuting and offer our employees the option of working from home and flexibility with regard to where they work. We also promote the use of public transport and are reducing our company car parks.

- **Business trips**
  Due to the sharp increase in online meetings, we are avoiding unnecessary business trips. We also have a strict authorisation policy for flights. Nevertheless, business travel has increased again now that the pandemic is over. In the coming years, we will implement measures that are even more effective in further reducing emissions caused by business trips.
Reducing CO₂ emissions in relation to our own products
In addition to selling third-party products such as mobile phones, where we have limited influence on the design and energy efficiency, we also offer our own products such as TV-Boxes, WLAN-Boxes and Internet-Boxes (routers).

Through the targeted application of circular economy practices, we reduce material consumption during manufacture and electrical energy consumption during use of these products, thereby reducing their impact on the climate.

• TV-Boxes
  In 2023, we launched the new TV-Box 5, which requires 35% less electricity than its predecessors. It also consists of 65% recycled plastic and uses completely plastic-free packaging. Thanks to the 53% reduction in volume, less material is also generally required. Despite stable high customer numbers for blue TV, we are able to reduce the energy consumption of all active TV-Boxes by gradually replacing older models.

• Routers
  The Internet-Box 4 offers fibre-optic customers various ways to save energy, for example through a timer to switch it off and by reducing the number of connecting devices required.

• Energy-optimised operation of devices
  We want to reduce the energy consumption of our customers’ devices and are therefore making our customers aware of the numerous ways in which they can save energy. We also offer solutions for optimising the energy consumption of devices.
  www.swisscom.ch/save-energy

• Refurbishment of our own products
  With our own products, we can reduce the need for new devices by refurbishing those that are no longer in use and using them as replacements, thereby reducing our impact on the climate.

• Used mobile phones
  Our take-back programme and resale of mobile phones reduce the demand for new devices, thus conserving resources and protecting the climate.
  www.swisscom.ch/rethink

Development of resource consumption from Swisscom Box 21 to TV-Box 5

Swisscom Box 21 (launched in 2021)

TV-Box 5 (launched in October 2023)

<table>
<thead>
<tr>
<th></th>
<th>Swisscom Box 21</th>
<th>TV-Box 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy consumption</td>
<td>22.6 kWh/year</td>
<td>14.25 kWh/year</td>
</tr>
<tr>
<td>Recycled plastic</td>
<td>65%</td>
<td>53% smaller</td>
</tr>
<tr>
<td>Reduced in volume</td>
<td>53%</td>
<td>53% smaller</td>
</tr>
</tbody>
</table>
### Details of Scope 3 emissions

<table>
<thead>
<tr>
<th>Category</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cat. 1 Purchased goods</td>
<td>270,254</td>
<td>241,567</td>
<td>228,808</td>
<td>224,419</td>
</tr>
<tr>
<td>Cat. 2 Capital goods</td>
<td>3,991</td>
<td>3,948</td>
<td>3,361</td>
<td>3,272</td>
</tr>
<tr>
<td>Cat. 3 Provision of electricity</td>
<td>7,629</td>
<td>7,410</td>
<td>7,560</td>
<td>7,629</td>
</tr>
<tr>
<td>Cat. 3 Provision of district heating</td>
<td>513</td>
<td>584</td>
<td>479</td>
<td>475</td>
</tr>
<tr>
<td>Cat. 3 Provision of vehicle fuels (petrol + diesel) ¹</td>
<td>2,086</td>
<td>2,093</td>
<td>1,954</td>
<td>1,638</td>
</tr>
<tr>
<td>Cat. 3 Provision of heating oil</td>
<td>773</td>
<td>817</td>
<td>631</td>
<td>1,112</td>
</tr>
<tr>
<td>Cat. 3 Provision of natural gas</td>
<td>411</td>
<td>394</td>
<td>273</td>
<td>294</td>
</tr>
<tr>
<td>Cat. 3 Provision of biomass</td>
<td>10</td>
<td>11</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Cat. 4 Inbound transportation and distribution (to the distribution centres)</td>
<td>16,783</td>
<td>15,059</td>
<td>14,514</td>
<td>11,369</td>
</tr>
<tr>
<td>Cat. 4 Outbound transportation and distribution (to the customers) ⁴</td>
<td>1,055</td>
<td>978</td>
<td>651</td>
<td>545</td>
</tr>
<tr>
<td>Cat. 5 Waste generated in operations</td>
<td>1,927</td>
<td>1,786</td>
<td>1,905</td>
<td>1,838</td>
</tr>
<tr>
<td>Cat. 6 Rail travel in Switzerland</td>
<td>49</td>
<td>59</td>
<td>19</td>
<td>30</td>
</tr>
<tr>
<td>Cat. 6 International rail travel</td>
<td>4</td>
<td>1</td>
<td>9</td>
<td>10</td>
</tr>
<tr>
<td>Cat. 6 European flights</td>
<td>278</td>
<td>285</td>
<td>1,045</td>
<td>1,530</td>
</tr>
<tr>
<td>Cat. 6 Intercontinental flights</td>
<td>501</td>
<td>288</td>
<td>1,038</td>
<td>1,188</td>
</tr>
<tr>
<td>Cat. 6 Work-related car journeys</td>
<td>453</td>
<td>509</td>
<td>123</td>
<td>151</td>
</tr>
<tr>
<td>Cat. 7 Employee commuting (public transport)</td>
<td>357</td>
<td>345</td>
<td>432</td>
<td>642</td>
</tr>
<tr>
<td>Cat. 7 Employee commuting (car)</td>
<td>3,889</td>
<td>4,131</td>
<td>3,301</td>
<td>4,184</td>
</tr>
<tr>
<td>Cat. 8 Upstream leased assets</td>
<td>11,315</td>
<td>10,769</td>
<td>9,816</td>
<td>10,206</td>
</tr>
<tr>
<td>Cat. 11 Use of sold products</td>
<td>36,810</td>
<td>35,908</td>
<td>34,359</td>
<td>33,516</td>
</tr>
<tr>
<td>Cat. 12 End-of-life treatment of sold products</td>
<td>281</td>
<td>395</td>
<td>202</td>
<td>102</td>
</tr>
<tr>
<td>Cat. 15 Investments ⁵</td>
<td>1,981</td>
<td>1,991</td>
<td>2,091</td>
<td>2,809</td>
</tr>
</tbody>
</table>

**Total Scope 3 CO₂ eq. emissions** | **361,344** | **329,330** | **312,569** | **306,980**

1. The CO₂ inventory was recalculated in 2023 and extended to all Swiss subsidiaries. Further information in the annex entitled ISO 14064.
2. Categories 9 (downstream transportation), 10 (processing of sold products), 13 (downstream leased assets) and 14 (franchises) are not taken into account in this report, since they are not relevant for us.
3. Vehicle fuel consumption without private use of Swisscom’s fleet.
4. What was formerly Category 9 is now listed as Category 4 Outbound transport.
5. Since 2023 incl. Swisscom Ventures and start-ups.
Reducing our emissions is a top priority for us. Nevertheless, we want to take responsibility for our residual emissions now rather than waiting until the net-zero target year of 2035, take proactive climate action and thus contribute to global climate targets. We have been using offsetting as a complementary measure to reduce CO₂ emissions since 2020. We have been offsetting the residual emissions caused by our products and subscriptions for all customers since 2022.

Carbon credits from carefully selected climate protection projects are used to offset the residual emissions.

Only high-quality, high-integrity carbon credits from selected climate protection projects in accordance with the Gold Standard, the Verified Carbon Standard (VCS) and the Plan Vivo Standard are purchased and retired in equal amounts (one credit represents one tonne of CO₂).

To ensure the quality and integrity of these carbon credits, we base our strategy on the current recommendations of the SBTi and the Oxford Principles for Net Zero Aligned Carbon Offsetting. We have also defined clear criteria for purchasing these credits to ensure as best as possible, that each credit actually avoids one tonne of CO₂ eq or removes this amount from the atmosphere.

- Reliable CO₂ avoidance/removal (methodology, additionality, leakage, baselines, double counting, permanence).
- Ambitious projects (monitoring, standards, reputation, contribution to further SDGs).
- Diversified portfolio (geography and methodology).
- Ties to Swisscom (use of technologies).

### Overview of offset CO₂ emissions

<table>
<thead>
<tr>
<th>Category</th>
<th>Degree of offset</th>
<th>Offset in 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scope 1</td>
<td>Full</td>
<td>32,467</td>
</tr>
<tr>
<td>Scope 2</td>
<td>Full</td>
<td>–</td>
</tr>
<tr>
<td>Scope 3</td>
<td>67%</td>
<td>205,488</td>
</tr>
<tr>
<td>Cat. 1 Purchased goods (merchandise, network infrastructure and roaming)</td>
<td>65%</td>
<td>146,612</td>
</tr>
<tr>
<td>Cat. 3 Provision of energy</td>
<td>Full</td>
<td>22,136</td>
</tr>
<tr>
<td>Cat. 4 Inbound transportation and distribution of merchandise and network infrastructure</td>
<td>79%</td>
<td>9,029</td>
</tr>
<tr>
<td>Cat. 5 Waste generated in operations</td>
<td>Full</td>
<td>2,138</td>
</tr>
<tr>
<td>Cat. 6 Business travel</td>
<td>Full</td>
<td>2,888</td>
</tr>
<tr>
<td>Cat. 12 Use of sold products</td>
<td>Full</td>
<td>33,516</td>
</tr>
<tr>
<td>Cat. 12 End-of-life treatment of sold products</td>
<td>Full</td>
<td>102</td>
</tr>
<tr>
<td>Additional 5% for third-party content (outside Scopes 1–5)</td>
<td></td>
<td>2,170</td>
</tr>
</tbody>
</table>
| Total CO₂ offset in 2023                              |                 | 220,125        

For 2023, 220,125 tonnes of CO₂ and thus > 69% of the unavoidable residual emissions were offset.
Offsetting projects
As part of the evaluation and in collaboration with the external partners myclimate, South Pole and First Climate, we have purchased carbon credits from a total of seven offsetting projects that we will use to offset emissions over the coming years. Offsetting is achieved through a mixture of CO₂ avoidance and CO₂ storage (removal).

Contributing to climate protection projects beyond climate protection
When compiling our offsetting portfolio, we aim for geographical and methodological diversification. Since it is irrelevant to the climate where emissions are emitted, avoided or removed, we mainly support offsetting projects in developing and emerging countries. These countries are disproportionately affected by the impact of climate change despite only minimally contributing to its causes.

High-quality offsetting projects also have a positive impact on the local population and ecosystems in developing countries. In this way, they also contribute to the sustainable development of these regions and, as a result, to the achievement of the United Nations Sustainable Development Goals (UN SDGs).

We also collaborate with myclimate and Hochstamm Suisse to plant and manage standard trees in Switzerland. Apart from offsetting, this project serves to protect the local climate and biodiversity.

Detailed information about offsetting projects

<table>
<thead>
<tr>
<th>Project name at Swisscom</th>
<th>Solar power plant in Chile</th>
<th>Solar energy for Kenya</th>
<th>Wind power in Argentina</th>
<th>Forest conservation in Indonesia</th>
<th>Reforestation in Ghana</th>
</tr>
</thead>
<tbody>
<tr>
<td>External partner</td>
<td>South Pole</td>
<td>myclimate</td>
<td>South Pole</td>
<td>First Climate</td>
<td>First Climate</td>
</tr>
<tr>
<td>Official project name</td>
<td>CERRO DOMINADOR</td>
<td>SOLAR LIGHTING IN RURAL KENYA – VPA 2</td>
<td>GENIEVA WIND PROJECTS IN ARGENTINA</td>
<td>RIMBA RAYA BIODIVERSITY RESERVE PROJECT</td>
<td>REFORESTATION OF DEGRADED FOREST RESERVES IN GHANA</td>
</tr>
<tr>
<td>Country</td>
<td>Chile</td>
<td>Kenya</td>
<td>Argentina</td>
<td>Indonesia</td>
<td>Ghana</td>
</tr>
<tr>
<td>Standard</td>
<td>VCS (VER)</td>
<td>Gold Standard (VER)</td>
<td>VCS (VER)</td>
<td>VCS (VER) + CCBS + SD ViSta</td>
<td>VCS (VER)</td>
</tr>
<tr>
<td>Project ID</td>
<td>Verra ID 1998</td>
<td>GS ID 3626</td>
<td>Verra ID 1987</td>
<td>Verra ID 674</td>
<td>Verra ID 987</td>
</tr>
<tr>
<td>Product type</td>
<td>Concentrated solar power (CSP) plant (avoidance)</td>
<td>Solar thermal electricity (avoidance)</td>
<td>Wind power (avoidance)</td>
<td>Agriculture, forestry and other land use (avoidance)</td>
<td>Agriculture, forestry and other land use (removal)</td>
</tr>
<tr>
<td>Methodology</td>
<td>ACM0002</td>
<td>AMS-I.A. Electricity generation</td>
<td>ACM0002</td>
<td>REDD+ (Reducing emissions from deforestation and forest degradation in developing countries)</td>
<td>Afforestation, reforestation and revegetation (ARK)</td>
</tr>
<tr>
<td>SDGs supported</td>
<td>4, 7, 8, 9, 13</td>
<td>3, 4, 5, 7, 8, 13</td>
<td>7, 8, 9, 13</td>
<td>1, 3, 5, 10, 11, 13, 15</td>
<td>3, 4, 8, 12, 15, 17</td>
</tr>
<tr>
<td>Third-party verifier</td>
<td>KBS Certification Services Pvt. Ltd</td>
<td>SustainCERT (GS internal verification DDE)</td>
<td>Ruby Canyon Engineering, Inc.</td>
<td>AENOR INTERNACIONAL S.A.U.</td>
<td>RNA India Pvt. Ltd.</td>
</tr>
<tr>
<td>Certificates used for 2023</td>
<td>75'000</td>
<td>4'200</td>
<td>37'925</td>
<td>75'000</td>
<td>28'000</td>
</tr>
<tr>
<td>Certificates used retroactively for 2022</td>
<td>48'769</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total number of decommissioned certificates in 2023</td>
<td>263'894</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1 Due to the recalculation of the greenhouse gas inventory, Swisscom has retroactively decommissioned CO₂ certificates for 2022.
Avoided emissions

According to various studies, the ICT industry can make its greatest contribution to environmental and climate protection by enabling its customers to reduce their emissions through sustainable digital services.

Together with our customers, we also want to save at least one million tonnes of CO₂ by 2025 through our portfolio of products and services, and are promoting a corresponding offering.

We also invest in start-ups that develop such solutions themselves. The portfolio is divided into solutions for corporate customers—companies, cities and municipalities, private customers and solutions from start-ups in which we invest.

We have been recording the savings in greenhouse gas emissions from the use of our ICT services (avoided emissions, previously known as Scope 4) since 2014. Since 2018, we have been calculating them based on the ICT sector-specific guidance of the GHG Protocol. In future, we intend to adapt our calculation methods to the recommendations of the European Green Digital Coalition (EGDC) that were published in the year under review. This initiative was launched in 2016 by European ICT and telecommunications companies to promote the development and spread of green technology. The methodology for calculating these avoided emissions is also published on our website.

Climate protection solutions for our customers

For corporate customers, which also includes cities and municipalities, we offer the following product groups for reducing CO₂ emissions.

- **Work Smart:** solutions for video conferencing and working from home
  - Thanks to our services, customers can eliminate some of their travel by exchanging images, audio and data remotely. Savings in this area have fallen again, following an increase during the COVID-19 pandemic, due to an increase in commuting and travel.

- **IoT solutions**
  - The Internet of Things (IoT) enables data-based control of devices, buildings and vehicles in real time, making systems more efficient and better at conserving resources. We organise competitions such as the IoT Climate Award or the 'StartUp Challenge' to find and promote IoT companies with climate-friendly services.
  - [www.swisscom.ch/iot](http://www.swisscom.ch/iot)

- **Virtualisation and centralisation of data centres**
  - Our cloud and housing services enable our customers to give up their own data centres and servers and outsource them to highly efficient data centres with a considerable level of server virtualisation.

- **Extending the service life of electronic devices**
  - We refurbish used but still functional mobile phones, laptops, tablets, routers and TV-Boxes so that they can be used again, thereby extending their service life. In the case of mobile phones, these are reused as low-cost devices in Switzerland or in emerging countries.
  - [www.swisscom.ch/rethink](http://www.swisscom.ch/rethink)

- **Paper savings**
  - Paper is saved through electronic invoicing, the electronic processing of transactions through the platform Conextrade and e-signatures as an alternative to wet signatures. Over the last few years, the percentage of paperless invoices has increased to over 72%. This rate of digitalisation means that more than two million customers receive their monthly bills exclusively in digital form.

In 2023, we reassessed the impact of rebound effects in the area of e-commerce with the increased return of goods and the corresponding increase in freight transport. We also reassessed the situation regarding the replacement of data carriers by internet use, as many data carriers such as CDs, DVDs and records hardly exist any more. This has prompted us to no longer count the two categories of e-commerce and replacement of data carriers by internet use as avoided emissions.

- **Data-based sustainability**
  - In the year under review, we worked with the climate consultancy company Swiss Climate and the software company Sweep to provide comprehensive and smart software solutions for achieving net-zero emissions. These enable the automated collection of emissions from a variety of data sources, facilitate the processing of measurement results for data-based decisions and the tracking of the reduction measures taken over several decades. In recent years, we have examined around 40 applications for CO2 and ESG management and in the year under review supported around 15 companies in the evaluation and implementation of suitable tools.
  - [www.swisscom.ch/data-driven-sustainability](http://www.swisscom.ch/data-driven-sustainability)

- **Investments in start-ups with a focus on sustainability**
  - Through our Swisscom Ventures unit, we also make targeted investments in start-ups whose products help solve urgent sustainability problems, in particular the climate crisis. However, the start-ups that Swisscom has previously invested in also support other sustainability goals (SDGs), in particular biodiversity.
  - [www.swisscom.ch/mip](http://www.swisscom.ch/mip)

- **Virtualisation and centralisation of data centres**
  - Our cloud and housing services enable our customers to give up their own data centres and servers and outsource them to highly efficient data centres with a considerable level of server virtualisation.

1 The SMARTer2030 study by GrEI concludes that 20% of all greenhouse gas emissions worldwide can be reduced through digital services. That is around six times more emissions than the ICT industry produces. A 2017 study by the University of Zurich and EMPA estimates that the intelligent use of ICT services in Switzerland could save around 3.5 times more emissions than the ICT sector produces by 2055.
Overview of our climate protection solutions, their scope and the CO$_2$ emissions avoided as a result (specified in kilotonnes of CO$_2$ eq)

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Smart</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td>UCC/MCC (^1)</td>
<td>266</td>
<td>296</td>
<td>757</td>
<td>542</td>
</tr>
<tr>
<td></td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td>Homeoffice</td>
<td>355</td>
<td>466</td>
<td>480</td>
<td>407</td>
</tr>
<tr>
<td></td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td>Conferencing Services</td>
<td>47</td>
<td>20</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>IoT solutions</td>
<td>x x</td>
<td>x</td>
<td></td>
<td></td>
<td>Remote monitoring, optimisation of buildings and logistics</td>
<td>80</td>
<td>122</td>
<td>147</td>
<td>156</td>
</tr>
<tr>
<td>Data centres</td>
<td>x</td>
<td>Cloud</td>
<td></td>
<td></td>
<td></td>
<td>41</td>
<td>40</td>
<td>32</td>
<td>29</td>
</tr>
<tr>
<td></td>
<td>x</td>
<td>Housing</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Paper savings</td>
<td>x</td>
<td>Conextrade, e-signatures, online billing</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internet replaces data carriers</td>
<td>x</td>
<td>Internet connection</td>
<td>73</td>
<td>69</td>
<td>72</td>
<td>–</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>E-commerce</td>
<td>x</td>
<td>Internet connection</td>
<td>18</td>
<td>17</td>
<td>17</td>
<td>–</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Circular economy</td>
<td>x</td>
<td>Return programmes for mobile phones, tablets, laptops</td>
<td>7</td>
<td>6</td>
<td>7</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data-based sustainability</td>
<td>x x</td>
<td>x</td>
<td>x</td>
<td></td>
<td>Software for CO$_2$ and ESG management, Swiss Climate Challenge</td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>6,3</td>
</tr>
<tr>
<td>Investments in sustainable start-ups</td>
<td>x x</td>
<td>x</td>
<td>x</td>
<td>Sustainable agriculture, renewable energy, decarbonisation solutions</td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>15</td>
<td></td>
</tr>
</tbody>
</table>

Total quantity of avoided emissions

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>888</td>
<td>1,038</td>
<td>1,518</td>
<td>1,158</td>
<td></td>
</tr>
</tbody>
</table>

Sustainable cities and communities

**Management approach**

It is important to us to offer the public sector the best possible range of digital services. We support it with a range of sustainable services to help it operate more efficiently and in a more climate-friendly way, as well as to make life more sustainable and safer for the population.

Smart services for smart cities are promoted and offered by Swisscom. The offers from the various areas are communicated in a bundled form via the platform described below, Myni Gmeind, with the Association of Swiss Municipalities.

**Services for sustainable cities and municipalities**

- **Digital transformation of public administrative bodies**
  - Our digital solutions make administrative processes more secure and efficient. They also make online services and participation projects possible for the population.
  - [www.swisscom.ch/digitisation-municipalities](http://www.swisscom.ch/digitisation-municipalities)

- **Combating vandalism with video cameras**
  - Vandalism causes extensive financial damage. Smart video surveillance systems have a preventive effect against theft, vandalism, littering and the like – whether in school playgrounds, at waste disposal points or in subways.
  - [www.mynigmeind.ch](http://www.mynigmeind.ch)

- **Smart meters**
  - Smart electricity and water meters provide energy and water suppliers with real-time consumption data. This reduces maintenance costs, creates transparency regarding consumption and increases energy efficiency. We provide the corresponding IoT connectivity and cloud services for operating the platforms. By 2027, 80% of all electricity meters must be smart.
  - [www.swisscom.ch/smart-metering](http://www.swisscom.ch/smart-metering)

- **Localities**
  - Offers the population at municipal level (more than 2,100 municipalities) an e-calendar with the waste disposal dates (e.g. scrap metal, grinding service), including a reminder feature (push notifications) and calendar export feature. Additionally, it also provides the official waste calendar for each municipality as a PDF.
  - [www.localities.ch](http://www.localities.ch)

- **Myni Gmeind**
  - The association Myni Gmeind is a collaboration between the Association of Swiss Municipalities, Swisscom, Swiss Post, Cisco and Academia. With the help of digital solutions, we strengthen the attractiveness and sustainability of municipalities.
  - [www.mynigmeind.ch](http://www.mynigmeind.ch)

- **Investments in sustainable start-ups**
  - Our subsidiary Cablex offers innovative solutions for the construction, maintenance and operation of high-performance ICT and network infrastructure as well as other smart infrastructure projects from a single source. These include smart heating solutions, buildings that are as self-sufficient as possible, photovoltaic systems and smart energy meters.
  - [www.cablex.ch](http://www.cablex.ch)

\(^1\) Unified Communication and Collaboration/Managed Communications & Collaboration.\(^2\) Adjusted value for commuting distances based on newly published statistics.
Climate risks

Management approach
The Swiss Ordinance on Climate Disclosures (Verordnung über die Berichterstattung über Klimaveränderung) entered into force on 1 January 2024. It provides for the implementation of the internationally recognised recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) by major Swiss companies. The corresponding disclosures cover the impact of climate change on companies and the impact of companies’ activities on climate change. Our 2023 disclosures are provided in accordance with these TCFD recommendations.

Governance
Internal enterprise risk management (ERM) is responsible for the risk management process for climate risks and opportunities. Depending on the level of risk, the information collected is sent to Division Management, the Group Executive Board, the Audit & ESG Reporting Committee and the Board of Directors. The risks are included by ERM in the annual budget planning and as part of quarterly risk updates, and are discussed with the Board of Directors.

Strategy and approach
For the 2023 reporting year, we have analysed all risks arising from climate change (physical risks) and the necessary transition (transition risks), and assessed them along their time horizon and various scenarios.

The risk assessment was carried out for the critical infrastructure and processes on which our products are based, with key products (representing a 75% share of sales) taken into account. The risk parameters were individually analysed for their impact on revenue, investments and operating expenses, and the identified financial effects were allocated to a risk category. Finally, the cumulative product risks were allocated to the business segments according to their share.

The risks are categorised into low, medium, moderate and high risks. Low and medium risks can be handled by those responsible for the critical elements. Moderate and high risks are reported to RM and discussed in the Group Executive Board and the Board of Directors.

Climate risks
From 2075, we expect higher maintenance costs for the entire Swisscom network infrastructure due to increasing climate risks. The copper access network part, which is already exposed to climate risks, is set to be largely replaced by fibre optics by 2050. This will reduce the expected annual repair costs until 2075 in both the best and realistic case scenarios. We also expect higher risks for our data centres from 2075 due to rising temperatures. In order to counteract these risks, investing in measures to improve the cooling systems will be necessary from this time onwards.

For the 2023 reporting year, we have analysed all risks arising from climate change (physical risks) and the necessary transition (transition risks), and assessed them along their time horizon and various scenarios.

The risks are categorised into low, medium, moderate and high risks. Low and medium risks can be handled by those responsible for the critical elements. Moderate and high risks are reported to RM and discussed in the Group Executive Board and the Board of Directors.

Climate scenarios
Three climate scenarios were analysed based on the GeSI analysis framework for the ICT sector. The scenarios are based on the reference scenarios of the Intergovernmental Panel on Climate Change (IPCC). To improve data quality, the relevant scenarios of the Network of Central Banks and Supervisors for Greening the Financial System (NGFS), the International Energy Agency (IEA) and the FOEN were assigned to the IPCC scenarios used.

Overview of climate risks for Swisscom (Switzerland) Ltd

<table>
<thead>
<tr>
<th>Material issues</th>
<th>Scenario</th>
<th>Near–2049</th>
<th>2050–2074</th>
<th>2075–20100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Customers</td>
<td>1</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Business Customers (B2B)</td>
<td>1</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Wholesale</td>
<td>1</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
</tbody>
</table>
Parameters
Where available, the forecasts of the scenario providers (IPCC, NGFS, IEA, FOEN) were used to estimate the increase in risks compared to current values. They were supplemented by our own analyses, e.g. with regard to the development of European (including Switzerland) electricity generation scenarios.

Outlook
We focused on Swisscom’s most significant risks in Switzerland and achieved coverage of 75% of our revenue in the year under review. In the course of these efforts, we established a comprehensive risk process that will be carried out at least once a year in future. As part of our commitment to transparency and sustainability, we are planning the following:

- **Increase coverage**
  We are pursuing the clear goal of increasing the coverage of our reporting. This includes the inclusion of all business segments, products and subsidiaries in the climate calculation.

- **Assess opportunities**
  We acknowledge the need to include a comprehensive assessment of opportunities in our reporting. For the coming year, we will identify and assess strategic opportunities arising from our commitment to climate protection and the ongoing transition to sustainable business practices.

- **Increase accuracy of calculations**
  Our aim is to further optimise our internal processes and data systems in order to increase the accuracy of our calculations and to fully integrate the TCFD’s recommendations into our reporting.

### Risk categories

<table>
<thead>
<tr>
<th>Risks</th>
<th>Risk parameters</th>
<th>Basis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical</td>
<td>Heat, drought, flooding, stormy weather, hail, rockfall/mudslide/landslide</td>
<td>IPCC, FOEN CH2018</td>
</tr>
<tr>
<td>Transition</td>
<td>Electricity price, CO₂ price, technology risks, price increases, purchasing power, demand development, reputational risks</td>
<td>IEA, NGFS, European electricity generation scenarios</td>
</tr>
<tr>
<td>Swisscom</td>
<td>Critical elements, operational safety, operating processes</td>
<td>Assessment of the impact of physical and transition risks on the elements critical to Swisscom’s service provision (own calculations)</td>
</tr>
<tr>
<td>Suppliers</td>
<td>Production, transport/logistics</td>
<td>IPCC, IEA, NGFS (own calculations)</td>
</tr>
</tbody>
</table>
Circular economy

Management approach

The resources used by us and our suppliers are finite and in some cases scarce. The longer a resource is used, the more environmentally friendly it is. We intend to reduce or stabilise their consumption in our operations. Our aim is to move gradually towards a circular economy spanning our entire value chain. The selection of materials and the manner in which they are used play a central role in procurement, operation and use by our customers.

As a network operator and supplier of merchandise such as mobile phones and self-developed devices such as the TV-Box or Internet-Box, we can play a relevant role in the circular economy on the Swiss market.

Through recycling programmes for communication devices, we are contributing to the implementation of our Sustainability Strategy 2025.

We are also continuously reducing our consumption of resources – particularly energy, building land and water – in the management of our telecommunications networks. We are continuously developing our operational environmental compatibility and our sustainable use of resources in accordance with ISO 14001.

Measures and programmes

In the case of mobile phones, we as a retailer have a direct influence on the circular economy, particularly by extending the useful life of these devices. We are very well-positioned thanks to our take-back, repair and second-hand offers.

Swisscom Mobile Aid and Mobile Aid Business

We collect used mobile phones from both private individuals and companies. In the Mobile Aid programme, the data on the functioning devices is erased and the devices are then sold on the second-hand market. Faulty devices are recycled. Swisscom donates the proceeds from resale and recycling to SOS Children’s Villages.

www.swisscom.ch/mobileaid
www.swisscom.ch/mobileaidbusiness

Cycle for mobile phone returns

Through recycling programmes for communication devices, we are contributing to the implementation of our Sustainability Strategy 2025.

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www.swisscom.ch/mobileaid
www.swisscom.ch/mobileaidbusiness
Repairs
We offer repairs in all our shops, most of which relate to cracked displays or remedying battery and software problems. However, this trend is strongly declining. Due to the sinking number of repairs over the last few years, we closed the on-site repair centres in the year under review and optimised repair services with existing after-sales partners. The manufacturer’s warranty remains valid thanks to the use of certified specialists and original parts.

Second-hand smartphones
We are selling an increasing number of ‘refreshed’ smartphone models, thereby extending the service life of existing devices. www.swisscom.ch/refreshed

Own products
We have greater potential for influence and also face greater challenges in the circular economy design of our own products, such as Internet-Boxes and TV-Boxes. With each product generation, our aim is to work hand in hand with our suppliers to improve the products in terms of material consumption, energy consumption and durability, thereby reducing their environmental impact.

The TV-Box 5 was launched in 2023. By making ecological improvements to the design of each new generation of our own products, we are reducing their environmental impact. For example, the electricity consumption of our customers’ devices amounts to 262 GWh each year compared to 268 GWh in the previous year, too. These varying developments can be traced back primarily to devices lasting longer and being worth more.

Challenges in the circular economy
A huge challenge for strengthening the circular economy is active participation by our customers. The return of devices that are no longer used is an important part of our programmes and forms the basis for our ambitious objective in this area. We rely on direct customer information throughout the year and raising awareness among the public. We did this in September of the year under review as part of a specific campaign on our circular economy services. Despite a large number of measures and offers, we were unable to meet our target in the reporting year with 192,000 devices collected.

Tenders for suppliers
The circular economy is integrated as standard in all tenders. Suppliers are proactively invited to contribute their suggestions, measures and innovations.

Packaging
We promote innovation in the field of the circular economy. As a member of SwicoRecycling, we support the SWICO Innovation Fund’s activities. In the year under review, we also supported the Circular Economy Incubator of the Impact Hub Switzerland as a partner and member of the jury. We supported the ‘Bern Upcycling Challenge’ organised by Bern University of Applied Sciences (BFH) as a jury member for the first time in the reporting year. We are also represented on the Sounding Board for the Master of Science in Circular Innovation and Sustainability.

Targeted reverse logistics are important for the refurbishment of our own products. We have adapted the notifications to our customers and now also offer the ‘take-me-back’ return system for TV-Boxes that was established for Internet-Boxes. This means that equipment can be collected by the postal service from the customer’s own mailbox. In this way, we ensure that as many devices as possible are returned to us to be refurbished and used as replacement devices.

Another challenge is packaging, for which we have further developed our concept in order to reduce waste. We were able to completely dispense with plastic for the TV-Box 5’s pack-
Economical use of resources

In addition to our energy-saving measures, we also endeavour to reduce the use and consumption of other resources in our operations. We favour the use of substances with no or little impact on the environment and ensure that they are integrated into an economic cycle.

Paper

We are reducing paper consumption thanks to the complete digitalisation of work processes in the company and on the part of our customers. Since our offices are not yet completely paperless, we use recycled paper with the Blue Angel environmental label.

Cables, optical fibres and telephone masts

We are expanding the fibre-optic network to homes and businesses throughout Switzerland. At the same time, we are dismantling some of the infrastructure that is no longer needed to operate the copper network (see table). Telephone masts on overhead lines are regularly checked and repaired or replaced. It is ensured that dismantled masts are used for other purposes or disposed of properly.

Paper consumption by amount/reason for use

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
<th>2023 in %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office</td>
<td>42</td>
<td>35</td>
<td>34</td>
<td>32</td>
<td>2.3%</td>
</tr>
<tr>
<td>Print media</td>
<td>1,201</td>
<td>947</td>
<td>819</td>
<td>582</td>
<td>42.4%</td>
</tr>
<tr>
<td>Bills and envelopes</td>
<td>232</td>
<td>186</td>
<td>181</td>
<td>162</td>
<td>11.8%</td>
</tr>
<tr>
<td>Phone directories</td>
<td>1,197</td>
<td>1,065</td>
<td>981</td>
<td>598</td>
<td>48.5%</td>
</tr>
<tr>
<td>Total paper consumption</td>
<td>2,672</td>
<td>2,239</td>
<td>2,014</td>
<td>1,374</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

1 Information based on Lion’s share.
2 Copper, proteins [80 g/m² = 5 g/keal].
3 Primarily brochures, mailings, packaging, flyers.
4 Envelopes = 6 g/envelope.

Recovered material by quantity/type

<table>
<thead>
<tr>
<th></th>
<th>Unit</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Optical fibre</td>
<td>km²</td>
<td>1,178,493</td>
<td>992,791</td>
<td>1,008,792</td>
<td>2,009,581</td>
</tr>
<tr>
<td>Copper pairs</td>
<td>pkm</td>
<td>37,933</td>
<td>32,778</td>
<td>32,152</td>
<td>42,521</td>
</tr>
<tr>
<td>Plastic pipes PE</td>
<td>km</td>
<td>351</td>
<td>364</td>
<td>365</td>
<td>434</td>
</tr>
<tr>
<td>Copper</td>
<td>Tonne</td>
<td>504</td>
<td>409</td>
<td>417</td>
<td>287</td>
</tr>
<tr>
<td>Plastic pipes PE ²</td>
<td>Tonne</td>
<td>318</td>
<td>315</td>
<td>306</td>
<td>352</td>
</tr>
<tr>
<td>Telephone poles (wood)</td>
<td>number of items</td>
<td>5,250</td>
<td>4,159</td>
<td>3,350</td>
<td>5,853</td>
</tr>
</tbody>
</table>

1 Fibre or pair-kilometres.
2 Converted from plastic tubes or copper pairs.

Batteries and emergency power systems

We regularly review the prescribed safety measures in relation to batteries to prevent any danger to the environment through the use of batteries. At the end of their service life, we recycle or dispose of the batteries in an environmentally friendly manner. The emergency power systems are only used during power outages and for a few hours a year during annual test runs.

Dismantling of network infrastructure

Management approach

Where new high-performance networks are built, old networks are dismantled. For the dismantling and recycling, we follow the R3 approach: reusing, reselling and recycling. Our aim is to use the hardware ourselves for as long as possible. Only what can no longer be used internally is sold.

When dismantling networks, we look into the options available for selling valuable, fully functional components to other network operators as spare parts. What can neither be reused nor sold is recycled. Reusable materials such as copper, gold, silver, palladium, iron and aluminium are recovered. We attach great importance to short transport routes here. Overall, we are also reducing CO₂ emissions and water, land and energy consumption in this way.

Swisscom has developed a comprehensive waste disposal concept over many years. Supposed ‘junk’ is worth its weight in gold when treated correctly. For example, the dismantling of switchboards that are no longer in use generates tonnes of copper cable. Reusable materials can be recovered by means of efficient recycling. Swisscom has found a competent partner to help with disposal in Thommen AG. In 2021, a new recycling concept was implemented together with Thommen AG. The idea here is that by having a central recycling partner, we can ensure simpler handling and can also guarantee important aspects such as security, transparency and reporting, while keeping most of the added value in Switzerland.

The environmental impact of our circular economy programmes is shown in the ‘Climate’ section under Scope 3 emissions and ‘Avoided emissions’.

Recycling for network dismantling 2023

<table>
<thead>
<tr>
<th></th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cables</td>
<td>18</td>
</tr>
<tr>
<td>Aluminium</td>
<td>98</td>
</tr>
<tr>
<td>Precious metals</td>
<td>79</td>
</tr>
<tr>
<td>Non-metals</td>
<td>536</td>
</tr>
<tr>
<td>Total</td>
<td>1,373</td>
</tr>
</tbody>
</table>

In tonnes
## Circular economy key figures

### Second life for smartphones

<table>
<thead>
<tr>
<th>Number or %</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repairs 1</td>
<td>54,000</td>
<td>43,000</td>
</tr>
<tr>
<td>Devices returned to Mobile Aid 2</td>
<td>107,000</td>
<td>85,000</td>
</tr>
<tr>
<td>Mobile telephone buy-backs 2</td>
<td>46,000</td>
<td>64,000</td>
</tr>
<tr>
<td>Mobile telephone buy-back rate 1</td>
<td>23%</td>
<td>25%</td>
</tr>
<tr>
<td>Second-life mobile telephones 2</td>
<td>207,000</td>
<td>192,000</td>
</tr>
<tr>
<td>Refreshed devices sold 2</td>
<td>3,800</td>
<td>1,500</td>
</tr>
</tbody>
</table>

1 Number of devices returned compared with devices sold.
2 For an explanation of the numbers, see chapter "Challenges in the circular economy".

### Refurbishment of own products

<table>
<thead>
<tr>
<th>Number</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refurbished Internet-Boxes</td>
<td>31,500</td>
<td>53,200</td>
</tr>
<tr>
<td>Refurbished TV-Boxes</td>
<td>52,200</td>
<td>43,200</td>
</tr>
</tbody>
</table>

### Customers’ electrical energy consumption with our own products

<table>
<thead>
<tr>
<th>In MWh</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers’ electrical energy consumption for all of Swisscom’s own products</td>
<td>268,432</td>
<td>261,840</td>
</tr>
<tr>
<td>Of which TV-Boxes</td>
<td>51,445</td>
<td>44,626</td>
</tr>
<tr>
<td>Of which Internet-Boxes</td>
<td>165,417</td>
<td>164,427</td>
</tr>
<tr>
<td>Of which WLAN-Boxes, adapters and fixed-line telephones</td>
<td>24,693</td>
<td>26,240</td>
</tr>
<tr>
<td>Of which mobile telephones and tablets</td>
<td>24,724</td>
<td>25,558</td>
</tr>
</tbody>
</table>

### Packaging in logistics

<table>
<thead>
<tr>
<th>Number or %</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Packages</td>
<td>1,033</td>
<td>841</td>
</tr>
<tr>
<td>Of which with outer packaging</td>
<td>60.3%</td>
<td>57.4%</td>
</tr>
<tr>
<td>Of which without filler material</td>
<td>95.0%</td>
<td>94.6%</td>
</tr>
</tbody>
</table>

### Take me back in %

<table>
<thead>
<tr>
<th>Number</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet- and TV-Boxes</td>
<td>40%</td>
<td>54%</td>
</tr>
</tbody>
</table>
Other environmental topics

The following areas were not categorised as significant environmental issues after being analysed.

**Water**

We need water for the sanitary facilities in our office buildings and for cooling some data centres. Flow limiters are used in the water pipes to reduce water consumption in our offices. Where possible, we use rainwater. During renovation work, advanced valves with a reduced flow rate are integrated, which lower the consumption of water by up to 90%. Nevertheless, water consumption in our operation buildings increased in the reporting year as more employees returned to the office. We always use dry or hybrid cooling to cool our data centres. For the latter cooling method, we prefer to use rain, river or lake water, such as in our most innovative data centre in Bern Wankdorf. The cold rooms or refrigeration appliances are supplied with cooled water as the refrigerant, which circulates in a closed circuit and therefore causes no further consumption.

**Waste**

We undertake to avoid waste and select products based on their life cycle. We also work with partner companies to ensure that recyclables are reused wherever possible in line with the circular economy. The volume of waste is on a downward trend, and the majority of waste is recycled. As a large number of lead-acid batteries were disposed of in the reporting year, hazardous waste increased considerably in a year-on-year comparison.

**Biodiversity**

In addition to the personal commitment of our employees who participate in the Give2Grow corporate volunteering programme, we implement a range of measures that promote biodiversity. See also ‘Employer attractiveness’

**Protection of the landscape and building land**

The base and transmitter stations ensure that the whole of Switzerland has access to telecommunications, radio and TV services and form the backbone of our mobile networks. When positioning the antennas, we consider not only radio technology aspects, but also their seamless integration into the landscape and townscape and the efficient utilisation of building land. We make sure that as little surface area is sealed as possible. Construction of antennas must always be approved by the authorities. In the reporting year, we operated 92 stations (1.56% of all Swisscom transmitter stations) in Ramsar and Emerald protection areas, water protection areas, migratory bird sanctuaries and moorlands. When decommissioned transmitter stations are demolished, we restore the vacated site to its natural state.

**Development of water consumption**

<table>
<thead>
<tr>
<th>In m³ or litres</th>
<th>Unit</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total water consumption ¹</td>
<td>m³</td>
<td>130,647</td>
<td>111,801</td>
<td>139,954</td>
<td>151,123</td>
</tr>
<tr>
<td>Average water consumption ²</td>
<td>Litres</td>
<td>47.8</td>
<td>24.3</td>
<td>23.5</td>
<td>38.6</td>
</tr>
</tbody>
</table>

¹ We record the water consumption of more than half of our full-time employees every month and extrapolate this to the total number of full-time employees.
² Per FTE per day

**Development of waste quantities**

<table>
<thead>
<tr>
<th>In tonnes</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
<th>2023 in %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recycling (including network dismantling)</td>
<td>2,059</td>
<td>3,185</td>
<td>2,769</td>
<td>2,618</td>
<td>66.8%</td>
</tr>
<tr>
<td>Domestic waste disposal in incineration plants ¹</td>
<td>225</td>
<td>534</td>
<td>160</td>
<td>142</td>
<td>3.9%</td>
</tr>
<tr>
<td>Operational waste disposal in incineration plants</td>
<td>2,149</td>
<td>393</td>
<td>1,065</td>
<td>1,099</td>
<td>25.7%</td>
</tr>
<tr>
<td>Hazardous waste (specific treatments)</td>
<td>28</td>
<td>50</td>
<td>154</td>
<td>245</td>
<td>3.7%</td>
</tr>
<tr>
<td>Total waste</td>
<td>4,461</td>
<td>4,163</td>
<td>4,148</td>
<td>4,104</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

¹ Extrapolation from measurements from six major Swisscom locations.
Promoting insects and bees
The bee@swisscom project is still running. We now have 15 Swisscom beekeepers and around 65 bee colonies. Since plants are mainly pollinated by honeybees and wild bees, this makes an important contribution to biodiversity.

We also further developed and co-financed the BEESmart app, a useful tool to check bee colonies and organise work in the apiary.

At some locations, over 110 insect hotels were set up in workshops with employees.

Wild bee hotels and habitats in operations centres
We promote wild bees by establishing nesting habitats in our operations centres. To this end, we build wild bee hotels and are involved in the construction of wild bee habitats. Through the wildflower meadow initiative, we are creating a habitat for ground-nesting wild bee species.

Internal training and knowledge transfer
Green Lunches give employees the opportunity to find out about our commitment to sustainability, particularly our programmes for honeybees and wild bees. Over 140 employees attended these events, where they receive tips on how they can personally do their bit to improve biodiversity.

Maintenance of the buildings’ surroundings
We plan the maintenance of our buildings’ surroundings in such a way that the grasses can seed naturally and flora and fauna can flourish. Although this process—which is great for biodiversity—takes time, it is very effective. It increases plant diversity and thus the food supply for insects. Non-native plants are identified and consistently removed.

Standard tree project in Switzerland
We support Hochstamm Suisse’s climate protection project to promote standard trees in Switzerland. In addition to its function as a carbon sink, this project makes a valuable contribution to the preservation of local biodiversity. The trees protect against soil erosion, reduce nutrient and pesticide seepage into ground and surface water, and contribute to biodiversity by providing valuable habitats for various animal species.

Venture investments in start-ups
Swisscom has invested in two start-ups, Ecorobotix and xFarm, whose technologies are conducive to improving biodiversity and climate protection. With the image-recognition technology from Ecorobotix, the use of pesticides in agriculture can be reduced by around 95%. And thanks to xFarm’s software, farmers have a digital tool at their disposal with which they can assess and improve the effect that measures have on biodiversity, water consumption and climate protection.

Y  www.ecorobotix.com
Y  www.xfarm.ag
# Environmental key figures in Switzerland

## Land/buildings

<table>
<thead>
<tr>
<th>Unit</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net floor space (NFS) Million m²</td>
<td>0.91</td>
<td>0.88</td>
<td>0.84</td>
<td>0.81</td>
</tr>
</tbody>
</table>

## Paper consumption

<table>
<thead>
<tr>
<th>Paper consumption Tones</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,672</td>
<td>2,233</td>
<td>2,04</td>
<td>1,374</td>
<td></td>
</tr>
</tbody>
</table>

## Water/sewage

<table>
<thead>
<tr>
<th>Unit</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water consumption m³ 130,647 111,801 139,954 151,123</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Waste

<table>
<thead>
<tr>
<th>Unit</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount of waste Tonnes</td>
<td>4,463</td>
<td>4,163</td>
<td>4,148</td>
<td>4,104</td>
</tr>
</tbody>
</table>

## Mobility

<table>
<thead>
<tr>
<th>Unit</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number</td>
<td>2,747</td>
<td>2,536</td>
<td>2,552</td>
<td>2,460</td>
</tr>
<tr>
<td>Kilometres driven Million km</td>
<td>40.7</td>
<td>41.3</td>
<td>39.8</td>
<td>45.1</td>
</tr>
<tr>
<td>Average CO₂ emissions g per km</td>
<td>191</td>
<td>179</td>
<td>181</td>
<td>167</td>
</tr>
</tbody>
</table>

## Energy, electricity

<table>
<thead>
<tr>
<th>Unit</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electrical energy consumption Terajoule</td>
<td>1,749</td>
<td>1,699</td>
<td>1,734</td>
<td>1,749</td>
</tr>
<tr>
<td>GWh</td>
<td>486</td>
<td>472</td>
<td>482</td>
<td>486</td>
</tr>
<tr>
<td>Of which electricity for the heat pumps GWh</td>
<td>1.1</td>
<td>1.4</td>
<td>1.2</td>
<td>1.3</td>
</tr>
<tr>
<td>Of which electricity for cooling (district cooling) GWh</td>
<td>0.2</td>
<td>0.8</td>
<td>0.9</td>
<td>1.0</td>
</tr>
</tbody>
</table>

## Energy, thermal

<table>
<thead>
<tr>
<th>Unit</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating oil (incl. emergency power systems) Terajoule</td>
<td>69.6</td>
<td>74.1</td>
<td>57.1</td>
<td>51.0</td>
</tr>
<tr>
<td>Natural gas Terajoule</td>
<td>28.8</td>
<td>27.7</td>
<td>18.3</td>
<td>16.1</td>
</tr>
<tr>
<td>Biomass Terajoule</td>
<td>11.1</td>
<td>13.3</td>
<td>10.0</td>
<td>1.0</td>
</tr>
<tr>
<td>District heating ² Terajoule</td>
<td>879</td>
<td>46.0</td>
<td>35.7</td>
<td>34.4</td>
</tr>
<tr>
<td>Total thermal Terajoule</td>
<td>1,272</td>
<td>149.2</td>
<td>112.1</td>
<td>102.5</td>
</tr>
</tbody>
</table>

## Energy, vehicle fuels

<table>
<thead>
<tr>
<th>Unit</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Petrol GWh</td>
<td>1,991</td>
<td>1,952</td>
<td>1,942</td>
<td>1,953</td>
</tr>
<tr>
<td>Diesel fuel GWh</td>
<td>542</td>
<td>540</td>
<td>540</td>
<td>542</td>
</tr>
</tbody>
</table>

## Air emissions

<table>
<thead>
<tr>
<th>Unit</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>CO₂ eq. according to Scope 1 of the GHG Protocol Tonnes</td>
<td>14,546</td>
<td>14,832</td>
<td>12,861</td>
<td>12,467</td>
</tr>
<tr>
<td>CO₂ eq. according to Scope 2 of the GHG Protocol (market-based) Tonnes</td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>CO₂ eq. according to Scope 2 of the GHG Protocol (location-based) Tonnes</td>
<td>48,465</td>
<td>47,366</td>
<td>47,989</td>
<td>48,342</td>
</tr>
<tr>
<td>Nitrous gases NOx Tonnes</td>
<td>11.2</td>
<td>15.3</td>
<td>13.5</td>
<td>17.7</td>
</tr>
<tr>
<td>Sulphur dioxide SO₂ Tonnes</td>
<td>0.9</td>
<td>0.9</td>
<td>0.7</td>
<td>0.4</td>
</tr>
</tbody>
</table>

1 Energy conversion: 1 terajoule (TJ) = 0.278 gigawatt hours (GWh).
2 Electricity 100% renewable (non-renewable share of the mix offset with certificates of origin).
3 The heating energy consumption is based on a forecast of monthly measures of the consumption of 120 buildings from 2018 (with a total area share of 51% in 2023). The delivery of heat is not included in the calculation of total energy consumption.
4 District heating 100% renewable (non-renewable share of the mix offset with certificates of origin).
5 The vehicle fuel consumption was adjusted from private use. The km driven, energy consumption and air emissions were adjusted accordingly.
6 Emissions factor NOx according to Mobitool v2.1 (car traffic, national 5–200 km, direct use, load factor 1.25) and v3.0 (average values for diesel and petrol) for mobility and based on the fact sheet ‘Emissionsfaktoren Feuerung’, FOEN, for firing using natural gas, heating oil and wood.
People

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Management approach 46

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In 2025, we will support two million people a year in the use of digital media and thus open up the digital world to everyone. We offer attractive working conditions and flexible working models, promote diversity and oppose all forms of discrimination.
Network expansion

Management approach

The relevance of high-performance networks in everyday life is increasing. They play a key role in new applications such as the Internet of Things, which is also gaining in importance in the industry.

In future, an increasing number of processes whereby security is critical will be carried out digitally. The continuous expansion of networks is therefore a must in order to enable innovation among private customers, start-ups, small companies and large corporations.

We are constantly developing our digital infrastructure to keep pace with the increasing demand for broadband in the fixed and mobile networks.

We invest around CHF 1.7 billion per year in our infrastructure in Switzerland, the majority of this in our networks. By providing high-performance networks and an optimal technology mix, we make a significant contribution to the attractiveness of the Swiss business community.

We are expanding the fibre-optic network into homes and businesses across Switzerland and want to have this completed in all Swiss municipalities by the year 2030. In parallel, wherever high-speed internet is available, we will be decommissioning the copper access network over the coming years. More information can be found in the Annual Report in the chapter on infrastructure and network expansion.

www.swisscom.ch/report2023

Network expansion by 2030

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
<th>2025</th>
<th>2030</th>
</tr>
</thead>
<tbody>
<tr>
<td>3G, 4G mobile communications network coverage</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>5G mobile communications network coverage</td>
<td>10%</td>
<td>96%</td>
<td>98%</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>5G+ mobile communications network coverage</td>
<td>0%</td>
<td>60%</td>
<td>73%</td>
<td>81%</td>
<td>81%</td>
<td>90%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Optical fibre expansion</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
<th>2025</th>
<th>2030</th>
</tr>
</thead>
<tbody>
<tr>
<td>31.5% with up to 10 Gbit/s</td>
<td>36.6% with up to 10 Gbit/s</td>
<td>42.7% with up to 10 Gbit/s</td>
<td>46.1% with up to 12 Gbit/s</td>
<td>57% with 75–80% with up to 12 Gbit/s</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1 Percentage of the Swiss population.
2 Percentage of all homes and businesses in Switzerland. Value 2023 and target 2025 incl. locked optical-fibre connections.
3 3G will be switched off at the end of 2025.
Mobile telephony and society

Management approach

Newer mobile generations are more energy efficient, reduce emissions and make better use of the limited radio spectrum available. A 5G mobile network plant consumes around 1.6 x less energy than a 4G plant in the LTE Advanced version to transmit the same data volume. Future 5G optimisations will increase this factor further. It is in everyone’s interest to replace older generations by updating to the latest one.

More than 3,000 building applications for the expansion or modernisation of mobile telephony sites are pending across the industry. This can be partly explained by a certain sceptical attitude in parts of the population. However, building permit procedures are also not keeping pace with technological developments: due to a lack of permits, outdated, energy inefficient hardware still often has to be installed.

In the year under review, there were several positive developments at federal level to ease this situation:

- The Federal Supreme Court has provided clarity in various judgments on 5G and confirmed existing regulations on the precautionary principle, measurement recommendation and quality assurance system. However, the decisions are based on the legal basis prior to the ONIR revision (2022). They therefore do not contain any clarifications regarding a correction factor for adaptive antennas. We are awaiting clarification from the Federal Supreme Court with great interest.
- This year’s NIR monitoring report from the Federal Office for the Environment (FOEN) attests to very low exposure values, some of which are well below the limit. On average, only around 10% of the strict Swiss installation limits are exhausted.
- As a support measure, the Confederation has published an information page on mobile communications: www.5g-info.ch.
- In September, a medical advice network for non-ionising radiation was also opened at the University of Fribourg on behalf of the FOEN: www.mednis.ch. The network is intended to ensure better medical care for people with electromagnetic hypersensitivity.
- In autumn, the motion 20.3237 ‘Mobile network. Create the framework conditions to technological developments. The main part – up to 90% – of the emissions comes from the user’s own terminal equipment; only a small part is caused by the mobile communications infrastructure. Nearby antennas and thus good connections reduce overall exposure.'
Basic service provision

We are responsible for providing basic telecommunications services in Switzerland, and have been mandated to do so in accordance with the current universal service licence. We ensure comprehensive network coverage for the population with network access and a basic range of services. The coverage of a mobile network primarily includes voice telephony and broadband internet access.

Thanks to the competition, we have outstanding telecommunications services in Switzerland. Where certain services are missing from a region for technical or commercial reasons, the basic service provision guarantees all households and businesses a reliable and affordable minimum telephony and internet offering. The basic service provision therefore comes into play wherever the market does not provide high broadband coverage. Here, Swisscom offers households fixed-line access and internet access with a free router on request.

Since 1 January 2024, in addition to the previous offer of 10 Mbit/s download and 1 Mbit/s upload speeds, subscriptions with 80 Mbit/s download and 8 Mbit/s upload speeds are available as part of the basic service provision, in the only offer of its kind in the world. This increase in minimum bandwidth in the basic service provision is technology-neutral and in line with the political will for high-performance networks that are as affordable and available as possible.

As part of basic service provision, we maintain special services for people with a disability.

Emergency calls
In thousands

<table>
<thead>
<tr>
<th>Year</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
</table>
| Calls to the service for visually and hearing impaired
In thousands

<table>
<thead>
<tr>
<th>Year</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
</table>
Youth media protection and promoting media competence

Management approach

We want to promote the digital transformation in Switzerland and accompany people on this journey. All of us communicate constantly, in both the public and private spheres. Digitalisation is changing the nature, intensity, form and effectiveness of this communication. We see it as our duty to support and train users in the competent and safe use of digital media.

Through all kinds of measures, we alert the target groups (young people, parents, working people, teachers and) to the opportunities and risks of the digital transformation. This is how we promote an information society that adds value and is secure in the long term.

Our goal for 2025 is therefore to reach two million people a year with our messages and actions. The number of people reached serves as the key performance indicator for evaluating this. A list of the key figures relevant to the achievement of targets can be found in the Table of targets.

We also use our expertise to assist the various federal administrative bodies in defining regulatory requirements. In the year under review, the main focus was on the Ordinance on the Act for Youth Media Protection in Film and Video Games (JSFVG).

Various user groups

The challenges in media usage change depending on age and form of use. We summarise them in three fields of action and offer the appropriate services listed below.

1. Digital inclusion

Making the opportunities provided by the digital world accessible to all people, supporting equal opportunities in the labour market (employability), education, social relationships and leisure:
- ‘Digital inheritance’, ‘Fake news’ and ‘Artificial intelligence’ Campus guides
- In-person and online courses
- Presence on social media
- Video content (educational and tips videos)

2. Protection of children and young people in the media

Supporting children, young people, parents, legal guardians and teachers in the safe and responsible use of smartphones, the internet and social media.
- ‘Hate speech’, ‘Supporting kids’, ‘My child’s first mobile phone’ and many other Campus guides
- Courses at schools for pupils at all school levels (up to secondary level I), parents’ evenings and training and development modules for teachers
- Social media posts on Instagram and TikTok
- Columns in the parents’ magazine Fritz und Fräni
- Digital media guide ‘enter’ – a series that focused on the topic of ‘My child’s first smartphone’ in the year under review.
- New: media makers as a constructivist course for the second and third cycle
- New: teaching aid ‘How valuable is a smartphone?’, which combines the ecological and media-usage aspects.

3. Data and internet security

Information about the dangers of the internet, responsible and reflective work, protection of personal data, whereby the focus is on adults in the private and business environment:
- ‘Cyber security’ Campus guide
- ‘Staying safe on the internet’ and ‘Privacy on the internet’ online courses
- Tips and help from social media

JAMES study

JAMES is the Swiss study on the media usage and leisure behaviour of 12- to 19-year-olds. On behalf of Swisscom, the Zurich University of Applied Sciences (ZHAW) conducts a representative survey every two years. The JAMES study, which is always conducted in the year after the survey, provides more detailed insights.

The findings from the study shape the further development of our various offerings and allow us to respond quickly to developments and address new issues.
Swisscom Campus: new offerings in 2023

Swisscom Campus brings together our measures and offerings for all target groups under one umbrella. They are divided into the areas of home, school, work and leisure.

In 2023, the number of visits to the various topic pages more than doubled to 200,000 compared to the previous year. In particular, the following new offerings were created in the year under review.

- www.swisscom.com/campus

blue Kids Mobile: support for parents
In the year under review, we launched blue Kids Mobile, a phone subscription for under-16s. We provide parents with a wide range of content, tips, courses and technical aids to support and guide them in their parenting.

- www.swisscom.ch/kids

Media makers teaching aid
The media makers programme for second and third-cycle schools encourages children and young people to create their own media content. As part of this process, they get to explore their creativity while learning to identify the risky effects of media reception and creation.

- www.swisscom.ch/medienmacherinnen

“How valuable is a smartphone?” teaching aid
The new online learning pathway addresses social and ecological sustainability based on the mobile telephone value chain. “How valuable is a smartphone?” is a teaching aid for pupils in the second cycle and was launched throughout Switzerland in 2023.

- www.swisscom.ch/lime

Digital inheritance
In the event of death, it is also important to think about your legacy in the digital world. With a variety of measures, we are drawing attention to the need to sort out access to personal virtual goods and information during your lifetime.

- www.swisscom.ch/digitaler-nachlass

In addition, we have also added artificial intelligence, smartwatches, influencers, sexting and cyber grooming, and other topics for various target groups to Campus. The list of subjects is expanded constantly.

Technical youth media protection
We consider the promotion of media competency to be the ideal way to entrench the digital transformation in society. In addition, technical protective measures can protect young people from inappropriate content such as pornographic and violent content.

Secure products
When developing new products and services, we check whether the mechanisms for youth media protection are being used effectively. The parental control function or age verification can be used to make certain content inaccessible to young people. blue TV also has a blocking function that enables content and commercial restrictions on video-on-demand content (VoD content). We also block value-added services with erotic content (0906er route and value-added services) for young people and give parents the option of setting surfing times for their children via the Internet-Box.

Filter software
In the knowledge that web content filters are never 100% secure, they are particularly useful for younger children to protect them from inappropriate and frightening content.

My Security
We offer our customers the My Security app to protect their digital identity and prevent cybercrime. We recommend adding My Security in the sales process for the blue Kids Mobile phone subscription.

- www.swisscom.ch/mysecurity

Ask Michael
Our youth media protection officer Michael In Albon answers questions on this topic. Authorities, parent organisations, parents and schools can contact us by e-mail and receive a sound response.

- frag.michael@swisscom.com

Regulatory initiatives and projects

Regulatory plans of the Confederation
In autumn 2022, the Swiss Parliament passed the Act for Youth Media Protection in Film and Video Games (JSFVG). The associated ordinance was submitted for consultation in 2023. Among other things, the act provides for a nationwide regulation on age ratings for film and video content. We welcome this approach, although there has been no success in regulating particularly risky content such as foreign VoD offerings.

Industry Initiative of the Swiss Association of Telecommunications (asut) for improved Youth Media Protection and the Promotion of Media Skills in Society
Following the introduction of the Act for Youth Media Protection in Film and Video Games (JSFVG) and its ordinance (JSFVV), asut’s code of conduct governing youth media protection is being updated to incorporate the new legal provisions. In 2024, we will be holding initial talks with various industry participants to implement the new guidelines.

- www.asut.ch/jugendmedienschutz

Swisscom Campus: new offerings in 2023

<table>
<thead>
<tr>
<th>Year</th>
<th>Visitors to the ‘Swisscom Campus’ media skills hub</th>
<th>My Security customer development</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>20,000</td>
<td></td>
</tr>
<tr>
<td>2022</td>
<td>87,711</td>
<td>200'574</td>
</tr>
<tr>
<td>2023</td>
<td>241,075</td>
<td>209,276</td>
</tr>
<tr>
<td></td>
<td></td>
<td>254,976</td>
</tr>
<tr>
<td></td>
<td></td>
<td>268,739</td>
</tr>
<tr>
<td></td>
<td></td>
<td>315,025</td>
</tr>
</tbody>
</table>

Swisscom – Sustainability Impact Report 2023
Protection of children and children’s rights

Swisscom is committed to protecting children along its value chain.

- In the supply chain, we consistently enforce the elements of the SA 8000 standard among our suppliers and fight for children’s rights — through consistent supplier risk management, as members of the Global Child Forum NGO and as part of the JAC initiative.

- In the use of our products and services, we go beyond the law and protect our children from debt, unsuitable content and the risks associated with the use of digital media (addiction, privacy, hate speech and cyberbullying). We ensure our products have parental control features and use suitable mechanisms to protect offerings with content that is potentially harmful to minors.

- As an employer, we enable our employees in part-time roles to reconcile childcare and work, and pay contributions to non-family childcare.

- With our Mobile Aid programme, we collect unused mobile phones. Functioning devices are sold, while defective devices are recycled. We donate the proceeds from sales and recycling to the SOS Children’s Villages organisation.

Fighting child pornography

In order to protect the physical and mental integrity of children and young people, it is important to think beyond their interaction with media. Even before the Telecommunications Act (TCA Article 46a) made it a legal obligation, we were already committed to blocking child pornography sites reported by the Swiss Federal Police on our networks as part of the industry initiative of the Swiss Association of Telecommunications (asut) for improved Youth Media Protection and the Promotion of Media Skills in Society. An electric interface between the Swiss Federal Police and Swisscom automatically tracks all changes.

We also support the anonymous reporting centre www.clickandstop.ch and provide communication support.

www.clickandstop.ch
Accessibility

Management approach

We attach great importance to barrier-free access. Firstly, we adhere to the Swiss Disability Discrimination Act (BehiG), which governs the provision of accessible products. Secondly, we want to offer everyone access to our products and services.

In view of the large number of products, services and communication channels, our strategy is first and foremost to make the most popular products and channels accessible.

The realisation of barrier-free access is based on three pillars:

1. Monitoring
Since the year under review, the employees in the individual teams who are responsible for barrier-free access have been regularly reviewing progress and difficulties.

2. Testing
Every change to a product is checked for barrier-free access. In addition to internal testing, our external partner Applause carries out extensive tests every month. Improved barrier-free access is the result of the iterative interplay of testing and problem solving.

3. Awareness and training
Progress in achieving barrier-free access depends on all employees. In the year under review, employees whose tasks and roles involve improving barrier-free access (e.g. graphic designers) had their awareness raised about the topic through a training day. This was organised in collaboration with the ‘Access for all’ foundation.

We have set ourselves the goal of achieving Level AA of the Web Content Accessibility Guidelines for our website and apps. More on this below.

Accessible products and services

The accessibility of our shops and call centres must meet strict legal requirements and is continuously improved. To this end, we work together with recognised organisations, such as the Vision Positive agency and the Swiss Association of the Deaf.

Our employees are trained and given practical tools to meet the various needs of our customers.

At the request of people with disabilities, the blue TV app can now be used on iPhones with a screen reader. A solution was also developed to make the TV programme guide (EPG) accessible.

We offer the following services for people with disabilities as part of our basic service provision: by dialling the phone number 1145, you can be put through directly and free of charge to a contact person of your choice. Together with the PROCOM foundation, we offer deaf and hard of hearing people a free online translation service into sign language for phone calls with hearing people.

We have set ourselves the goal of achieving Level AA of the Web Content Accessibility Guidelines, which we have already done with the app and the My Swisscom online customer portal.

In the year under review, we also made improvements to the online purchasing process.
Employees

Employer attractiveness
Management approach
In view of the increasing shortage of skilled workers, employer attractiveness is a priority for us, especially for IT roles. Under the motto ‘What you make of it is what makes us’, we pursue a strategy of attracting and retaining the best employees for our company.

Conditions of employment, salary and fringe benefits
We offer attractive conditions of work and employment to managers and to employees covered by the collective employment agreement (CEA). We offer salaries that are in line with the market and we offer good social benefits. With the comPlan pension fund, we offer employees a pension solution with attractive benefits. The fringe benefits include an allowance on Swisscom services and an SBB Half Fare Travelcard, regardless of the employment level or role. All employees share in the company’s success.

Flexible working models
We have a 40-hour work week and encourage flexible working arrangements in terms of time and place; employees have the opportunity to work from home up to three days a week.

In collaboration with our social partners transfair and syndicom, a new CEA was drawn up in the year under review, which will enter into force in 2024 and offers even more attractive conditions: strengthened flexible working time models, extended maternity leave, paternity leave and adoption leave, and the introduction of parental leave for same-sex couples.

In addition, there will be more annual leave days and an increase in training allowances. The conditions of employment for managers have also been adjusted; from 2024, they will receive five ‘flex days’ in addition to their annual leave days, which can be taken as single days or in blocks. Employees aged 60 and over can register for a partial retirement model from 2024. The model enables a gradual transition into retirement over a period of time spanning 18 to 24 months. Swisscom provides financial support for this.

Strong culture
We drive the development of new, e.g. agile, working models and test them out in the company. We maintain flat hierarchies and promote interdisciplinary, autonomous teams in which everyone thinks and acts with an entrepreneurial mindset. This way of working is characterised by collaboration on an equal footing. In order for this to succeed, it is important to keep an open dialogue at work and provide an appealing workplace environment. Over the next few years, some offices will be completely redesigned to better reflect changing requirements (new ways of working).

Corporate volunteering – Give2Grow and Move
Volunteering is an important part of our culture. With Give2Grow, all employees can dedicate one day a year to a charitable or ecological project. As part of Move, employees offer a wide range of sporting or creative activities for their colleagues.

Innovative recruiting
In response to the shortage of skilled workers, we rely on innovative recruitment processes. Interested parties can apply via video or with their LinkedIn profile. Alternatively, they can meet with a contact person for a non-binding chat over a cup of coffee. We offer sessions for young professionals to get to know technical professions better, such as the Digital Days for Girls and taster days. To make these happen, we work with external partners such as ecole42 Lausanne and various universities.

Overview of employees at Swisscom

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of employees in Switzerland</td>
<td>16,050</td>
</tr>
<tr>
<td>Employees in agile organisations</td>
<td>5,836</td>
</tr>
<tr>
<td>Part-time employees</td>
<td>3,120</td>
</tr>
<tr>
<td>Management employees</td>
<td>3,160</td>
</tr>
</tbody>
</table>
Labour market skills and training

Management approach

The prerequisite for successfully exploiting the opportunities of the digital transformation is the continuous development of our skills. With Level Up, we are shaping the transformation, promoting the skills of our employees and our culture of collaboration. Our employees are entitled to five training and development days per year. We also offer internal training & development and talent programmes. We also train apprentices and trainees.

Transformation and skills management

With Level Up, we develop the necessary skills in our workforce that are relevant for future success. A skills management system is currently being established to measure and develop these.

Career starters

We train apprentices in seven professions, for which we use an innovative and skills-based training model. Apprentices independently look for what are known as ‘qualification projects’, work in all areas of the company and quickly learn to take on responsibility.

In the year under review, 20 apprentices started the newly created Digital Business Developer (Federal VET Diploma) apprenticeship. This job profile is a world first and essential for the digital transformation. The apprenticeship strengthens the interface between technology and practice, and serves to make digital products and processes as practical as possible. We enable young professionals to enter the world of work through our trainee programme and internships.

Training & development and education

In order to utilise the contractually promised training and development days, employees have access to internal training courses, on-the-job development, and external education and training days. The internal digital learning platform SKILLup offers time-independent study and programmes tailored to employees, from short learning units to in-depth courses, and aims to establish this culture of learning at our company. In the year under review, a new internal leadership training and development course was mandatory for all managers in order to establish a common understanding of leadership.

Promotion of talent

Attracting, developing and retaining talent is one of our goals in light of the highly competitive market. Employees can apply for our talent programme or are nominated by their managers. Talents are reviewed annually on the basis of clear criteria. They can choose from various further development modules and take advantage of coaching.

Apprentices in numbers as of 31.8.2022/2023

<table>
<thead>
<tr>
<th>Category</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total trainees</td>
<td>895</td>
<td>856</td>
</tr>
<tr>
<td>Apprenticeships started</td>
<td>282</td>
<td>220</td>
</tr>
<tr>
<td>Apprenticeships completed</td>
<td>247</td>
<td>227</td>
</tr>
<tr>
<td>Success rate</td>
<td>96%</td>
<td>99%</td>
</tr>
</tbody>
</table>

856 apprentices were undergoing their training at Swisscom in the reporting year – in seven different vocational areas. They were joined by 15 trainees.

1,221 managers took part in leadership training in 2023.
Work stress and resilience

Management approach

In today's world of work, the lines between work and private life are becoming increasingly blurred, and the demands placed on employees and the environment are changing rapidly. Both can lead to stress. As an employer, we support employees to stay healthy and motivated in the long term. We attach particular importance to the prevention and early identification of psychosocial issues. Sovis, Swisscom’s personnel fund, contributes to the costs of preventive measures.

We create a safe and trusting working environment and promote resilience:

- Competence centre for health and care expertise (awareness, courses, Care Gate anonymous contact and advice centre)
- Courses on ‘mental health first aid’ and resilience in partnership with Pro Mente Sana
- Annual survey of stress levels, presenteeism, management issues and conflict in the team by means of a questionnaire
- Stress analysis in teams with alarming results
- Voluntary health checks for the early detection of health problems for managers who do not report their working hours
- With the ‘Fit for Work & Life’ training programme for apprentices, we have special sessions for promoting mental health, dealing with money, and awareness of bullying and sexual harassment.

Safety in the workplace and safety certification

In order to protect the lives and health of our employees, we consistently observe the safety rules in the workplace. Partner companies are not exempt from observing our safety prevention measures, all of which lead to lower accident rates and lower absenteeism. Key figures on work-related accidents and illnesses are collected via a central reporting system. The Swisscom safety system is certified by the Federal Coordination Commission for Occupational Safety FCOS (comparable to the ISO 45001:2018 standard).

The risk and the number of occupational illnesses according to mandatory accident insurance are minimal. Over a quarter of all occupational accidents occur in the office and while working from home. These are mostly minor accidents that cause no or only a few days of absence. With regard to the absenteeism rate, we fell just short of our 3% target in the reporting year. Despite a large number of preventative measures, we can only influence this rate to a limited extent.

We have been awarded the ‘Friendly Work Space’ label by the organisation Health Promotion Switzerland.

3.2%
The absenteeism rate is a long-term indicator of work-related stress and is slightly lower than in the previous year.

1,395 productive hours: this is the average labour output per FTE.

268 occupational accidents; this remains stable at a low level.
Diversity, equity and inclusion

Management approach
We stand for a culture in which differences are valued and discrimination and exclusion have no place. We promote diversity in terms of gender, sexual orientation, age, origin, language and the inclusion of employees with a physical or intellectual disability.

This diversity promotes innovation and makes us successful as a company, which is why we design our processes in recruitment, development, talent management and leadership culture in such a way that they counteract stereotypes and enable equal opportunities. Group-wide targets for the diversity categories are measured and reported on a regular basis. Individual dimensions have been able to be improved through this active management. For example, we are seeing that we are achieving greater diversity among candidates and also in recruitment.

Nationality and language
Four national languages and cultural diversity are Switzerland’s trademark – and great assets. We, like others, employ people of many nationalities, and our linguistic diversity is correspondingly high. We also promote this by offering our employees language courses and, for example, talent and training and development programmes in different languages.

Gender equality
We are committed to equal rights for women and men. Here, we face the challenge of increasing the proportion of women in management positions. The percentage of qualified women in the IT sectors is still low and there are still too few applications submitted by women for technical job profiles. We offer, for example, Digital Days for Girls in order to spark interest in Swisscom and in technical professions among young female talent. We also offer job-sharing and part-time positions, which ensures a good work-life balance. In recognition of our efforts in this area, we were honoured in the year under review by the Pro Familia Schweiz organisation as the most family-friendly large Swiss corporation.

Communities
Internal communities – including ‘WoMen’s Empowerment’, which is in favour of equal rights and against discrimination towards women, or ‘Proud@Swisscom’, Swisscom’s internal LGBTIQ* community – already have 1,500 participants. They organise networking events and talks, bring committed employees together and thus make a significant contribution to the implementation of our diversity efforts.

Salary structure
We periodically review the salary structure for differences between the genders’ wages using the federal government’s equal pay tool (Logib). The investigations to date have revealed small wage differences that are below the Confederation’s tolerance threshold of 5%.

Generational diversity
People from all generations work together here – from young career starters to people approaching retirement. The exchanges and collaboration between the generations are valuable and enriching.

Inclusion
We support people with an intellectual or physical disability and give them a chance to remain in the primary labour market. We have set ourselves the goal of achieving a quota of at least 1% of the entire workforce. To achieve this, we are working with organisations such as Compasso and Powercoders. We have also employed 13 people with a refugee background as interns.

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Overall balance in Switzerland

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male</td>
<td>Female</td>
<td>Total</td>
</tr>
<tr>
<td>Overall balance in Switzerland</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average workforce FTE</td>
<td>15,961</td>
<td>15,884</td>
<td>15,979</td>
</tr>
<tr>
<td>Workforce end of year FTE</td>
<td>15,882</td>
<td>15,750</td>
<td>16,050</td>
</tr>
<tr>
<td>Reporting limit in Switzerland according to the personnel information system</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coverage report limit</td>
<td>92%</td>
<td>91%</td>
<td>89%</td>
</tr>
<tr>
<td>Average workforce FTE</td>
<td>11,509</td>
<td>3,270</td>
<td>14,779</td>
</tr>
<tr>
<td>Employees in FTE</td>
<td>11,465</td>
<td>3,211</td>
<td>14,676</td>
</tr>
<tr>
<td>In headcount (HC)</td>
<td>11,794</td>
<td>3,723</td>
<td>15,517</td>
</tr>
<tr>
<td>Temporary positions (HC)</td>
<td>737</td>
<td>187</td>
<td>924</td>
</tr>
<tr>
<td>Temporary work contracts (HC)</td>
<td>141</td>
<td>87</td>
<td>228</td>
</tr>
<tr>
<td>Permanent work contracts (HC)</td>
<td>11,653</td>
<td>3,636</td>
<td>15,289</td>
</tr>
<tr>
<td>Gender ratio (HC)</td>
<td>76.0%</td>
<td>24.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Average age</td>
<td>44.5</td>
<td>42.1</td>
<td>43.9</td>
</tr>
<tr>
<td>KPI % of employees with non-German language of communication</td>
<td>25.0%</td>
<td>25.3%</td>
<td>24.6%</td>
</tr>
<tr>
<td>Full-time employment (HC)</td>
<td>10,058</td>
<td>1,938</td>
<td>11,991</td>
</tr>
<tr>
<td>Part-time employment (HC)</td>
<td>1,595</td>
<td>1,762</td>
<td>3,327</td>
</tr>
<tr>
<td>Ratio full-time employees (HC)</td>
<td>86.3%</td>
<td>53.2%</td>
<td>78.4%</td>
</tr>
<tr>
<td>Ratio part-time employees (HC)</td>
<td>13.7%</td>
<td>46.8%</td>
<td>21.6%</td>
</tr>
<tr>
<td>Employees in collective employment agreement (CEA) (HC)</td>
<td>9,108</td>
<td>5,289</td>
<td>14,397</td>
</tr>
<tr>
<td>Rate collective labour agreement (CEA) to total workforce</td>
<td>77.2%</td>
<td>88.3%</td>
<td>79.9%</td>
</tr>
<tr>
<td>Top Management (HC)</td>
<td>68</td>
<td>10</td>
<td>78</td>
</tr>
<tr>
<td>Management (HC)</td>
<td>2,618</td>
<td>424</td>
<td>3,042</td>
</tr>
<tr>
<td>Rate of employees within Management (HC)</td>
<td>86.1%</td>
<td>13.9%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Fluctuation in Switzerland

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male</td>
<td>Female</td>
<td>Total</td>
</tr>
<tr>
<td>Overall balance in Switzerland</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rate of leavers &gt; 50 years</td>
<td>17.4%</td>
<td>23.1%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Rate of leavers 30-50 years</td>
<td>44.4%</td>
<td>42.7%</td>
<td>44.0%</td>
</tr>
<tr>
<td>Rate of leavers &gt; 50 years</td>
<td>38.2%</td>
<td>34.3%</td>
<td>37.2%</td>
</tr>
<tr>
<td>New starters</td>
<td>850</td>
<td>211</td>
<td>1,061</td>
</tr>
<tr>
<td>New starters &lt; 30 years</td>
<td>282</td>
<td>89</td>
<td>371</td>
</tr>
<tr>
<td>New starters 30-50 years</td>
<td>484</td>
<td>107</td>
<td>591</td>
</tr>
<tr>
<td>New starters &gt; 50 years</td>
<td>84</td>
<td>15</td>
<td>99</td>
</tr>
<tr>
<td>Rate of new starters &gt; 30 years</td>
<td>33.2%</td>
<td>42.2%</td>
<td>35.0%</td>
</tr>
<tr>
<td>Rate of new starters 30-50 years</td>
<td>56.9%</td>
<td>50.7%</td>
<td>55.7%</td>
</tr>
<tr>
<td>Rate of new starters &gt; 50 years</td>
<td>9.9%</td>
<td>7.1%</td>
<td>9.3%</td>
</tr>
</tbody>
</table>

Further KPIs

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male</td>
<td>Female</td>
<td>Total</td>
</tr>
<tr>
<td>Education and training days</td>
<td>54,822</td>
<td>58,384</td>
<td>62,759</td>
</tr>
<tr>
<td>Education and training days per headcount</td>
<td>3.5</td>
<td>3.8</td>
<td>4.2</td>
</tr>
<tr>
<td>Maternity and paternity leave</td>
<td>671</td>
<td>207</td>
<td>878</td>
</tr>
<tr>
<td>CEO total compensation in CHF thou</td>
<td>1,958</td>
<td>1,806</td>
<td>1,854</td>
</tr>
<tr>
<td>Median salary in CHF thou</td>
<td>141</td>
<td>142</td>
<td>146</td>
</tr>
<tr>
<td>Rate CEO compensation / median salary</td>
<td>14</td>
<td>13</td>
<td>13</td>
</tr>
<tr>
<td>Variation of CEO compensation</td>
<td>5.7%</td>
<td>–7.8%</td>
<td>2.7%</td>
</tr>
<tr>
<td>Variation of median salary</td>
<td>1.4%</td>
<td>0.7%</td>
<td>2.8%</td>
</tr>
<tr>
<td>Minimum full time salary in CHF thousand according to the CEA</td>
<td>52</td>
<td>52</td>
<td>52</td>
</tr>
<tr>
<td>Performance dialogues</td>
<td>86.0%</td>
<td>91.1%</td>
<td>-</td>
</tr>
</tbody>
</table>
## Illness and accidents

<table>
<thead>
<tr>
<th>Illness and accidents (S+A)</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Days lost due to illness (w/o work-related illness)</td>
<td>33.1%</td>
<td>25.7%</td>
<td>24.2%</td>
</tr>
<tr>
<td>Days lost due to work-related illness</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Days lost due to work-related accidents</td>
<td>3.4%</td>
<td>2.5%</td>
<td>2.4%</td>
</tr>
<tr>
<td>Days lost due to non-work-related accidents</td>
<td>5.9%</td>
<td>4.0%</td>
<td>3.9%</td>
</tr>
<tr>
<td>Total cases</td>
<td>77,020</td>
<td>93,907</td>
<td>133,302</td>
</tr>
<tr>
<td>Share of days lost due to illness (w/o work-related illness)</td>
<td>2.2%</td>
<td>2.5%</td>
<td>2.4%</td>
</tr>
<tr>
<td>Share of days lost due to work-related illness</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Share of days lost due to work-related accidents</td>
<td>0.1%</td>
<td>0.1%</td>
<td>0.1%</td>
</tr>
<tr>
<td>Share of days lost due to non-work-related accidents</td>
<td>0.3%</td>
<td>0.4%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Total productive hours performed</td>
<td>16,201,459</td>
<td>15,815,226</td>
<td>15,541,468</td>
</tr>
<tr>
<td>Productive time per FTE in hours</td>
<td>1,412</td>
<td>1,398</td>
<td>1,395</td>
</tr>
</tbody>
</table>

### Share of days lost in %
- Illness and accidents (S+A): 2.6%
- Work-related deaths: 0.0%
- Work-related accidents: 0.1%
- Non-work-related accidents: 0.3%
- Total cases: 2.6%

### FTE performance (net presence in FTE)
- 2021: 7,760
- 2022: 7,524
- 2023: 7,524

### Total productive hours
- 2021: 16,201,459
- 2022: 15,815,226
- 2023: 15,541,468

### Productive time per FTE in hours
- 2021: 1,412
- 2022: 1,398
- 2023: 1,395

<table>
<thead>
<tr>
<th>Employee age structure</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 30 years</td>
<td>36,230</td>
<td>15,780</td>
<td>15,517</td>
<td>15,060</td>
<td>15,093</td>
</tr>
<tr>
<td>Between 30 and 50 years</td>
<td>8,985</td>
<td>8,639</td>
<td>8,485</td>
<td>7,854</td>
<td>8,261</td>
</tr>
<tr>
<td>Over 50 years</td>
<td>5,226</td>
<td>5,219</td>
<td>5,222</td>
<td>5,413</td>
<td>5,017</td>
</tr>
</tbody>
</table>
Social engagement

Sponsorships

We share our expertise at a regional, national and European level and, on our own or in partnership with others, we support activities that contribute to social cohesion and the common good.

In choosing our partnerships and memberships, we attempt to ensure that the relevant institutions complement our company in terms of their professional competence and thus make an important contribution to the achievement of our strategy. They must also share our values and have an excellent reputation and a high level of credibility in their area of activity.

Our sponsoring activities are spread across all regions of Switzerland and aimed at a wide range of stakeholder groups.

www.swisscom.ch/sponsoring

Corporate giving

In addition to our sponsorship activities, our company also donates to charitable causes. To this end, we work together with two renowned and trustworthy partner organisations.

Swiss Solidarity

Swiss Solidarity is a Swiss charity organisation that has been collecting donations for people affected by crisis situations in Switzerland and abroad for 77 years, and allocates these funds to 26 relief organisations. As a company, we support Swiss Solidarity by donating CHF 75,000 a year in addition to making our network infrastructure available on collection days. In certain cases, we also make additional donations together with our employees: in 2023, this was around CHF 250,000 for those affected by the earthquakes in Syria and Turkey. In the year under review, we also provided technical, communicative and personnel support at the day of solidarity on the subject ‘Education for everyone. A future for children and young people in Switzerland and worldwide’ (Bildung für alle. Eine Zukunft für Kinder und Jugendliche in der Schweiz und weltweit).

Tel 143 Die Dargebotene Hand

The phone-based counselling service Tel 143 Die Dargebotene Hand helps just under 200,000 people in need every year. Its almost 700 volunteers can be reached around the clock by phone, chat or e-mail throughout Switzerland. We make an annual donation of CHF 75,000 to support Tel 143 Die Dargebotene Hand.
Conduct

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Further rules and practice 60

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Consultations 62
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A trustworthy partner for its stakeholder groups, Swisscom works according to clear and strict ethical principles. We are committed to fair working conditions and human rights along the entire value chain, as well as to data security and data protection.
Corporate ethics

Management approach
We pursue a corporate strategy that is committed to sustainable and ethical principles. Corporate ethics means considering the needs and consequences of our actions for all stakeholder groups and upholding fundamental social values such as freedom, justice, equality and security. Here, data ethics is a central part of our commitment to digital responsibility.

Ethical conduct is integrated into our Code of Conduct. As a matter of principle, we trust our employees to act responsibly, taking into account the aspects of society, the environment and the economy (Code of Conduct, Section 4). In day-to-day business, however, conflicting needs exist and, as a result, conflicting objectives arise. Balancing these needs against each other is a challenge. To minimise the risk of making bad decisions, we have integrated corporate ethics into the Group strategy with measurable governance. In addition to adhering to fundamental ethical values, it includes ethical aspects of digitalisation in particular. A range of measures were defined in 2022 to strengthen ethical practice at Swisscom, some of which were implemented in the year under review.

Developments in the year under review
Corporate ethics were further consolidated in the year under review.

Ethics management
In the Ethics Working Group (Ethics WG), specific cases relating to corporate ethics are discussed. The Ethics WG is advised by an external expert (ethix). A white paper with guidelines and a questionnaire were developed as tools for assessing the cases on the basis of a values compass, which allows systematic and comparable processing of individual cases. In the year under review, the WG had one particular case to assess for which it turned to these two tools. The case concerned the assessment of a fee-based channel package with erotic channels from a third-party provider. From an ethical point of view, the offering was categorised as unproblematic. Nevertheless, the Ethics WG issued recommendations for the market launch in order to actively protect children and young people under the age of 16 from content that is not age-appropriate.

The Data Ethics Board ensures that data processing operations are carried out in accordance with objectifiable values, examining specific application scenarios from day-to-day business and in new technologies. One meeting on the use of generative artificial intelligence in customer service was held in the reporting year. The case was recommended for revision by the Board. It will be presented again at the beginning of 2024. Furthermore, a meeting was held to discuss how to further optimise the Data Ethics Board.

Integration
All employees are taught about lawful and value-oriented conduct through a cascade of information and measures that are appropriate to their level.

In the year under review, the Group Executive Board received training from an external expert on the topic of trust and ethics.

Measurement
When measuring corporate ethics, the focus is on two key indicators: the degree of internal awareness and external perception. Monthly reputation measurement using the RepTrak survey tool shows the extent to which Swisscom’s conduct is perceived externally as being ethical. We have 67 points for the governance aspect at the end of 2023 (previous year: 68.0 points). In the reporting year, the Group Executive Board set the target of achieving 70 points by 2025. Internal awareness is measured by the proportion of employees who have completed ethics training, which will take place in 2024.

Communication
Our ethical conduct deserves to be recognised. Internal communication takes place via the Ethics Intranet Hub. External guidelines and Group policies on ethical behaviour and compliance are published on our website.

Further rules and practices
The following rules and practices are also relevant for ethical corporate governance:

- Corporate responsibility governance
  Defines the rules in accordance with which the line units and the sustainability network make decisions, oversee and report.

Implementation of the ‘Innovators of Trust’ vision was piloted as a ‘Trust Workshop’ for senior management, then tested and further developed in Group Communications & Responsibility. The launch is planned for 2024 along with ethics training in connection with compliance for all employees.
• **Code of Conduct**
  Sets out the minimum expectations that the Board of Directors and CEO have of our managers and employees.
  [www.swisscom.ch/codex](http://www.swisscom.ch/codex)

• **Handling of data**
  The responsible processing of confidential information and guaranteeing data security are vital in maintaining our customers’ trust in us.
  [See ‘Data protection’ and ‘Data security’](#)

• **Fair supply chains**
  The Code of Conduct for Procurement sets out the principles and procedures to be followed by the procurement organisation, as well as binding rules for us and our suppliers.
  [See ‘Fair supply chains’](#)

• **Transparency and dialogue**
  We value contact with the public and maintain an open dialogue with interested stakeholder groups.
  [See ‘Stakeholder groups’](#)

• **Political lobbying**
  We are politically active and take ethical values into account.
  [See ‘Actor in public debates’](#)

• **Communication principles**
  Our employees adhere to these values and principles of communication in their day-to-day communication.
  [www.swisscom.ch/principlesofcommunication](http://www.swisscom.ch/principlesofcommunication)

• **Whistle-blowing**
  Employees can anonymously report suspicious activity via a publicly accessible whistle-blowing platform.
  [www.swisscom.ch/codex](http://www.swisscom.ch/codex)
Actor in public debates

We are committed to maintaining transparent and trusting relationships with politicians, public authorities, associations and the community in all regions of Switzerland. We also represent our interests in the European Telecommunications Network Operators’ Association (ETNO). We participate in public hearings and events and play our part in the political process. First and foremost, we provide information on infrastructure and security issues, and on the necessary framework conditions in line with our corporate strategy.

In line with our own anti-corruption directive and based on the relevant ethical codes (the Code of Lisbon and the Code of Professional Conduct of the Swiss Society of Public Affairs, SSPA), we reject unlawful or ethically questionable practices aimed at exerting influence on opinion leaders and decision-makers. Moreover, we are a non-denominational and politically neutral organisation and we do not make any political contributions.

As a responsible corporate citizen, we also contribute — with planned projects and services as well as professionally — to public discussions on the topics of education policy, media skills, the digital transformation, mobile communications and broadband expansion, and basic service provision.

Consultations

During the year under review, as in previous financial years, we submitted statements as part of consultations at federal level. These include the Ordinances on the Financing of the Surveillance of Post and Telecommunications (FSPTO) and the implementing provisions of the Ordinance on the Protection of Minors in the Media in the Area of Film and Video Games, which introduce age checks. The following two topics should also be emphasised:

- **Strengthening of mobile phone networks**
  On 1 November 2023, the Federal Council opened the consultation on measures to strengthen mobile networks against power supply disruptions. In general, this concerns the question of how long mobile phone networks must remain operational during power outages in order to enable emergency call services, the public telephone service and access to the internet. The deadline for submissions is 16 February 2024. Swisscom will be involved in the consultation process.

- **Power shortages**
  Swisscom has had to grapple with this topic for the second year in a row now. This year, various administrative and business activities have been initiated. Swisscom played a key role in the development of a telecommunications sector concept for electricity quotas in 2023, on the basis of which the federal government is drafting an ordinance.

Political deliberations

In the context of political deliberations, the implementation of the motions with the same wording, Caroni (Mo 20.3531) and Rieder (Mo 20.3532) ‘Fair competition vis-à-vis state-owned enterprises’, and the implementation of any measures in the context of the postulate ‘Federal high-bandwidth strategy’ (21.3461) are of importance to us. We are also following the ongoing parliamentary debate on the revision of the Cartel Act.

In the year under review, we expressed our views on other topics under political debate, such as in the context of parliamentary committee hearings, and in some cases, also within a broader alliance of providers and industry:

- **Partial revision of the Informationssicherheitsgesetz (information security act)**, which aims to protect critical infrastructure against cyber risks.
- **The Gugger Motion** (20.3374), which calls for the protection of under-16s from pornographic content, and was passed by both councils with one modification.

Work to implement the ‘Strengthening the public service’ motion (20.4328), which calls for adjustments to the political control of companies with strong ties to the government, is still expected.

- **The ‘FDP Motion’** (20.3237), which calls for framework conditions for the rapid expansion of 5G, was also referred. Work to implement this and for the further expansion of the infrastructure will be important for Swisscom in this regard.

The topic of **roaming** continues to generate new proposals that Swisscom supports in its political work. Price caps were rejected in this reporting year, but further initiatives are still pending.
Open regulatory issues

The following business relating to Swisscom is currently being discussed in parliament:

• The postulate of the Transport and Telecommunications Committees of the Council of States (21.3596), which calls for the examination and clarification of future use in the millimetre wave range, was accepted and the Confederation was instructed to prepare a report.

• The SP proposal, which aims to protect Switzerland’s critical ICT infrastructure from potential interference by other states (Motion 22.3414), is still pending. This should be seen in the context of the trade dispute between the US and China. Swiss telecoms service providers use various network equipment suppliers (multi-vendor strategy). Swiss politicians are currently refraining from interfering in the commercial freedom of ICT companies.

• The digital sovereignty issue is gaining weight in the political debate, not least because of the postulate (Po 22.4411), which calls for a strategy for Switzerland. Several proposals also call for the adoption of EU regulations or an adaptation of Swiss legislation in regards to the regulation of large tech companies, such as the Digital Markets Act (DMA) and the Digital Services Act (DSA). The Federal Council instructed the relevant offices to draft a legislative proposal for Switzerland based on the DSA, and to present this draft by spring 2024.

• Beyond parliament, the topic of mobile communication expansion is likely to remain topical in the broader public political debate. Many building applications are still pending in the municipalities.

• In the aftermath of certain disruptions and breakdowns – particularly with emergency numbers – adopted motion 21.3000 called for the introduction of technical system leadership in the area of emergency calls. Furthermore, six motions with the same wording, calling for the digital transformation and further development of emergency calls in Switzerland, were adopted by parliament. The implementation details of these issues are currently being worked out.
Management approach

As a leading Swiss ICT company, we are committed to fair procurement and supply chains. Respecting and protecting human rights in accordance with the relevant ILO, OECD and SA 8000 standards is a key element of our sustainability strategy and part of the Swisscom’s corporate responsibility. Our guidelines on human rights are published on our website.

www.swisscom.ch/humanrights

Measures to ensure fair supply chains

Risk management system

Our Supply Chain Risk Management (SCRM 360°) follows a holistic approach in carrying out due diligence checks. The aim is to reduce risks not only in ethical, social and environmental terms, but also with regard to finance, logistics, quality and security of supply. It also assesses the entire purchasing volume in terms of human rights risks and impacts. We pay particular attention to monitoring purchasing transactions with elevated risks (around 30%) and procurements with our top 100 suppliers. As a result, we have ongoing information about events in the supply chains relating to over 80% of our spend.

Our risk assessment is based on a global corporate responsibility standard and is integrated into the digital procurement process. With the qualification of each supplier for a corresponding product group, ESG has been an integral part of the procurement process since 2022. We are also implementing more in-depth ESG assessments and corrective measures with existing suppliers via the EcoVadis sustainability rating platform. Our measures have enabled us to achieve a score of 90/100 on EcoVadis in the area of sustainable procurement (see also the Swisscom portfolio performance table on our suppliers’ score).

www.swisscom.ch/cr-governance
www.ecovadis.com

How the DDTrO affects us

When the DDTrO (Due Diligence and Transparency in relation to Minerals and Metals from Conflict-Affected Areas and Child Labour) came into force, we became obliged to implement a comprehensive management system for conflict minerals and child labour, and to report on this annually starting from the year under review. This obligation covers the entire upstream supply chain, including the company’s own business activities and all suppliers – from the extraction of raw materials to the processing of the end product.

www.swisscom.ch/cr-governance

The DDTrO’s regulatory obligations regarding conflict minerals do not affect us directly. While Swisscom does not import or process any conflict minerals or metals, we nevertheless exercise our responsibility in the area of conflict minerals.

Specifically, we have taken the following additional measures to meet our supply chain due diligence obligations:

• Supply chain policy
By adapting our ESG contract annex, we are anchoring requirements for sustainable and fair procurement with our suppliers and their subcontractors. We set specific standards for child labour and conflict minerals and oblige our supply partners to report any suspected cases to Swisscom.

• Risk and impact analysis
Transparency is the key to fair supply chains. We use a UNICEF risk management tool to monitor specific country risks in relation to child labour. In addition, we are working with suppliers of our proprietary products on the gradual disclosure and presentation of the relevant supply chains in this tool in order to better understand the origin of the materials and metals used.

www.unicef.org/child-rights-business

• Embedding and integration
We have been training our strategic purchasing department on the topic of ‘ESG in supplier management’ since 2023. The topics of child labour and conflict minerals are specifically addressed.
Reporting and remediation process

The 'Swisscom Speak-up' reporting channel allows those affected in our supply chains to report incidents relating to harm to people and the environment.

See also 'Whistle-blowing'

www.bkms-system.ch/speakuptoSwisscom

Child Labour

We are generally guided by the International Labour Organization (ILO)’s definition of abusive child labour. Compliance with international regulations regarding child labour is anchored in our supplier risk management.

Since the year under review, we have also been a member of the Global Child Forum NGO, which campaigns worldwide for the respect of children’s rights by the private sector. With a score of 8.2, we are among the top 9% in the portfolio (Leaders). The industry average is 5.7 points.

Swisscom also co-chaired the Joint Alliance for CSR Initiative’s ‘Child and Forced Labour’ working group this year, which is developing a collective approach to combating child labour in the ICT sector.

Comparison between the performance of the Swisscom portfolio and the EcoVadis average

<table>
<thead>
<tr>
<th></th>
<th>Total score</th>
<th>Environment</th>
<th>Labour &amp; human rights</th>
<th>Ethics</th>
<th>Sustainable procurement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Swisscom portfolio</td>
<td>61.6</td>
<td>65.1</td>
<td>62.6</td>
<td>59.7</td>
<td>54.6</td>
</tr>
<tr>
<td>All companies rated on the EcoVadis platform</td>
<td>46</td>
<td>46.1</td>
<td>48.4</td>
<td>43.6</td>
<td>37.5</td>
</tr>
</tbody>
</table>

Average improvement in points compared with the initial assessment

<table>
<thead>
<tr>
<th></th>
<th>Total score</th>
<th>Environment</th>
<th>Labour &amp; human rights</th>
<th>Ethics</th>
<th>Sustainable procurement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Swisscom portfolio</td>
<td>87%</td>
<td>15.4</td>
<td>19.2</td>
<td>15.1</td>
<td>13.4</td>
</tr>
<tr>
<td>All companies rated on the EcoVadis platform</td>
<td>40%</td>
<td>8.3</td>
<td>8.2</td>
<td>8.6</td>
<td>8.8</td>
</tr>
</tbody>
</table>

ESG risk management along the supply chain (SCRM360°)

Use of a wide range of tools to identify and mitigate risks at an early stage

Criteria

<table>
<thead>
<tr>
<th>Climate</th>
<th>Human rights</th>
<th>Conflict minerals</th>
<th>Risk management</th>
<th>Coverage of purchasing volume due to criticality</th>
</tr>
</thead>
<tbody>
<tr>
<td>81%</td>
<td>70%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Risk monitoring: Systematic monitoring of suppliers and supply chains from over 300,000 data sources with focus on risk criteria

Validated self-assessments with sustainability ratings for implementing social and environmental standards

Joint Alliance for CSR: On-site audits in risk commodity groups in association with 26 international telecoms providers

CO₂ transparency (CDP) and ambitious climate targets as a requirement for our preferred and strategic partners

Risk-based approach – with a focus on:

- Risk commodity groups (hardware from Asia, batteries, gadgets, etc.)
- Top 100 suppliers (spend)
- Proprietary products (TV- and Internet-Boxes, etc.)
Raw materials, conflict minerals and metals

While Swisscom does not import or process any conflict minerals or metals, in general, tracking the origin of raw materials, minerals and metals in the global ICT supply chains represents a major challenge due to their enormous complexity. We recognise our responsibility in this regard and take the following measures:

Swisscom requires its suppliers to make the origin of their raw materials traceable, report suspected cases of human rights violations to Swisscom and take effective measures to end and remedy these incidents. This obligation is enshrined in the Swisscom ESG contract annex and is also communicated throughout the industry via the Sustainability Guidelines of the Joint Alliance for CSR (JAC) Initiative. Compliance with these requirements is monitored within the scope of audits.

As part of the SCRM 360° risk management system, suspected cases and fair procurement practices regarding the extraction of raw materials from strategically important suppliers are also continuously reviewed and monitored.

Whistle-blowing

Our whistle-blowing channel is based on the UN Guiding Principles on Business and Human Rights (UNGP No. 29). The channel guarantees anonymous, transparent and legally compliant whistle-blowing in accordance with the principles of non-discrimination and non-retaliation.

Complaints are categorised according to the extent, resolvability and severity of the impact on those affected. Remediaation and development measures are then taken in exchange and dialogue with relevant suppliers and the whistle-blowers. The channel is a valuable learning resource when it comes to guaranteeing our duty of care. From the 2024 financial year, information on our reporting and remediation procedures will be included in non-financial reporting.

Corruption

Responsible conduct is a core pillar of our Group and sustainability strategy. We implement our internal guidelines through regular training, reviews and audits across the Group. We also require our suppliers to comply with these guidelines. We expect them to neither grant nor accept any undue advantages. If it is established that a supplier violated anti-corruption laws, they are reprimanded and, as a last resort, removed from the supply-chains. Under the risk-based approach, we have not been aware of any cases of corruption in procurement in the year under review.

Joint Alliance for CSR (JAC)

Audits

As a founding member of the JAC, we have been conducting on-site audits at our suppliers and sub-suppliers since 2010 in order to identify poor corporate practices that pose a potential risk to people and the environment. We support our suppliers in the implementation of corrective measures based on the results of these audits.

The following risk categories are checked as part of on-site audits.

- Working hours: keeping to working hours, overtime and rest days
- Salaries and benefits: social security, minimum wages and deductions
- Environmental protection: greenhouse gas emissions (measurement, reduction targets, involvement of suppliers/sub-suppliers), implementation of environmental issues along the supply chain
- Child labour and young workers: overtime, night shifts and no child labour
- Forced labour: lack of employment contracts

The audited suppliers included mostly Asian producers from the areas of IT hardware, software and services as well as network infrastructure.

In the year under review, 149 audits were carried out in the JAC network; in the previous year, 83 were carried out. Audits that had been postponed in 2022 due to the COVID-19 pandemic were able to be rescheduled in 2023. A total of 883 (previous year: 549) vulnerabilities were uncovered.

JAC audits since 2010

| Number of audits performed, total | 902 ¹ |
| Countries | 55 |
| Asia | 84% |
| Number of pending deviations | 637 ² |

1. Of which 84% in Asia
2. Of which 548 from 2023, 89 from 2020–2022.

Supplier Development Programme

In those parts of our supply chain where we consider there to be an increased risk to people and the environment, we take development measures that extend beyond our tier 1 supplier base. To this end, we work with strategically important suppliers and their sub-suppliers as part of the Global e-Sustainability Initiative (GeSI)’s Supplier Development Programme (SDP). This two-year programme aims to initiate cultural change within the partner companies, enabling them to establish best practice procedures with their suppliers and achieve multiplier effects in their own supply chain. Following an initial CSR assessment, suppliers are supported and assisted with implementing the practices.
Data protection

Management approach

We attach great importance to the responsible processing of personal data and confidential information. In addition to the legal requirements, we adhere to six data-ethics principles for the trustworthy handling of data.

We run a management system for data protection and confidentiality, to which apply internationally recognised standards and norms. We also maintain a Data Ethics Board and engage in the sociopolitical discourse surrounding the public availability of data.

Among other things, we process personal data in order to provide customers with targeted advertising and offers. For this purpose, we create customer segments or customer profiles that are made available to advertising marketing companies in aggregated form. Customers can object to this.

The new Federal Act on Data Protection (FADP) has been in force since 1 September 2023. We have implemented technical and organisational measures in order to comply with legal provisions. We used the revision as an opportunity to set new standards for customer information and to expand the options available. As before, customers can refuse certain data processing via My Swisscom. Recently, they can also request automated information about how Swisscom processes their personal data in detail.

In the year under review, we did not conduct any legal or administrative proceedings in the area of customer data protection or confidentiality. We comply with our legal obligations with regard to the surveillance of postal and telecommunications traffic.

See also 'Corporate ethics'

www.swisscom.ch/smartdata

www.swisscom.ch/data-protection
Data security

Management approach
In addition to strict compliance with data protection, a particular focus is on guaranteeing data security. We rely on secure, state-of-the-art infrastructure and highly qualified security experts to ensure the best possible protection for employees, customers, partners and the company.

Our security concept is based on the three pillars of prevention, detection and response. In view of the increasing threats posed by cybercrime, automation technologies and artificial intelligence (AI) are used to detect risks and attacks at an early stage and initiate appropriate countermeasures. In the Swisscom Security Operation Center, cybersecurity specialists monitor the entire IT infrastructure around the clock.

In addition to technical security solutions, we also promote the establishment of a security culture within the company by means of targeted educational measures. With the new security awareness campaign #BeTheStrongestLink, we are ensuring that all employees are trained in the sensible and secure handling of data.

We also offer security solutions to private and business customers. These range from call filters and virus protection to security assessments, managed security and immediate assistance in the event of a hacker attack.

The threats are real
In 2023, the average monthly figures were

- 5,685,673 blocked attempted attacks on Swisscom infrastructure
- 1,723 private customers contacted about hacked customer accounts
- 760 phishing attacks detected and avoided
- 985 computers disconnected from the network due to infection with malware
- 32 security incidents processed by the Swisscom CSIRT
About this report

Scope of the report

Principles
The Sustainability Impact Report relates to Swisscom Ltd and all subsidiaries domiciled in Switzerland which were fully consolidated in accordance with the International Financial Reporting Standards (IFRS). The participation in the Group company blue Entertainment Ltd is excluded because its effect is immaterial and not all of the requirements listed in the management approach of the IFRS apply to blue Entertainment Ltd. In line with reporting requirements, acquired subsidiaries are included from 1 January of the year following the date of acquisition and disposals up to the date of disposal. Group companies domiciled abroad and investments in associates and joint ventures are not included in the scope. Swisscom’s most important foreign holding isFastweb in Italy. Fastweb publishes its own sustainability report in line with GRI standards, which is reviewed by Bureau Veritas AG, an external, independent auditor. The closely related foundations comPlan (pension fund) and sovis (social foundation) are also not included in the scope. Our Group structure is described in the ‘Group structure and shareholders’ section of the Annual Report 2023. A list of Group companies, comprising all the subsidiaries, associates and joint ventures, is provided in the Notes to the consolidated financial statements 2023.

Personnel information system
The following Swiss subsidiaries were not included in the central personnel information system in the year under review, but in local, company-specific personnel information systems and are therefore not included in this report: Swisscom Directories Ltd, blue Entertainment Ltd, Swisscom Digital Technology AG, United Security Providers AG, itnetX (Switzerland) AG, Innovative Web AG, Aija AG, Swisscom IT Services Finance Custom Solutions Ltd, Swisscom Trust Services AG, JLS digital AG, MTF Solutions Ltd, Audio-Video G + M AG and Global IP Action AG. The central personnel information system thus has a coverage ratio of 89% (prior year: 91%).

Social aspects
Information on social relationships in our supply chains is based on audits carried out as part of JAC and on self-declarations and Corporate Responsibility contract annexes. The latter cover almost all our suppliers, with particular importance attributed to the situation outside OECD countries.

Reporting

Consideration of international guidelines
This report complies with the GRI, SASB and ISO 14064 principles on reporting. The recommendations of the SDG Compass for reporting on contributions to the 2030 Agenda were again considered and implemented. We also took into account the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) in the areas of governance, strategy and risk management as well as the Science Based Target initiative (SBTi) in the section ‘Responsibility for the environment’.

Group of stakeholders
We involve our internal and external stakeholder groups in order to assess the importance of our issues and to determine the strategic priorities. The issues are included in the materiality matrix. They form the basis for the report. Details are provided in the section ‘Stakeholder involvement’.

If necessary, we work with specific stakeholder groups to develop processes and measures to address individual material issues and strategic priorities: for example, together with the Swiss Federal Office of Energy (SFOE), we provide information about our contribution to the Exemplary Energy and Climate Initiative and contribute to media skills in collaboration with other businesses in the ICT sector and in contact with the Federal Social Insurance Office (FSIO). In addition, we work with the Energy Agency of the Swiss Private Sector (EnAW).

Validation and verification
The reporting process comprises the Annual Report and the Sustainability Report, both of which are subject to the same internal validation stages. They are validated by the Disclosure and Review Committees and approved by the Audit Committee to ensure the quality of the disclosures. The Sustainability Report is independently verified by Société Générale de Surveillance (SGS). We also voluntarily chose to opt-in and registered our Sustainability Report with SIX Exchange Regulation AG.

www.swisscom.ch/report2023
SGS CERTIFICATION of the Swisscom AG 2023 GRI Sustainability Report

SCOPE
SGS was commissioned by Swisscom to conduct an independent assurance of the GRI-based disclosure on sustainability in 2023. Our limited assurance scope included the GRI disclosure obligations and figures in accordance with the GRI Index included in the sustainability report. The scope of the assurance, based on the SGS Sustainability Report Assurance methodology, included all texts and 2023 data in accompanying tables contained in the Sustainability Report 2023 and referenced information in the Annual Report 2023 and on the webpage of Swisscom as quoted in the GRI Index. The assurance process did not consider any data from previous years.

CONTENT
The Board of Directors or the Managing Director and the Management of the organisation are responsible for the details provided in the sustainability report, in the annual report and on the website. SGS was not involved in the preparation of any of the material included in the GRI Index and acted as an independent assuror of the data and text using the Global Reporting Initiative Sustainability Reporting Standards, Version 2021 as a standard. The content of this Assuror’s Statement and the opinion(s) it gives is the responsibility of SGS.

CERTIFIER INDEPENDENCE AND COMPETENCIES
The SGS Group is active as a globally leading company in the areas of assurance, testing, verifying and certifying in more than 140 countries and provides services, including the certification of management systems and services. SGS confirms that it is independent from Swisscom. It is unbiased and no conflicts of interest exist with the organisation, its subsidiaries and beneficiaries. The assurance team was assembled based on knowledge, experience and qualifications for this assignment.

METHODOLOGY
The SGS Group has developed a set of protocols for the assurance of Sustainability Reports based on current best practice guidance provided in the Global Reporting Initiative Sustainability Reporting Standards, Version 2021. SGS has also certified the environmental management systems of Swisscom (Switzerland) Ltd., of Swisscom Broadcast Ltd. and of Cablex Ltd. in accordance with ISO 14001:2015. In addition, the greenhouse gas inventory of Swisscom AG was verified by SGS according to ISO 14064. The limited assurance comprised the evaluation of external sources, meetings with relevant employees, a verification of the documentation and recordings as well as the validation of these with external institutions and/or beneficiaries, where required. Financial data drawn directly from independently audited financial accounts was not checked back to its source as part of this assurance process.

OPINION
The statements in the report refer to the system threshold disclosed (Group companies based in Switzerland). On the basis of the above methodology, we did not detect any instances from which we would have to conclude that the information and data disclosed by Swisscom Ltd. in accordance with the GRI Index 2021 may be incorrect. The information and data disclosed represent, to our mind, a fair and balanced picture of the sustainability efforts made by Swisscom in 2023. The implementation of the GRI-relevant instructions was carried out at those parties involved, where Swisscom regarded them to be significant or feasible. In an internal report, we made recommendations regarding the further development of the sustainability report.
We believe that the sustainability report in accordance with the GRI Index meets the requirements of the GRI Standard (2021).

SIGNED FOR AND ON BEHALF OF SGS

Andreas Stäubli, Lead Auditor
Zurich, 30.01.2024

Jan Meemken, Managing Director
www.SGS.COM
Greenhouse Gas Verification Statement Number
CCP.ISO1406401(1500615)2024/02/06

The inventory of Greenhouse Gas emissions in the period
01/01/2023 – 31/12/2023 for
Swisscom AG

Alte Tiefenaustrasse 6, CH-3050 Bern

has been verified in accordance with ISO 14064-3:2019 as
meeting the requirements of

ISO 14064-1 and
WRI/WBCSD GHG Protocol – A
Corporate Accounting and Reporting
Standard

To represent a total amount of:

60'808 t CO₂ equivalent
(Scope 1+2; gross location-based scope 2 emissions)

12'467 t CO₂ equivalent
(Scope 1+2; gross market-based scope 2 emissions)

306'980 t CO₂ equivalent
(Scope 3 emissions)

For the following activities
Network and transmission infrastructure for telecommunication operation,
data centre and administration of Swisscom AG in Switzerland

Lead Assessor: Daniel Aegerter
Technical Reviewer: Peter Simmonds

Authorised by:

Pamela Chadwick
Business Manager
SGS United Kingdom Ltd

Verification Statement Date 26th January 2024

This Statement is not valid without the full verification scope, objectives, criteria and conclusion available
on pages 2 to 4 of this Statement.
Schedule Accompanying Greenhouse Gas Verification Statement
Number CCP.ISO1406401(1500615)2024/02/06

Brief Description of Verification Process
SGS has been contracted by Swisscom AG (hereinafter referred to as “Swisscom”) for the verification of direct and indirect carbon dioxide (CO₂) equivalent emissions as provided by Swisscom, Alte Tiefenaustrasse 6, in their GHG Assertion in the form of a Greenhouse Gas Emissions Report covering CO₂ equivalent emissions.

Roles and responsibilities
The management of Swisscom is responsible for the organization’s GHG information system, the development and maintenance of records and reporting procedures in accordance with that system, including the calculation and determination of GHG emissions information and the reported GHG emissions.

It is SGS’ responsibility to express an independent GHG verification opinion on the emissions as provided in the Swisscom GHG Assertion for the period 01/01/2023 – 31/12/2023.

SGS conducted a third-party verification following the requirements of ISO 14064-3: 2019 of the provided CO₂ equivalent assertion in the period August 2023 to January 2024.

The assessment included a desk review and site visits at the headquarters in Worbtaufen (Switzerland). The verification was based on the verification scope, objectives and criteria as agreed between Swisscom and SGS on 03/03/2023.

Level of Assurance
The level of assurance agreed is that of reasonable assurance for Scope 1 and 2 emissions, and that of limited assurance for Scope 3 emissions.

Scope
Swisscom has commissioned an independent verification by SGS of reported CO₂ equivalent emissions arising from their activities, to establish conformance with the requirements of ISO 14064-1:2018 and “GHG Protocol Company Accounting and Reporting Standard” within the scope of the verification as outlined below. Data and information supporting the CO₂ equivalent assertion were historical in nature and proven by evidence.

This engagement covers verification of emissions from anthropogenic sources of greenhouse gases included within the organization’s boundary and meets the requirements of ISO 14064-3:2018.

- The organizational boundary was established following the operational control approach.
- Title or description of activities: Network and transmission infrastructure for telecommunication operation, data centre and administration
- Location/boundary of the activities: Switzerland
- Physical infrastructure, activities, technologies and processes of the organization: Network and transmission infrastructure for telecommunication operation, data centre and administration.
- GHG sources, sinks and/or reservoirs included:
  - Scope 1 - stationary combustion, mobile combustion, fugitive emissions;
  - Scope 2 – purchased electricity and district heat;
Scope 3 – purchased goods and services, capital goods, energy upstream emissions, upstream transportation and distribution, waste generated, business travel, employee commuting, downstream transportation and distribution, use of sold products, end of life treatment of sold products, investments.

- Types of GHGs included: CO₂, N₂O, CH₄ and HFCs.
- Directed actions: efficiency improvements in operations, use of green electricity, enabling effects due to ICT services.
- GHG information for the following period was verified: 01/01/2023 – 31/12/2023
- Intended user of the verification statement: Stakeholders such as national and international NGO’s, customers, general public, regulators and rating agencies.

Objective
The purposes of this verification exercise are, by review of objective evidence, to independently review:

- Whether the CO₂ equivalent emissions are as declared by the organization’s CO₂ equivalent assertion
- That the data reported are accurate, complete, consistent, transparent and free of material error or omission.

Criteria
Criteria against which the verification assessment is undertaken are the requirements of ISO 14064-1:2018 and WRI/WBCSD GHG Protocol – A Corporate Accounting and Reporting Standard.

Materiality
The materiality required of the verification was considered by SGS to be below 5% for Scope 1 and Scope 2 emissions, based on the needs of the intended user of the GHG Assertion.

Conclusion
Swisscom provided the GHG assertion based on the requirements of ISO 14064-1:2018. The GHG information for the period 01/01/2023 – 31/12/2023 disclosing Scope 1 and 2 emissions of 60’808 metric tonnes of CO₂ equivalent (including gross location-based scope 2 emissions) are verified by SGS to a reasonable level of assurance, consistent with the agreed verification scope, objectives and criteria. A further 306’980 tonnes CO₂ equivalent from Scope 3 sources are verified by SGS to a limited level of assurance, consistent with the agreed verification scope, objectives and criteria.

Included in the Swisscom GHG assertion for the period 01/01/2023 to 31/12/2023, and in addition to scope 1 and 2 emissions of 60’808 metric tonnes CO₂ equivalent (including scope 2 location-based emissions), is a disclosure of emissions of 12’467 tonnes CO₂ equivalent including scope 2 market-based emissions. This figure includes renewable electricity and district heat used by Swisscom AG and amounting to 100% of electricity and district heat consumption originating from renewable sources without Scope 2 emissions. Quality criteria of ISO 14064-1:2018 for market-based instruments are fulfilled for electricity, but not fully complied for district heat.

Included in the GHG assertion for the period 01/01/2023 to 31/12/2023 is the claim of carbon neutral inhouse operations by purchase of Verified Emission Reduction Certificates (VER). SGS confirms that the purchase of VER by Swisscom cover direct emissions under Scope 1 and indirect emissions under Scope 3 Category 1
We planned and performed our work to obtain the information, explanations, and evidence that we considered necessary to provide a reasonable level of assurance that the Scope 1 and Scope 2 CO₂ equivalent emissions for the period 01/01/2023 – 31/12/2023 are fairly stated.

The scope 3 emissions are verified to a limited level of assurance. SGS concludes with limited assurance that there is no evidence to suggest that the presented CO₂ equivalent assertion is materially correct and is not a fair representation of the CO₂ equivalent data and information.

This statement shall be interpreted with the CO₂ equivalent assertion of Swisscom as a whole.

Note: This Statement is issued, on behalf of Client, by SGS United Kingdom Ltd, Rossmore Business Park, Inward Way, Ellesmere Port, Cheshire, CH65 3EN ("SGS") under its General Conditions for GHG Validation and Verification Services. The findings recorded hereon are based upon an audit performed by SGS. A full copy of this statement and the supporting GHG Assertion may be consulted at Swisscom website (www.swisscom.ch). This Statement does not relieve Client from compliance with any bylaws, federal, national or regional acts and regulations or with any guidelines issued pursuant to such regulations. Stipulations to the contrary are not binding on SGS and SGS shall have no responsibility vis-à-vis parties other than its Client.
Index and annex

- GRI Index: 77
- SASB Index: 84
- Annex ISO 14064: 85
**GRI Index**

The GRI Index provides a standardised overview of reporting which is broken down by subject. Swisscom reports in accordance with the ▶ GRI standards (until 2021) for the period from 1 January 2023 to 31 December 2023.

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Status</th>
<th>Reference: AR = Annual Report, SIR = Sustainability Impact Report</th>
<th>Key: Indicator according to GRI standards (as per scope of report)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AR: Notes to the consolidated financial statements: Other disclosures</td>
<td>●</td>
<td>AR, Notes to the consolidated financial statements: Other disclosures</td>
<td>▼ irrelevant ○ not covered ● partially covered M = fully covered</td>
</tr>
<tr>
<td>AR: 2 Group structure and shareholders</td>
<td>●</td>
<td>AR, 2 Group structure and shareholders</td>
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<tr>
<td>AR: CH+3048 Worblaufen</td>
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<td>●</td>
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</tr>
<tr>
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<tr>
<td>AR: Group companies</td>
<td>●</td>
<td>AR, Group companies</td>
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<td>●</td>
<td>AR, Notes to the consolidated financial statements: Other disclosures</td>
<td></td>
</tr>
</tbody>
</table>

### 2-1 Organizational entails

#### 2-1 a Legal name

- AR: Notes to the consolidated financial statements: Other disclosures

#### 2-1 b Nature of ownership and legal form

- AR: 2 Group structure and shareholders

#### 2-1 c Location of headquarters

- AR: CH+3048 Worblaufen

#### 2-1 d Countries of operation

- AR: 2 Group structure and shareholders
- AR: Notes to the consolidated financial statements: Other disclosures

### 2-2 Entities included in the organization’s sustainability reporting

#### 2-2 a Entities included in sustainability reporting

- SIR: Scope of the report: Personnel information system

#### 2-2 b Entities included in the consolidated financial statements

- AR: 2 Group structure and shareholders

#### 2-2 c Approach used for consolidating the information

- AR: 2 Group structure and shareholders

### 2-3 Reporting period, frequency and contact point

#### 2-3 a Reporting period for, and the frequency of, sustainability reporting

- 01.01.2023–31.12.2023
- Annually

#### 2-3 b Reporting period for financial reporting

- 01.01.2023–31.12.2023
- Annually

### 2-4 Restatements of information

- AR: Employees in Switzerland

#### 2-4 a Restatements of information

- No significant changes in 2023.

#### 2-4 b Value chain (including activities, products, services and markets served; supply chain; entities downstream from the organization; and, if applicable, significant changes compared to previous years)

- No significant changes in 2023.

#### 2-4 c Other relevant business relationships and, if applicable, significant changes compared to previous years

- No significant changes in 2023.

### 2-5 External assurance

#### 2-5 a Policy and practice; involvement of the highest governance body and senior executives

- SIR: SGS verification

#### 2-5 b Link to the external assurance report(s) or assurance statement(s) description of what has been assured and on what basis, or assurance statement(s) description of the relationship

- SIR: SGS verification

### 2-6 Activities, value chain and other business relationships

#### 2-6 a Sector; if applicable, significant changes compared to previous years

- No significant changes in 2023.

#### 2-6 b Value chain (including activities, products, services and markets served; supply chain; entities downstream from the organization; and, if applicable, significant changes compared to previous years)

- AR: Brands, products and services

#### 2-6 c Other relevant business relationships and, if applicable, significant changes compared to previous years

- No significant changes in 2023.

### 2-7 Employees

#### 2-7 a Total number of employees, and breakdown by gender and by region

- AR: Employees in Switzerland

#### 2-7 b Contact point for questions about the report or reported information

- www.swisscom.ch/en/about/impressum.html
2-7 b Total number of permanent employees, temporary employees, non-guaranteed hours employees, full-time employees, part-time employees, and a breakdown by gender and by region

2-7 c Methodologies and assumptions

2-7 d Contextual information

2-7 e Significant fluctuations

2-8 Workers who are not employees

2-8 a Total number of workers who are not employees (type, contractual relationship)

2-8 b Methodologies and assumptions

2-8 c Significant fluctuations

2-9 Governance structure and composition

2-9 a Governance structure and composition of the highest governance body and its committees

2-10 Nomination and election of the highest governance body

2-11 Chair of the highest governance body

2-12 Role of the highest governance body in overseeing the management of impacts

2-13 Delegation of authority for managing impacts

2-14 Role of the highest governance body in sustainability reporting

2-15 Conflicts of interest

2-16 Communication of critical concerns

2-17 Collective knowledge of the highest governance body

---

SIR: Total workforce in Switzerland

SIR: Total workforce in Switzerland: temporary employees.

AR: 5 Group Executive Board

SIR: Corporate responsibility governance

AR: 4 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

AR: Risk management: quarterly to Audit Committee.

AR: Internal control system for financial reporting: quarterly to Audit Committee.

AR: Compliance management: quarterly to Audit Committee.

AR: Internal auditing: quarterly to Audit Committee.

In urgent cases: ad hoc, asap.

The Audit & ESG Reporting Committee of the Board of Directors reviews the report in two stages prior to publication and approves it.

The Compensation Committee reviews the Remuneration Report. This is approved by the Board of Directors.

SIR: Corporate responsibility 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

Link: www.swisscom.ch/principles – Organisational Rules

AR: 4.12 Information and controlling instruments of the Board of Directors vis-à-vis the Group Executive Board

In urgent cases, the Chairman of the Audit and ESG Reporting Committee is informed without delay about any significant new risks.

A basic principle of whistleblowing is that anonymity is guaranteed; therefore, Swisscom does not communicate the number or other details of reports.
2-18 Evaluation of the performance of the highest governance body

- AR: 2 Group structure and shareholders
- AR: 4 Board of Directors
- AR: 4.9 Internal organization and modus operandi
- AR: 4.12 Assignment of powers of authority
- AR: 5 Executive Board
- AR: 4.12 Information and controlling instruments of the Board of Directors vis-à-vis the Group Executive Board

2-19 Remuneration policies

- AR: 3 Remuneration of the Group Executive Board

2-20 Process to determine remuneration

- AR: 4.2 Key management compensation
- SIR: Group of stakeholders
- AR: 7.3 Convocation of the Annual General Meeting and agenda items; minutes

2-21 Annual total compensation ratio

- SIR: Overall balance in Switzerland; other key figures

Strategies, policies and practices

2-22 Statement on sustainable environment strategy

- AR: Management report, Strategy and environment chapter
- SIR: Stakeholders’ letter
- SIR: Sustainability strategy

2-23 Policy commitments

- AR: Report on non-financial matters chapter
- SIR: Responsible business activities and risk management
- SIR: Fair supply chains
- SIR: Corporate ethics

2-24 Embedding policy commitments

- SIR: Responsible business activities and risk management
- SIR: Corporate ethics

2-25 Processes to remediate negative impacts

- SIR: Corporate Governance

2-26 Mechanisms for seeking advice and raising concerns

- AR: Corporate Governance
- SIR: Corporate ethics

2-27 Compliance with laws and regulations

- SIR: Responsible business activities and risk management
- AR: Legal Environment

2-28 Membership associations

- SIR: Actor in public debates
  - An overview of the ESG-related memberships can also be found here: www.swisscom.ch/en/about/sustainability/partners.html

Stakeholder engagement

2-29 Approach to stakeholder engagement

- SIR: Material issues
- SIR: Group of stakeholders
- SIR: About this report

2-30 Collective bargaining agreements

- SIR: Group of stakeholders

GRI 3: Material Topics

3-1 Process to determine material topics

- SIR: Material issues
- SIR: Group of stakeholders

3-2 List of material topics

- SIR: Material issues
- SIR: Materiality matrix
- SIR: About this report, reporting

3-3 Management of material topics

- SIR: Material issues
  - Context:
    - AR: Strategy and environment
    - SIR: Environment
    - AR: Risks (Group)
    - AR: Risks (Operations)
    - AR: Opportunities:
      - AR: Brands, products and services
      - AR: Group goals and strategy
      - AR: Sustainability Strategy 2025

GRI Standard Material Topics (related to GRI topics)

200 Economic Topics

GRI 3 Management of material topics

- Link: www.swisscom.ch/principles – Code of Conduct
- AR: Group goals and strategy
- AR: Financial outlook
- AR: Shareholders’ letter

201 Economic Performance

201-1 Direct economic value generated and distributed

- AR: Statement of added value

201-2 Financial implications and other risks and opportunities due to climate change

- SIR: Climate
- SIR: Climate risks

201-3 Defined benefit plan obligations and other retirement plans

- AR: 4.3 Defined benefit plans;
  - SIR: Employer attractiveness; Conditions of employment, salary and fringe benefits
  - AR: Collective Employment Agreement (CEA)
  - AR: Employees (100% of employees)
### 202 Market Presence

| 202-1 | Ratios of standard entry level wage by gender compared to local minimum wage | AR: Employee remuneration |

| 202-2 | Proportion of senior management hired from the local community |  |

| 203 Indirect Economic Impacts

| GRI 3 | Management of material topics | SIR: Material issues |

| 203-1 | Infrastructure investments and services supported | AR: Investments; SIR: Network expansion; SIR: Basic service provision |

| 203-2 | Significant indirect economic impacts | SIR: Network expansion |

### 204 Procurement Practices

| GRI 3 | Management of material topics | SIR: Fair supply chains |

| 204-1 | Proportion of spending on local suppliers | AR: Statement of added value: As a Swiss company, we prioritise the Swiss market wherever possible |

### 205 Anti-corruption

| GRI 3 | Management of material topics | SIR: Responsible business activities and risk management |

| 205-1 | Operations assessed for risks related to corruption | High-risk business activities are monitored within the scope of the CMS by means of control processes and an IT system. The CMS of the Swisscom (Switzerland) Ltd was subject to a full review during the financial year. |

| 205-2 | Communication and training about anti-corruption policies and procedures | The Board of Directors, the Group Executive Board and division management are informed annually about measures, developments and any adjustments that may be necessary. Annual training on anti-corruption directive for new employees. In the year under review, 97% of managers successfully completed an ‘Anti-Corruption’ e-learning course. Contractual obligations on the part of all suppliers and partners to comply with the anti-corruption directive. |

| 205-3 | Confirmed incidents of corruption and actions taken | No cases of corruption were identified during the financial year. |

### 206 Anti-Competitive Behaviour

| GRI 3 | Management of material topics | SIR: Responsible business activities and risk management |

| 206-1 | Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices | AR: Legal environment; AR: Federal Cartel Act (CartA); AR: Contingent liabilities for regulatory and anti-trust proceedings; AR: Consolidated Financial Statements |

| 207 Tax

| 207-1 | Approach to tax | Swisscom has defined an approach to tax on the basis of the guidelines stipulated by the Board of Directors |

| 207-2 | Tax governance, control, and risk management | The Board of Directors determines the strategic, organisational, financial planning and accounting-related guidelines, including the tax strategy. AR: Corporate Governance |

| 207-3 | Stakeholder engagement and management of concerns related to tax | Not a significant issue for Swisscom or our stakeholders |

| 207-4 | Country-by-country reporting | AR: Income taxes |

### 300 Environmental Topics

| GRI 3 | Management of material topics | SIR: Environment |

| 301 Materials

| GRI 3 | Management of material topics | SIR: Circular economy; SIR: Economical use of resources; Reporting only includes selected materials |

| 301-1 | Materials used by weight or volume | SIR: Economical use of resources; Only data on selected topics are provided |

| 301-2 | Recycled input materials used | SIR: Economical use of resources; No quantities are reported. SIR: Paper |

| 301-3 | Reclaimed products and their packaging materials |  |

### 302 Energy

| GRI 3 | Management of material topics | SIR: Energy |

| 302-1 | Energy consumption within the organization | SIR: Our key energy efficiency measures; SIR: Environmental key figures in Switzerland |

| 302-2 | Energy intensity | SIR: Energy |

| 302-4 | Reduction of energy consumption | SIR: Our key energy efficiency measures; SIR: Environmental key figures in Switzerland |

| 302-5 | Reductions in energy requirements of products and services | SIR: There is no metric for the savings of products sold in the reporting year. SIR: Environmental key figures in Switzerland |
303 Water and effluents

303-1 Interactions with water as a shared resource

- SIR: Environmental key figures in Switzerland
- Only water consumption for sanitary purposes.
- SIR: Water

303-2 Management of water discharge-related impacts

- Not relevant, as water is only used for sanitary purposes.

303-3 Water withdrawal

- Household water only.

303-4 Water discharge

- We do not do this.

303-5 Water consumption

- 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

- SIR: Biodiversity: Protection of the landscape and building land

304-2 Significant impacts of activities, products, and services on biodiversity

- SIR: Biodiversity

304-3 Habitats protected or restored

- SIR: Biodiversity: Protection of the landscape and building land

304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations

- Not surveyed, as not relevant.

305 Emissions

305-1 Direct (Scope 1) GHG emissions

- SIR: Climate

305-2 Energy indirect (Scope 2) GHG emissions

- SIR: Climate

305-3 Other indirect (Scope 1) GHG emissions

- SIR: Scope 3

305-4 GHG emissions intensity

- SIR: Our emissions in Switzerland

305-5 Reduction of GHG emissions

- SIR: Avoided emissions

- SIR: Environmental key figures in Switzerland

305-6 Emissions of ozone-depleting substances (ODS)

- SIR: Scope 1

305-7 Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions

- SIR: Environmental key figures in Switzerland

306 Waste

306-1 Waste generation and significant waste-related impacts

- No significant impacts known.

306-2 Management of significant waste-related impacts

- SIR: Circular economy

306-3 Waste generated

- SIR: Waste

306-4 Waste diverted from disposal

- SIR: Waste

306-5 Waste directed to disposal

- SIR: Waste

308 Supplier Environmental Assessment

308-1 New suppliers that were screened using environmental criteria

- SIR: Scope 3; Reducing CO₂ emissions in the supply chain

308-2 Negative environmental impacts in the supply chain and actions taken

- SIR: Scope 3; Reducing CO₂ emissions in the supply chain

400 Social Topics

402 Employment

402-1 New employee hires and employee turnover

- SIR: Total workforce in Switzerland

402-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees

- SIR: Total workforce in Switzerland

402-3 Parental leave

- SIR: Employer attractiveness

- SIR: Total workforce in Switzerland
402 Labour/Management Relations

402-1 Minimum notice periods regarding operational changes  ● Section 3.3 CEA Negotiations must be held in good time with the trade unions party to the Agreement.

403 Occupational Health and Safety

403-1 Occupational health and safety management system ● GRI-3 Management of material topics

403-2 Hazard identification, risk assessment, and incident investigation ● Section 3.3 CEA Negotiations must be held in good time with the trade unions party to the Agreement.

403-3 Occupational health services ● Section 3.3 CEA Negotiations must be held in good time with the trade unions party to the Agreement.

403-4 Worker participation, consultation, and communication on occupational health and safety ● GRI-3 Management of material topics

403-5 Worker training on occupational health and safety ● GRI-3 Management of material topics

403-6 Promotion of worker health ● GRI-3 Management of material topics

403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships ● GRI-3 Management of material topics

403-8 Workers covered by an occupational health and safety management system ● GRI-3 Management of material topics

403-9 Work-related injuries ● GRI-3 Management of material topics

403-10 Work-related ill health ● GRI-3 Management of material topics

404 Training and Education

404-1 Average hours of training per year per employee ● Section 3.3 CEA Negotiations must be held in good time with the trade unions party to the Agreement.

404-2 Programs for upgrading employee skills and transition assistance programs  ● GRI-3 Management of material topics

404-3 Percentage of employees receiving regular performance and career development reviews  ● AR: 5 Group Executive Board

404-4 Training and Education  ● AR: 4 Board of Directors

405 Diversity and Equal Opportunity

405-1 Diversity of governance bodies and employees  ● SIR: Total workforce in Switzerland;

405-2 Ratio of basic salary and remuneration of women to men  ● SIR: Total workforce in Switzerland

406 Non-discrimination

406-1 Incidents of discrimination and corrective actions taken  ● SIR: Total workforce in Switzerland

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  ● SIR: Total workforce in Switzerland

408 Child Labour

408-1 Operations and suppliers at significant risk for incidents of child labour  ● AR: 4 Board of Directors

409 Forced or Compulsory Labour

409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour  ● AR: 4 Board of Directors

410 Security Practices

410-1 Security personnel trained in human rights policies or procedures  × As a matter of principle, we do not have any business locations in countries that are not subject to strict legislation.
### 411 Rights of Indigenous Peoples

| 411-1 Incidents of violations involving rights of indigenous peoples | \(\checkmark\) | As a matter of principle, we do not have any business locations in countries that are not subject to strict legislation. SIR: Fair supply chains |

### 413 Local Communities

| 413-1 Operations with local community engagement, impact assessments, and enrollment programs | \(\checkmark\) | SIR: Responsibility for people SIR: Youth media protection and promoting media competence |
| 413-2 Operations with significant actual and potential negative impacts on local communities | \(\checkmark\) | SIR: Mobile telephony and society |

### 414 Supplier Social Assessment

| GRI 3 Management of material topics | SIR: Fair supply chains |
| 414-1 New suppliers that were screened using social criteria | SIR: Measures to ensure fair supply chains SIR: Joint Alliance for CSR |
| 414-2 Negative social impacts in the supply chain and actions taken | SIR: Joint Alliance for CSR SIR: Measures to ensure fair supply chains |

### 415 Public Policy

| 415-1 Political contributions | SIR: Actor in public debates Swisscom is politically neutral and non-denominational and does not financially support any parties, opinion leaders and decision-makers |

### 416 Customer Health and Safety

| GRI 3 Management of material topics | SIR: Youth media protection and promoting media competence |
| GRI 3 Management of material topics | SIR: Mobile telephony and society |
| 416-1 Assessment of the health and safety impacts of product and service categories | SIR: Mobile telephony and society |
| 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services | SIR: OINR limits Swisscom complied with the limits in 2023. AR: Compliance management No incidents of non-compliance with regulations were identified in connection with impacts of products and services on health and security |

### 417 Marketing and Labeling

| 417-1 Requirements for product and service information and labeling | \(\checkmark\) | 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 labeling | SIR: Responsible business activities and risk management No incidents of non-compliance were identified in the financial year |
| 417-3 Incidents of non-compliance concerning marketing communications | SIR: Responsible business activities and risk management In the year under review, the Swiss Commission for Fairness in Advertising issued a recommendation to adjust a marketing communication, which was implemented |

### 418 Customer Privacy

| GRI 3 Management of material topics | SIR: Data protection |
| 438-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data | SIR: Data protection In two cases, a well-founded complaint was made concerning breaches of customer privacy |

### Material Topics (not listed in GRI):

**Accessibility**

| GRI 3 Management of material topics | SIR: Accessibility |

**Data security**

| GRI 3 Management of material topics | SIR: Data security |

**Sustainable cities and communities**

| GRI 3 Management of material topics | SIR: Sustainable cities and communities |

**Network dismantling**

| GRI 3 Management of material topics | SIR: Dismantling of network infrastructure |
SASB Index

### Environmental Footprint of Operations

**TC-TL-130a.1.** (1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable  
SIR: Environment (Energy and climate)

**TC-TL-130a.2.** Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations  
AR: Strategy and environment (Legal environment)  
AR: Consolidated financial statement (Note to the Provisions and contingent liabilities)

### Data Privacy

**TC-TL-220a.1.** Description of policies and practices relating to behavioral advertising and customer privacy  
AR: Report on non-financial matters (Data protection and data security)  
SIR: Action (Data protection)

**TC-TL-220a.2.** Number of customers whose information is used for secondary purposes  
Swisscom complies with reporting obligations under the Data Protection Act. www.swisscom.ch/smartdata  
AR: Report on non-financial matters (Data protection and data security)  
SIR: Action (Data protection)

**TC-TL-220a.3.** Total amount of monetary losses as a result of legal proceedings associated with customer privacy  
Expenses for provisions for legal proceedings are disclosed in the notes to the consolidated financial statements (item 3.5). No significant costs were incurred in 2023 in connection with the protection of client data.  
AR: Report on non-financial matters (Data protection and data security)  
SIR: Action (Data protection)

**TC-TL-220a.4.** (1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure  
Swisscom complies with the relevant legal provisions.

### Data Security

**TC-TL-230a.1.** (1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected  
SIR: Action (Data protection and data security)  
Swisscom complies with reporting obligations under the Swiss Data Protection Act.

**TC-TL-230a.2.** Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards  
SIR: Action (Data protection and data security)
Annex ISO 14064

Reference systems

Reference systems for the greenhouse gas inventory
The report deals with the 2023 financial year and therefore comprises the period from 1 January 2023 to 31 December 2023. Figures from previous years are provided for information purposes. Our greenhouse gas inventory and its verification are based on the following standards:

International Organization for Standardization (ISO)
- ISO 14064-1:2018 Specification with guidance at the organisation level for quantification and reporting of greenhouse gas emissions and removals
- ISO 14064-3:2019 Specification with guidance for the validation and verification of greenhouse gas assertions

World Resources Institute (WRI)/World Business Council for Sustainable Development (WBCSD)

The following standard provides guidance for emissions under Scope 2.


The following standard provides guidance for indirect emissions under Scope 3:

Greenhouse Gas Protocol
GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard

Greenhouse Gas Protocol
GHG Protocol Technical Guidance for Calculating Scope 3 Emissions (Supplement to the GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard)

World Resource Institute
Framework for Estimating and Reporting the Comparative Emissions Impacts of Products (avoided emissions)

Reference systems for target setting
We embrace the following standards for our greenhouse gas reduction targets:

SBT initiative
- Guidance for ICT Companies Setting Science Based Targets (March 2020)
- SBTi Corporate Net-Zero Standard, Version 1.1 (February 2022)

Intergovernmental Panel on Climate Change (IPCC)
- IPCC Special Report Global Warming of 1.5 °C (November 2018)

Reference systems for reporting and communication
Finally, we take the following recommendations into account when reporting our climate-relevant activities:

- Global Reporting Initiative (GRI): Energy consumption and the greenhouse gas inventory are reported in accordance with GRI Standards 302 (Energy) and 305 (Emissions).
- Task Force on Climate-related Financial Disclosures (TCFD)

Reporting boundaries
The operational boundaries include direct greenhouse gas emissions (Scope 1) and indirect greenhouse gas emissions generated by the purchase of energy (electricity and district heating, Scope 2), also included are other indirect emissions from the upstream and downstream value chain (Scope 3). The reporting boundaries of the greenhouse gas inventory for Scope 1, 2 and 3 is Swisscom in Switzerland. To this end, we re-revised the reporting boundaries in 2023, made adjustments and recalculated the emissions retroactively up to and including the base year 2018. The values concerned have been restated accordingly. The activities of the companies in Switzerland that are fully consolidated (i.e. from a share of 50%) are included in the inventory. The emissions of CO₂-relevant foreign subsidiaries such as Fastweb and investment in start-ups by Swisscom Ventures are recorded under Scope 3, Category 15 (investments). With the exception of Fastweb, all Group companies domiciled abroad as well as investments in associates are not included in the inventory, as their environmental impact is minor compared to that of Swisscom Ltd. Similarly, the leasing of assets to third parties with a transfer of operational control (Scope 3, Category 13) and the transportation of products to our customers (Scope 3, Category 10) are not included in the scope of the report. In addition, Scope 3 Categories 10 (processing of sold products) and 14 (franchises) are not relevant, as we do not process any products or have any franchises. Scope 1 and Scope 2 are determined by the infrastructures managed by Swisscom in Switzerland that consume energy and emit CO₂, as well as by the activities undertaken by us in Switzerland. We have operational control over the following infrastructures: our networks up to the customers’ premises according to the boundary defined in Art. 17 Para. 1 of the Ordinance on Telecommunications Services (OTS), our offices and buildings, and our fleet of vehicles.

The emission reductions result from targeted measures within the company and from the positive effects of the use of ICT services by customers (avoided emissions). The emission reductions within the company follow the operational boundaries in line with the operational control approach.
### Uncertainty assessment

<table>
<thead>
<tr>
<th>Scope</th>
<th>Category</th>
<th>Emission sources</th>
<th>Data collection method</th>
<th>Uncertainty</th>
<th>Data quality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scope 1</td>
<td></td>
<td>Fuels for the operation of company vehicles</td>
<td>Data on consumption in litres with deduction of private share</td>
<td>&lt; 4%</td>
<td>Data quality 3 (emissions are estimated, with approximate values or empirical information used)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fuels for heating own and rented buildings that are under operational control. Fuel for emergency power systems</td>
<td>Heat consumption based on monthly determination of consumption in 120 buildings of focus and extra-polation to total area</td>
<td>&lt; 30%</td>
<td>Data quality 2 (another materials or energy flow is measured or recognised, and the emission levels are derived from this based on assumptions)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Loss of refrigerant</td>
<td>Data on refills in kg</td>
<td>&lt; 5%</td>
<td>Data quality 1 (materials and energy flows are measured directly and the emissions calculated from them)</td>
</tr>
<tr>
<td>Scope 2</td>
<td></td>
<td>Total energy consumption</td>
<td>Swiss energy measurement</td>
<td>&lt; 3%</td>
<td>Data quality 3 (emissions are estimated, with approximate values or empirical information used)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>District heating and district cooling</td>
<td>Heat consumption based on monthly determination of consumption in 120 buildings of focus and extra-polation to total area</td>
<td>&lt; 30%</td>
<td>Data quality 2 (another materials or energy flow is measured or recognised, and the emission levels are derived from this based on assumptions)</td>
</tr>
<tr>
<td>Scope 3</td>
<td>Category 1</td>
<td>Purchased goods and services</td>
<td>Spend-based and emissions intensity by COP</td>
<td>Elevated</td>
<td>Data quality 3 (emissions are estimated, with approximate values or empirical information used)</td>
</tr>
<tr>
<td></td>
<td>Category 2</td>
<td>Capital goods (infrastructure of own buildings)</td>
<td>Area calculation and average data</td>
<td>Moderate</td>
<td>Data quality 3 (emissions are estimated, with approximate values or empirical information used)</td>
</tr>
<tr>
<td></td>
<td>Category 3</td>
<td>Provision of energy (electricity, heating fuels and vehicle fuels)</td>
<td>Average data based on Scope 1 and 2</td>
<td>Moderate</td>
<td>Data quality 3 (emissions are estimated, with approximate values or empirical information used)</td>
</tr>
<tr>
<td></td>
<td>Category 4</td>
<td>Upstream transportation and distribution from places of origin to distribution centres in Switzerland</td>
<td>Spend-based and emissions intensity by COP</td>
<td>Elevated</td>
<td>Data quality 3 (emissions are estimated, with approximate values or empirical information used)</td>
</tr>
<tr>
<td></td>
<td>Category 4</td>
<td>Downstream transportation and distribution from distribution centres in Switzerland to the shops</td>
<td>Supplier-based</td>
<td>Elevated</td>
<td>Data quality 3 (emissions are estimated, with approximate values or empirical information used)</td>
</tr>
<tr>
<td></td>
<td>Category 5</td>
<td>Disposal of waste</td>
<td>Waste-based</td>
<td>Moderate</td>
<td>Data quality 3 (emissions are estimated, with approximate values or empirical information used)</td>
</tr>
<tr>
<td></td>
<td>Category 6</td>
<td>Flights, rail travel and work-related car journeys</td>
<td>Distance-based</td>
<td>Moderate</td>
<td>Data quality 3 (emissions are estimated, with approximate values or empirical information used)</td>
</tr>
<tr>
<td></td>
<td>Category 7</td>
<td>Swisscom employee commuting</td>
<td>Distance-based</td>
<td>Moderate</td>
<td>Data quality 3 (emissions are estimated, with approximate values or empirical information used)</td>
</tr>
<tr>
<td></td>
<td>Category 8</td>
<td>Infrastructure of rented buildings as well as infrastructure and energy of rented spaces (sales areas, cinemas and other spaces) without operational control by Swisscom</td>
<td>Area calculation and average data</td>
<td>Elevated</td>
<td>Data quality 3 (emissions are estimated, with approximate values or empirical information used)</td>
</tr>
</tbody>
</table>

1. According to Swisscom estimate.
2. Data quality 1 (materials and energy flows are measured directly and the emissions calculated from them)
3. Data quality 2 (another materials or energy flow is measured or recognised, and the emission levels are derived from this based on assumptions)
4. Data quality 3 (emissions are estimated, with approximate values or empirical information used)

### Base year

The base year for Swisscom in Switzerland for Scope 1, Scope 2 and Scope 3 emissions is now 2020 (361,361 tonnes of CO<sub>2</sub> eq). As part of target setting according to the SBTi at Group level (including Fastweb), 2018 has been taken as the base year (652,929 tonnes of CO<sub>2</sub> eq). We have energy data for the base year that has been published and verified.

### Changes due to adjustment of reporting boundaries

In the year under review, the reporting boundaries were re-revised and extended to Swisscom in Switzerland, including all fully consolidated subsidiaries, roaming abroad and venture investments. The following emission sources are affected:

- **Scope 1**
  - The indirect emissions from vehicles used by the subsidiaries in Switzerland that are not already managed centrally by Swisscom Switzerland are now integrated into the scope of consolidation.

- **Scope 2**
  - The indirect emissions from energy purchased by the subsidiaries in Switzerland that are not already managed centrally by Swisscom Switzerland are now integrated into the scope of consolidation.

- **Scope 3**
  - The indirect emissions from the upstream and downstream value chain of the subsidiaries in Switzerland that are not already managed centrally by Swisscom Switzerland are now integrated into the scope of consolidation.

### Changes to the calculation of emissions

In accordance with the ISO 14064-1 standard and internal guidelines, significant changes in the scope of consolidation, changes of ownership or control, or the application of new or corrected emission factors lead to a recalculation of the base year emissions, provided these changes result in a change to the greenhouse gas emissions of more than 5% (compared with the emissions in the same year before the changes). This was the case in the year under review and Swisscom has recalculated its emissions up to and including the base year 2018. The following is an overview of the main adjustments in light of the expanded reporting boundaries and changes to the calculation method.
from the supply chain (Categories 1 and 4), the provision of energy (Category 3), air travel by subsidiaries that is not managed centrally by Swisscom Switzerland (Category 6), and space rented by subsidiaries that is not managed centrally by Swisscom Real Estate Ltd (Category 8). Emissions from our customers’ roaming abroad (Category 4) and emissions from Swisscom Ventures’ investments in start-ups (Category 15) were also newly included in the scope of consolidation of the greenhouse gas inventory.

The expansion of the reporting boundaries means that emissions from Swisscom in Switzerland, including all fully consolidated subsidiaries, are now disclosed.

Recalculation due to method adjustments

In the year under review, methods for calculating emissions were adapted to the current data basis. The following emission sources are affected:

- **Scope 1**
  - The methods for calculating the deduction for mileage driven privately using the Swisscom vehicle fleet have been adjusted.
- **Scope 2**
  - The emission factor for district heating was adjusted. It is now no longer calculated on a Swisscom-specific basis, but is calculated based on the Intertep study.
- **Scope 3**
  - Emissions from the provision of fuels (Category 3) are now calculated on a litre basis (previously kilometre basis). In the year under review. Some locations are heated with wood pellets (biomass). The heating systems are the automatic pellet firing type with an output of less than 50 kW (system category 11). The amount of biomass consumed is recorded, and the CO₂ equivalents reported according to the GHG Protocol. The CO₂ (‘CO₂’ method) not taken into account by the GHG Protocol due to the closed cycle is disclosed separately here. If is 138 tCO₂ in the reporting year. In addition, we do not have any relevant emissions from activities associated with land use, land-use and forestry (LULUCF), as Swisscom’s activities only have a marginal impact on agricultural areas due to transmitter stations in rural areas.

**Biomass, removal and CO₂ sinks**

As in previous years, we did not make use of any forms of CO₂ removal or CO₂ sinks within the operational scope of the company in the year under review. Some locations are heated with wood pellets (biomass). The heating systems are the automatic pellet firing type with an output of less than 50 kW (system category 11). The amount of biomass consumed is recorded, and the CO₂ equivalents reported according to the GHG Protocol. The CO₂ (‘CO₂’ method) not taken into account by the GHG Protocol due to the closed cycle is disclosed separately here. If is 138 tCO₂ in the reporting year. In addition, we do not have any relevant emissions from activities associated with land use, land-use and forestry (LULUCF), as Swisscom’s activities only have a marginal impact on agricultural areas due to transmitter stations in rural areas.

**Greenhouse gas inventory according to ISO 14064**

A greenhouse gas inventory according to ISO 14064 includes the emissions of carbon dioxide (CO₂), methane (CH₄) and nitrous oxide (N₂O) as well as the emissions of synthetic gases such as hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulphur hexafluoride (SF₆) and, since 2013, nitrogen trifluoride (NF₃). This list is consistent with the requirements of the Kyoto Protocol and the GHG Protocol standard. We report our emissions within the reporting boundaries in the aggregated form of CO₂ equivalents.

Table of emissions:

<table>
<thead>
<tr>
<th>Gas</th>
<th>GWP</th>
</tr>
</thead>
<tbody>
<tr>
<td>CO₂</td>
<td>1</td>
</tr>
<tr>
<td>CH₄</td>
<td>28</td>
</tr>
<tr>
<td>N₂O</td>
<td>273</td>
</tr>
<tr>
<td>SF₆</td>
<td>0.5</td>
</tr>
</tbody>
</table>

**Refrigerants**

<table>
<thead>
<tr>
<th>Refrigerant</th>
<th>GWP</th>
</tr>
</thead>
<tbody>
<tr>
<td>R-22</td>
<td>1,960</td>
</tr>
<tr>
<td>R-134a</td>
<td>1,530</td>
</tr>
<tr>
<td>R-404a</td>
<td>4,730</td>
</tr>
<tr>
<td>R-407c</td>
<td>1,910</td>
</tr>
<tr>
<td>R-410a</td>
<td>2,088</td>
</tr>
<tr>
<td>R-422d</td>
<td>2,920</td>
</tr>
<tr>
<td>HFO-1234ze</td>
<td>0.5</td>
</tr>
</tbody>
</table>

**Processes outside the reporting boundaries**

The synthetic greenhouse gases SF₆ and NF₃ are therefore not included in our inventory, as they are not material in terms of the reporting boundaries. Suppliers using these gases must document them in their own inventories. Suppliers make this information available to us in aggregated form, expressed in terms of CO₂ equivalents.

**Combustion**

- **CO₂**: Combustion of fossil fuels (heating and mobility) or from the processes to produce electricity (biogenic CO₂ from biomass combustion – i.e. from wood heating – continues to remain at a marginal level)
- **CH₄**: Combustion of fossil fuels (heating and mobility)
- **N₂O**: Combustion of fossil fuels (heating and mobility)

**Cooling**

- **HFC**: Loss of refrigerants from cooling systems
- **PFC**: Loss of refrigerants. The emissions from fire extinguishers are negligible or non-existent (halon).

Other processes outside the reporting boundaries:

- **SF₆**: Used as an insulation medium in electrical transformers and electrical switchboards. The installations are operated by the power utility companies.
- **NF₃**: Used for the production of LCD screens (display). We do not engage in manufacturing activities.

The synthetic greenhouse gases SF₆ and NF₃ are therefore not included in our inventory, as they are not material in terms of the reporting boundaries. Suppliers using these gases must document them in their own inventories. Suppliers make this information available to us in aggregated form, expressed in terms of CO₂ equivalents.

**Upstream and downstream levels for Scope 3 analysis**

The analysis of Scope 3 emissions in Categories 6 and 7 (business travel and employee commuting) along with Category 8 (rented spaces without operational control) considers not only direct operations but also the upstream and downstream activities in connection with the manufacture of vehicles (trains and cars) and the construction of infrastructure (road and rail). The consideration of upstream and downstream levels is optional under the GHG Protocol standard. Upstream and downstream activities for the other categories are not recorded due to a lack of data.
Greenhouse gas balance, categorized by ISO 14064

<table>
<thead>
<tr>
<th>In tonnes CO₂ eq.</th>
<th>GHG Category</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category 1: direct GHG emissions and direct GHG removal</td>
<td>Scope 1</td>
<td>12,861</td>
<td>12,467</td>
</tr>
<tr>
<td>Category 2: indirect GHG emissions imported energy</td>
<td>Scope 2</td>
<td>47,989</td>
<td>48,342</td>
</tr>
<tr>
<td></td>
<td>Scope 3, Cat. 3</td>
<td>10,906</td>
<td>11,135</td>
</tr>
<tr>
<td>Category 3: indirect GHG emissions from transport</td>
<td>Scope 3, Cat. 4</td>
<td>35,165</td>
<td>11,914</td>
</tr>
<tr>
<td></td>
<td>Scope 3, Cat. 6</td>
<td>2,356</td>
<td>2,888</td>
</tr>
<tr>
<td></td>
<td>Scope 3, Cat. 7</td>
<td>3,731</td>
<td>4,826</td>
</tr>
<tr>
<td>Category 4: indirect GHG emissions from goods used by the organisation</td>
<td>Scope 3, Cat. 1</td>
<td>228,808</td>
<td>224,419</td>
</tr>
<tr>
<td></td>
<td>Scope 3, Cat. 2</td>
<td>3,361</td>
<td>3,327</td>
</tr>
<tr>
<td></td>
<td>Scope 3, Cat. 5</td>
<td>1,905</td>
<td>1,838</td>
</tr>
<tr>
<td></td>
<td>Scope 3, Cat. 8</td>
<td>9,806</td>
<td>10,206</td>
</tr>
<tr>
<td>Category 5: indirect GHG emissions associated with the use of the organisation's products</td>
<td>Scope 3, Cat. 11</td>
<td>34,359</td>
<td>33,516</td>
</tr>
<tr>
<td></td>
<td>Scope 3, Cat. 12</td>
<td>202</td>
<td>102</td>
</tr>
<tr>
<td></td>
<td>Scope 3, Cat. 15</td>
<td>2,090</td>
<td>2,809</td>
</tr>
</tbody>
</table>

Emission factors

Emission factors for Scope 1 emissions:
Since 2015, we have used the emission factors of the ecoinvent life cycle inventory database (version 3.9 applied) for Scope 1 emissions from the consumption of fossil fuels. For Scope 1 emissions, we use the corresponding global warming potential with a horizon of 100 years (GWP100) and report the emissions in tonnes of CO₂ eq. (6th Assessment Report IPCC 2021).

Emission factors for Scope 2 emissions:
We use the emission factors set out in Table “Scope 2 emissions before and after offsetting through certification of origin” in the chapter “Climate” for Scope 2 emissions from electricity, with the emissions reported in tonnes of CO₂ eq. These emission factors are based on a study of the Swiss electricity mix (environmental review: electricity mixes Switzerland 2018 from 27 April 2021) and, since 2018, on the data provided for the individual scopes by ecoinvent (version 3.9 applied). Since 2019, the emission factors for electricity have been based on the individual scopes published in a supplement to the above-mentioned study.

We source our district heating from different heat networks. Since 2018, the emission factor for district heating has been calculated by scope (Scope 2 and Scope 3) and the emission factor according to the Intelp study has been used.

Emission factors for Scope 3 emissions:
For Scope 3 emissions during the year under review, we use the emission factors from the ecoinvent life cycle inventory database version 3.9 for mobility (as shown in mobitool v3.0). Specific emission factors are incorporated as follows:

- Location-based approach.
- Specific emission factors are reported.

We define the electricity mix as a mix of HFCs and PFCs.

<table>
<thead>
<tr>
<th>Detailed list of Scope 1 emissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>In terms of CO₂, CH₄, or N₂O</td>
</tr>
<tr>
<td>CO₂</td>
</tr>
<tr>
<td>Vehicle fuel consumption petrol</td>
</tr>
<tr>
<td>Vehicle fuel consumption diesel</td>
</tr>
<tr>
<td>Heating oil consumption (emergency power systems)</td>
</tr>
<tr>
<td>Heating energy consumption heating oil</td>
</tr>
<tr>
<td>Heating energy consumption natural gas</td>
</tr>
<tr>
<td>Emissions from refrigerants</td>
</tr>
<tr>
<td>Emissions from biomass</td>
</tr>
<tr>
<td>Total Scope 1 emissions</td>
</tr>
</tbody>
</table>

1. Mix of HFCs and PFCs.
2. Biogenic CO₂ is considered equivalent to zero based on the IPCC and only the remaining GHGs are reported.

We define the electricity mix as a mix of HFCs and PFCs.

Specific emission factors are incorporated as follows:

- Determining emissions in the supply chain (Categories 1, 2, 4 and 8)
- The relevant emission factors are calculated for the individual scopes based on data from ecoinvent version 3.9.
- The relevant emission factors are calculated for the individual scopes based on data from ecoinvent version 3.9.
- The relevant emission factors are calculated for the individual scopes based on data from ecoinvent version 3.9.
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- The relevant emission factors are calculated for the individual scopes based on data from ecoinvent version 3.9.

1. Location-based approach.
2. Specific emission factors are reported.
3. We define the electricity mix as a mix of HFCs and PFCs.
4. Biogenic CO₂ is considered equivalent to zero based on the IPCC and only the remaining GHGs are reported.
Emission factors for avoided emissions:
Emission factors for determining customer savings thanks to Green ICT.

The relevant emission factors are calculated for the individual scopes by myclimate based on data from ecoinvent version 3.9 and various external studies, as well as our own data (see also published report on methodology for avoided emissions).

www.swisscom.ch/avoided-emissions-methodology

References

Further reports

Regulations and guidelines
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• Swiss Federal Act of 13 June 2021 on the Reduction of CO₂ Emissions (CO₂ Act); https://t1p.de/CO2Act2021
• Swiss Ordinance of 30 November 2012 on the Reduction of CO₂ Emissions; SR 641.711; https://t1p.de/CO2Verordnung
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• Breakdown of the scope split of the electricity and district heating mixes in Switzerland according to the GHG Protocol: Martinia Alig, Laura Tschümperlin, Rolf Frischknecht/treeze Ltd, Uster, 14 July 2017; https://t1p.de/Treeze
• Emission factor for energy, environmental review: electricity mixes Switzerland 2018: Luana Krebs, Rolf Frischknecht/treeze Ltd, Uster, 27 April 2021; https://t1p.de/EFStrom
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• Swisscom’s supply chain greenhouse gas emissions 2020 (Scope 3): Methodology report (11 January 2021). Luana Krebs, Rolf Frischknecht/treeze Ltd, internal document, unpublished emission factors for directed actions (savings or Scope 4)
• Swisscom’s supply chain greenhouse gas emissions 2021 (Scope 3): Methodology report (11 January 2023). Joséphine Zumwald & Livia Ramsay/EBP AG
• Methodology report on avoided emissions: www.swisscom.ch/avoided-emissions-methodology

Other references
• Carbon Disclosure Project (CDP): www.cdp.net
• Information on the topic of target agreements to boost energy efficiency and reduce CO₂ emissions: https://t1p.de/EnAW
• EnAW(Energy Agency for Industry): www.enaw.ch
• EEC (Exemplary Energy and Climate): https://t1p.de/EEC
• SBTI (Science Based Targets initiative): https://sciencebasedtargets.org/
• Energy Strategy 2050 Swiss federal government: https://t1p.de/Energiestrategie
• Climate change Switzerland: https://t1p.de/Climatechange
• TCFD: Recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) of the Financial Stability Board (FSB); www.fsb-tcfd.org/
• Green Bond Principles of the International Capital Market Association (ICMA): https://t1p.de/ICMA
• Opportunities and Risks of Digitalisation for Climate Protection in Switzerland, University of Zurich, 2017 https://t1p.de/UZH
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Technical terms

4G/LTE (Long-Term Evolution): 4G/LTE is the fourth generation of mobile technology. At present, LTE enables mobile broadband data speeds of up to 150 Mbit/s.

5G: The latest generation in mobile network technology. 5G provides more capacity, faster response times and higher bandwidths.

Bandwidth: Bandwidth refers to the transmission capacity of a medium, also known as the data transmission rate. The higher the bandwidth, the more information units (bits) can be transmitted per unit of time (second). It is defined in bit/s, kbit/s, Mbit/s.

Cloud: Cloud computing makes it possible for IT infrastructures such as computing capacity, data storage, ready-to-use software and platforms to be accessed dynamically via the internet as needed. The data centres, along with the resources and databases, are distributed via the cloud. The term ‘cloud’ refers to such hardware which is not precisely locatable.

Free cooling: If a building is cooled freely, i.e. without refrigerants, this is known as free cooling. Outside air, groundwater, lake water, river water or the ground can be used as a cooling source.

FTTH (Fibre to the Home): FTTH refers to the end-to-end connection of homes and businesses using fibre-optic cables instead of traditional copper cables.

Optical fibre: Optical fibre cables (or fibre-optic cables) are a transport medium for optical data transmission – in contrast to copper cables, which transmit data through electrical signals.

ICT (information and communication technology): The terms ‘information technology’ and ‘communication technology’ were first combined in the 1980s to denote the convergence of information technology (information and data processing and the related hardware) and communication technology (technically aided communications).

IoT (Internet of Things): The networking of things, devices and machines to enable recording of status and environmental data. These data provide the basis for optimising processes, such as early identification of failing machine components. This facilitates new business models and opens up new opportunities for customer interaction.

Roaming: Roaming is when a mobile user makes calls, uses other mobile services or participates in data traffic outside their home network, i.e. usually abroad. This requires that the mobile device in question is compatible with the roaming network. In Europe, all GSM networks use the same frequency bands. Other countries such as the USA or countries in South America use a different frequency range.

Routers: Routers are devices for connecting or separating several computer networks. The router analyses incoming data packets according to their destination address and either blocks them or forwards them accordingly (routing). Routers come in different types, ranging from large machines in a network to the small devices used by residential customers.

Ultra-fast broadband: Ultra-fast broadband denotes broadband speeds of more than 50 Mbit/s – on both the fixed-line and mobile networks.

WLAN (wireless local area network): A WLAN is a wireless local area network. WLANs connect several computers wirelessly and link them to a central information system, printer or scanner.

Sustainability terms

Avoided emissions (formerly Scope 4): Emission reductions resulting from the enabling effects of the use of ICT services by customers.

CR Champions: The CR Champions are employees in the various Swisscom business divisions who have been selected to implement measures and report on the progress of their implementation.

CSR: Corporate social responsibility refers to corporate responsibility for people, society and the environment.

EcoVadis: The EcoVadis online platform supports the enforcement of environmental and social standards in global supply chains through uniform sustainability rankings of suppliers. As part of its risk management system, Swisscom bases its purchasing activities on the declarations made with EcoVadis by its suppliers.

Electromagnetic fields: Electromagnetic fields occur naturally or are generated technically. They are non-ionising. This means that they do not have enough energy to change the building blocks of matter. Electromagnetic fields are divided into low frequency and high frequency according to the number of oscillations per second.

EnAW: Energy Agency for Industry. Swisscom joined the Energy Agency in 2003 and signed a new agreement on objectives to increase its energy efficiency.

ESG: ESG refers to the consideration of environmental, social and governance issues.

Footprint: The term ‘footprint’, also called carbon footprint or CO2 footprint, is the result of an emissions calculation. It indicates the amount of greenhouse gas emissions released by an activity or a product. In the case of products, for example, the carbon footprint includes the total emissions caused by production, use and disposal.

IPCC (Intergovernmental Panel on Climate Change): The Intergovernmental Panel on Climate Change, or IPCC, was founded in 1988 by the United Nations Environment Programme and the World Meteorological Organization to summarise the current state of scientific research on climate change for political decision-makers. The IPCC Secretariat is based in Geneva.

Circular economy: The circular economy is characterised by the fact that raw materials are used efficiently and for as long as possible. If we succeed in closing material and product cycles, raw materials can be used again and again.

myclimate: The myclimate foundation supports Swisscom with the environmental assessment of its smartphone range, comparisons of sustainable ICT solutions and reviews of climate balances.

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Net zero: The net-zero state describes an equilibrium in which no more greenhouse gases are emitted into the atmosphere than the amount that can be removed. This means that greenhouse gas emissions in the atmosphere remain constant and do not increase any further. This state is achieved through maximum CO₂ reductions and additional neutralisation (CO₂ removal) of unavoidable residual emissions.

NIRO: The Swiss Ordinance on Protection against Non-Ionising Radiation (NIRO) defines the maximum permissible electrical, magnetic and electromagnetic radiation from fixed installations in the frequency range from 0 Hz to 300 GHz. A two-stage protection concept was applied. At all accessible places, the exposure limit value, which corresponds to the recommendations of the WHO, must be observed. In order to take account of the precautionary principle required in Switzerland under the Environmental Protection Act, values which are ten times stricter were set as a precautionary measure for places which are heavily used where people stay for long periods of time, based on technical feasibility and economic viability.

Scope 1: Direct GHG emissions resulting from own activities (e.g. from the combustion of fossil fuels for heating and mobility or from refrigerants).

Scope 2: Indirect GHG emissions resulting from purchased energy.

Scope 3: All other GHG emissions resulting from upstream and downstream activities (e.g. in the supply chain).

Scope 4: See ‘Avoided emissions’.

Scope 5: There is a Single Point of Contact (SPOC) for each Group division in the Swisscom sustainability team. The SPOC is the point of contact for the divisions, especially the CR Champions, who in turn ensure the implementation of the CR measures.

Sponsors: Members of the Group Executive Board as well as the Head of Group Communications & Responsibility are sponsors for the different strands of the sustainability strategy and contribute accordingly.

Radiation: Radiation is a form of energy that propagates as electromagnetic waves. A distinction is made between ionising and non-ionising radiation. Ionising radiation can change the building blocks of matter such as molecules or atoms, non-ionising radiation has too little energy for this. Therefore, non-ionising radiation cannot change atoms or molecules. Mobile networks use non-ionising radiation.

Electricity mix: The composition of electricity by type of energy production (e.g. hydroelectric or wind power).

Greenhouse gas (GHG): Greenhouse gases, also referred to as ‘climate gases’, such as CO₂, methane, sulphur hexafluoride, N₂O and F-gases that cause the ‘greenhouse effect’ by reflecting the sun’s rays within the atmosphere.

EEX: The ‘Exemplary Energy and Climate’ (EEX) is one of twelve measures in the Confederation’s Energy Strategy 2050. It is aimed at companies with close ties to the government, companies with close ties to the cantons, and larger organisations from all over Switzerland that want to be innovators and role models in the field of energy. By signing a declaration of intent, they are committed to making an ambitious contribution to increasing energy efficiency and expanding renewable energies in Switzerland.

Initiatives, standards and agreements on objectives

CDP: The CDP (formerly Carbon Disclosure Project) is a non-profit organisation whose goal is for companies, communities and countries to disclose and publish their environmental data, such as climate-damaging greenhouse gas emissions. Swisscom joined the CDP’s Supply Chain Programme in 2013 to create more transparency about the greenhouse gas emissions of its suppliers.

GeSI: Global e-Sustainability Initiative (GeSI). The GeSI is an initiative of companies from the ICT sector, whose aim is to promote sustainability. Swisscom works within the framework of the initiative to promote fair and sustainable supply chains in particular.

GRI: The Global Reporting Initiative (GRI) is an organisation that develops guidelines for the preparation of corporate sustainability reports in a participatory process.

GRI standards: The GRI standards represent global best practices for public corporate reporting on various economic, environmental and social impacts. Sustainability reporting based on these standards provides information about the positive or negative contributions of an organisation to sustainable development.

ISO 14001: An international environmental management standard that sets globally recognised requirements for environmental management systems.

ISO 14064: This standard is part of the ISO 14000 series of international standards of the International Organization for Standardization (ISO) for environmental management. The aim of ISO 14064 is to enable uniform climate reporting and to help companies and organisations to reduce emissions.

JAC: Joint Alliance for CSR. The elimination of any vulnerabilities identified is reviewed on a regular basis to ensure compliance with the environmental and social standards we expect. Within the framework of JAC, an international alliance of telecoms companies plans and conducts CSR audits of suppliers. Swisscom has been a member of JAC since 2012.

SA8000: An international standard with the aim of improving working conditions for employees.

SASB: The Sustainability Accounting Standards Board, like the GRI, sets industry-specific guidelines for public corporate reporting on various economic, environmental and social impacts.

SBTi and SBT: The goal of the Science Based Target initiative (SBT) is to encourage companies to increase their efforts to combat climate change by setting science-based targets. These targets focus on the quantity of emissions that must be reduced to meet the goals of the Paris Agreement – to limit global warming to 1.5°C.

Sustainable Development Goals (SDGs): The 17 Sustainable Development Goals and their 169 sub-goals form the core of the 2030 Agenda. They take into account the economic, social and environmental dimensions of sustainable development in a balanced way and, for the first time, bring poverty reduction and sustainable development together into one agenda.

TCFD: The Task Force on Climate-related Financial Disclosures (TCFD) was created by the Financial Stability Board (FSB) in 2015 to develop recommendations on corporate financial transparency related to climate risks. These provide a framework that allows companies to correctly assess their exposure to climate risks, e.g. in order to implement the necessary strategies in their business activity.

Other terms

asut: Swiss Telecommunications Association (asut). asut represents the telecommunications industry. The association is committed to ensuring optimal general conditions for users and providers of services and products.

Audit: Term for a check carried out by external (or internal) experts regarding the fulfilment of requirements and guidelines.

OFCOM (Federal Office of Communications): OFCOM deals with issues related to telecommunications and broadcasting (radio and television) and performs official and regulatory tasks in these areas. It prepares the decisions of the Swiss Federal Council, the Federal Department of the Environment, Transport, Energy and Communications (DETEC) and the Federal Communications Commission (ComCom).

FTEs: Throughout this report, FTEs is used to denote the number of full-time equivalent positions.
Legal disclosure

Key dates

- 8 February 2024
  Publication of 2023 Annual Results and Annual Report
- 27 March 2024
  General Meeting
- 2 April 2024
  Ex dividend date
- 4 April 2024
  Dividend payment date
- 2 May 2024
  2024 First-Quarter Results
- 31 July 2024
  2024 Second-Quarter Results
- 31 October 2024
  2024 Third-Quarter Results
- 6 February 2025
  2024 Annual Results and Annual Report

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