Sustainability
Impact Report
2023

in accordance with GRI, SASB and
ISO 14064

swisscom

Annual reporting

The Annual Report and the Sustainability Impact Report make up Swisscom's reporting on 2023. The two publications are available online at: **swisscom.ch/report2023.**

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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🌐 Link to external website

▯ Link within the publication

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Conduct

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.

Stakeholders' letter

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.

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 CO_2 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 CO_2 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

Sustainability strategy

Environment

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.
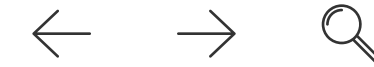
Digitalisation and sustainability

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.
🌐 **www.swisscom.ch/purpose**
🌐 **www.swisscom.ch/sustainabledigitisation**
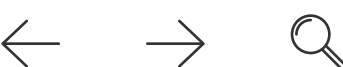
Opportunities and challenges of digital transformation for sustainable development

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

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 CO_2 emissions. Our entire Group (including Fastweb) has committed itself to the long-term goal of achieving ⊙ **net zero** in 2035 in accordance with ⊙ **SBTi**.

2. Responsibility for people
We want to provide inspiring workplaces and open up the digital future to everyone.

3. Responsibility in actions
We want to stand up for the highest standards as a trustworthy partner.

In these three areas, we differentiate our goals according to their impact either within or outside the company, e.g. with our customers.

In implementing our sustainability strategy, we are committed to transparency and dialogue with the public. An overview of the achievement status for each of the targets listed below can be found in the table of targets.

Responsibility for the environment

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_2 per year. This corresponds to around 2% of Switzerland's CO_2 emissions.

Increase energy efficiency and continue to use 100% renewable energy: fresh air cooling for fixed and mobile networks, electrification of the vehicle fleet

Reduce CO_2 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 CO_2 emissions with our customers: comprehensive B2B support on the path to climate neutrality

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

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)

■ 2025 contribution within Swisscom
■ 2025 contribution for the world

Table of targets

Focus of the sustainability strategy	2023 value	Status	2025 target	Guideline target value for 2024
1. Responsibility for the environment				
Increase energy efficiency and continue to use 100% renewable energy		◗	–	
KPI: + 20% by 2025	11.9%		+20%	15.8%
Climate-neutral: reduce CO_2 emissions from operations and in supply chains by 25% by 2025 compared with 2020	319,447	◗	274,700	295,800
KPI: Scope 1 CO_2 emissions (vehicles and buildings incl. refrigerants), in tonnes	12,467		8,700	9,800
KPI: Scope 2 CO_2 emissions (electricity, district heating, offset), in tonnes	–		–	–
KPI: Scope 3 CO_2 emissions (supply chain, employee mobility, etc.), in tonnes	306,980		266,000	286,000
Promoting the circular economy through second-life programmes		○		
KPI: number of devices collected	192,000		250,000	240,000
Positive CO_2 contribution: saving 1 million tonnes of CO_2 annually with our customers		◗		
KPI: CO_2 savings in tonnes	1,158,000		1,000,000	1,200,000

Focus of the sustainability strategy	2023 value	Status	2025 target	Guideline target value for 2024
2. Responsibility for people				
Employer attractiveness: be one of the top 3 ICT employers		●		
KPI: recommendation (Pulse employee survey, Net Promoter Score)	68		67	67
KPI: RepTrak 'Appealing workplace' dimension (pointscale 1 to 100)	86.3		85	85
Training and education: promote talents and young talent		●		
KPI: number of training and development days/HC	4.2		4.5	4.0
Diversity, equity and inclusion: increasing diversity[1]		◗		
KPI: proportion of women in management	14.4%		15.7%	15.0%
KPI: proportion of women	23.4%		25.0%	24.5%
KPI: proportion of employees < 40	43.9%		45.0%	44.5%
KPI: proportion of employees with non-German language of communication	25.3%		26.3%	25.8%
KPI: proportion of employees with disabilities	1.14%		1.0%	1.0%
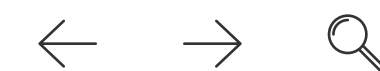
Focus of the sustainability strategy	2023 value	Status	2025 target	Guideline target value for 2024
Work stress and resilience: maintain or reduce the absentee rate		○		
KPI: absences in days/target days (weighted by FTE) * 100 The target days result from the standard working hours	3.2%		2.8%	3.0%
By 2025, support 2 million people a year in the use of digital media[2]	2,029,090	●	2,011,000	1,870,025
KPI: promotion of media skills	653,618		350,000	325,399
KPI: media usage training	1,100,148		1,273,000	1,182,998
KPI: technical measures for youth media protection	144,185		158,000	146,889
KPI: digital shift	131,140		230,000	214,739
Provide access to the network and further expand ultra-fast broadband		●		
KPI: 57% coverage of homes and businesses with ultra broadband[3] of 10 Gbit/s through fibre-to-the-home (FTTH) expansion.	46.1%		57.0%	53.0%

Focus of the sustainability strategy	2023 value	Status	2025 target	Guideline target value for 2024
3. Responsibility in actions				
Work in accordance with ethical principles		○		
KPI: proportion of employees trained in ethics[4]	0%		100%	100%
Ensure data protection and data security		●		
KPI: proportion of employees trained in cyber security	87%		85%	85%
Improve working conditions along supply chains		●		
KPI: number of employees at suppliers in the audited factories in the year in question in the JAC network.	194,000		150,000	145,000

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.

Status = target achievement in the reporting year. Further information can be found in the individual topic chapters.
○ Target not achieved
◗ Target achieved
● Target exceeded

Swisscom's contribution to the SDGs

Environment

7 Affordable and clean energy	**11** Sustainable cities and communities	**12** Sustainable consumption and production	**13** Climate action	**15** Life on land
• 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.	• Reducing our CO_2 emissions (Scope 1, 2 and 3) and net-zero target for 2035 for the entire Group. • Avoiding emissions with our customers (Scope 4), e.g. through decarbonisation solutions for companies.	• Promoting biodiversity, e.g. through employee cultivation of bee populations. • Supporting innovative ICT solutions in agriculture that use fewer resources, e.g. seed, fertiliser and energy.

People

3 Good health and well-being	**4** Quality education	**5** Gender equality	**8** Decent work and economic growth	**10** Reduced inequalities
• 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.	• Attractive jobs and working conditions. • Strengthening the Swiss business community, with investments in the network and infrastructure.	• Inclusion: Employment of people with health impairments. • Continuous further development of accessible products and services.

Conduct

8 Decent work and economic growth	**9** Industry, innovation and infrastructure	**16** Peace, justice and strong institutions	**17** Partnerships for goals
• 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 5.	• 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.
🌐 www.swisscom.ch/cr-report2022

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

Materiality for stakeholders

- **Work-related stress and resilience** (p. 54)

- **Climate protection (incl. renewable energies)** (p. 24)
- **Circular economy** (p. 37)
- **Mobile telephony and society** (p. 46)
- **Youth media protection and media skills** (p. 48)
- **Fair supply chain** (p. 64)
- **Diversity, equity and inclusion** (p. 55)
- **Data protection and data security** (p. 67, 68)
- **Energy efficiency** (p. 21)
- **Labour market skills and training** (p. 53)

- **Accessibility** (p. 51)
- **Climate risks** (p. 35)
- **Sustainable cities and communities** (p. 34)
- **Governance & reporting** (p. 18)
- **Contribution to the economy** (p. 45-47)

- **Network expansion** (p. 45)
- **Network dismantling** (p. 39)
- **Corporate ethics** (p. 60)
- **Employer attractiveness** (p. 52)

Materiality for Swisscom

■ relevant   ■ very relevant

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. CO_2 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.
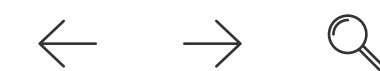
Material issues	Responsibility for the environment	Responsibility for people	Responsibility in actions
Waste	○		
Employer attractiveness		●	
Labour market skills and training		●	
Work stress and resilience		○	
Accessibility		○	
Contribution to the economy		○	●
Biodiversity	○		○
Corporate volunteering	○	○	
Data protection and data security			●
Diversity and equal opportunities		○	
Energy efficiency	●		
Fair supply chain		●	
Collective employment agreement (CEA) incl. social plan		○	
Governance & reporting			●
Youth media protection and media skills		●	
Climate risks	○		
Climate protection (incl. renewable energies)	●		
Circular economy	○		
Landscape and soil	○		
Noise	○		
Mobile telephony and society		○	
Sustainable cities and communities	○		
Network expansion	○	●	
Network dismantling	○		
Political and social representation of interests			○
Social commitment			○
Corporate ethics		○	○
Water and effluents	○		

● Strong impact on the environment   ○ Medium impact on the environment   ○ Low impact on the environment

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.
⊕ www.swisscom.ch/cr-partnerships

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.
⊟ See 'Actor in public debates'
⊟ See 'Mobile telephony and society'

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'.

⊟ See also 'Fair supply chains'

Stakeholder environment
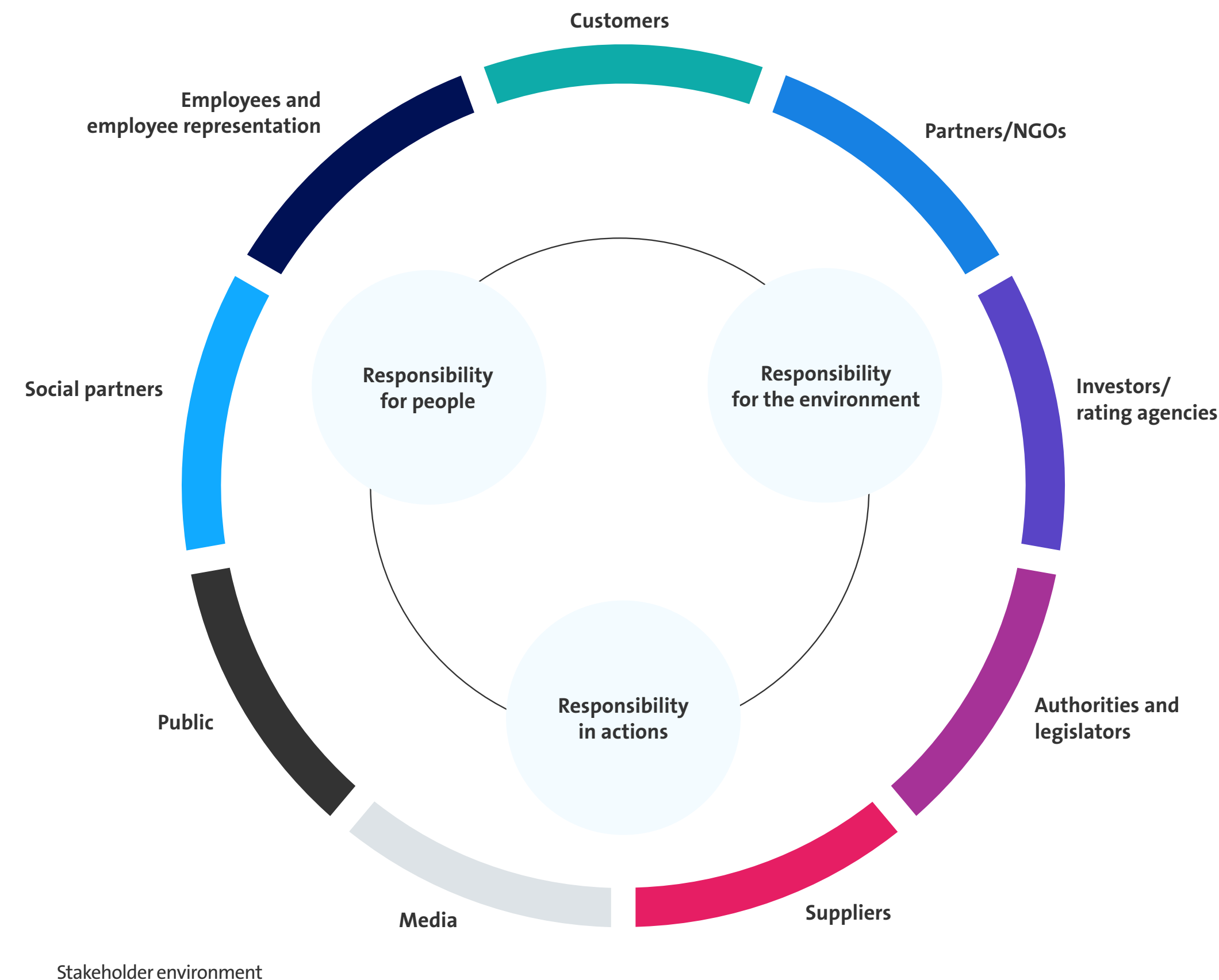
Media
Our relationship with the media is based on professional journalistic principles. In addition to the media office, our management also engages in regular dialogue with journalists.
🌐 www.swisscom.ch/news

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.
🌐 www.sustainableswitzerland.ch

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'.

Once a year, Swisscom's employees can use a questionnaire to share their individual situations and opinions about issues concerning the company's organisation (response rate 2023: 76%). This survey allows the entire organisation to respond to feedback and make improvements.

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.
▢ See also 'Employees'

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.
🌐 www.swisscom.ch/ziele_2022-2025

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

Strategy			
	Board of Directors*	←	**Audit Committee & ESG reporting**

Decisions ↓   Reporting ↑   Decisions ↓   Reporting ↑

Control

CEO/Group Executive Board

Targets, decisions ↓   Reporting, recommend ↓   Overall management ↑

Performance measurement

| **Sponsors and division management** | ← → | **Group Communications & Responsibility incl. SPOCs** |

Decisions, implementation ↓ ↑   Support, control ↓   Reporting ↑

Implementation

Line units, sustainability network and CR Champions

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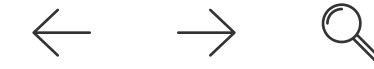
Responsible business activities and risk management

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**

To safeguard trade secrets, we do not publish any compliance reports.
⊕ **www.swisscom.ch/report2023**

Environment

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_2 per year. This corresponds to around 2% of Switzerland's CO_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.

As a major consumer of energy, we have been working hard to improve our energy efficiency for years. We operate the largest telecommunications and IT infrastructure in Switzerland and one of the largest fleets of company and commercial vehicles. Added to this are the heating and cooling consumption of our office and operations buildings, shops and data centres. For this reason, we have had an agreement on objectives with the ◉ **EnAW** and the Confederation's 'Exemplary Energy and Climate' initiative since 2013. This has been a successful approach: since then, we have already been able to improve our energy efficiency by around 64.4%.

Our key tool for this is our energy management system, which is based on the ISO 50001 standard and is being implemented in parallel throughout the company through a large number of diverse measures. As a member of the energy-saving alliance of the Department of the Environment, Transport, Energy and

Communications (DETEC), we have been working since winter 2022/2023 to develop energy-saving measures that are quick to implement in order to guarantee Switzerland's energy supply. Energy consumption rose slightly by 1% in the year under review compared to the previous year. Despite this, energy efficiency increased by 2.8% compared to the previous year thanks to the measures implemented.

Our energy management has a major impact on our direct CO_2 emissions and is therefore one of our most important tools for ensuring the transition to becoming a CO_2-free company and achieving the ◉ **net-zero** target. This section focuses on increasing energy efficiency, while the 'Climate' section looks at reducing CO_2 emissions.

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 CO_2 emissions, it is discussed in detail in the following 'Climate' section.

Energy targets and achievement thereof

Reference	Approach	Start year	Target year	Target	Target achievement
Energy efficiency through savings measures over total energy consumption [1]					
Swisscom	Not weighted	2020	2025	20%	11,9%
Swisscom	Not weighted	2020	2030	43%	11,9%
EnAW [2]	Weighted	2013	2024	36%	64,4%[3]
EEC	Not weighted	2020	2030	18%	2,7%[3]

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.
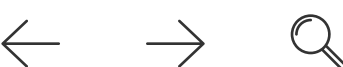
Development of energy mix
In megawatt hours MWh

- ● Heat energy consumption
- ● Vehicle fuel consumption
- ● Electrical energy consumption
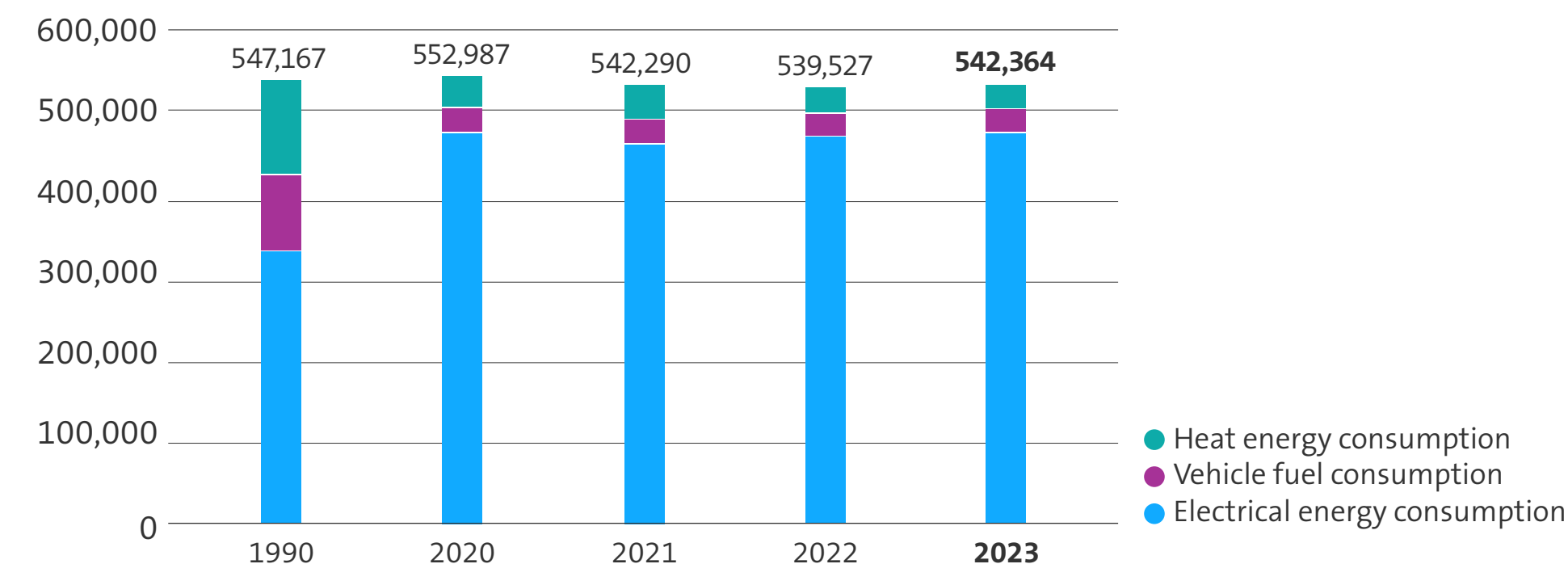
Electricity

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.
- In light of power shortages, all Swisscom logo lighting was switched off at the end of 2022 and remains deactivated today. Employees and customers are also informed about simple and efficient ways to save electricity.

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.

Breakdown of total energy consumption
in GWh

28   28   28   **542**   486

● Electricity   ● Heating fuel   ● Vehicle fuel
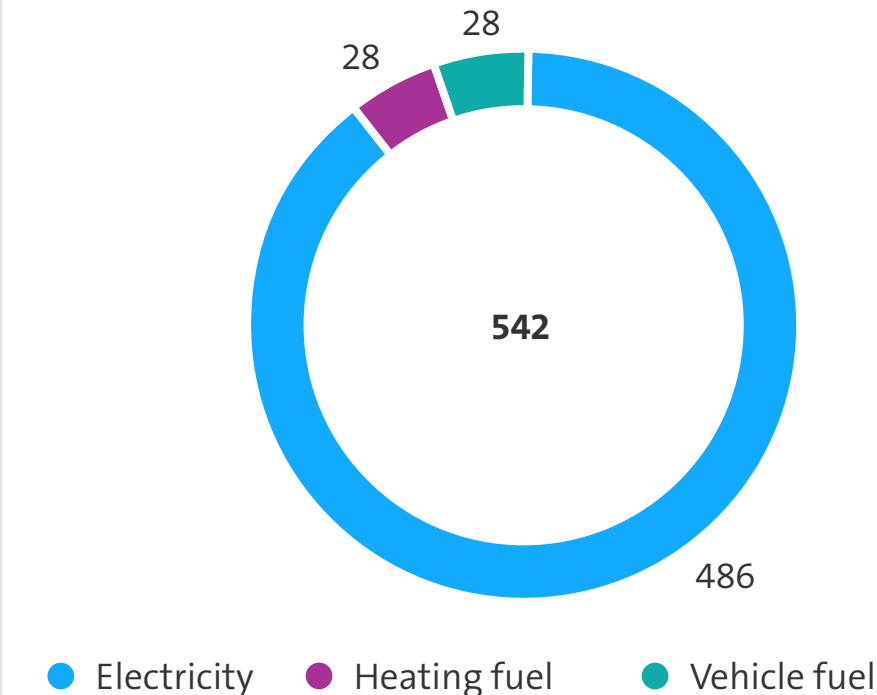
PUE value trend

Total electricity consumption of data centres in relation to power consumption of the IT infrastructure used there

| 1.32 | 1.34 | 1.34 | **1,31** |
| 2020 | 2021 | 2022 | **2023** |

Mobility figures

In number, million km or g/km		2020	2021	2022	**2023**
Vehicles	Number	2,747	2,536	2,552	2,460
Kilometres driven	Million km	41	43	40	45
Average CO_2 emissions	g per km	191	179	181	167
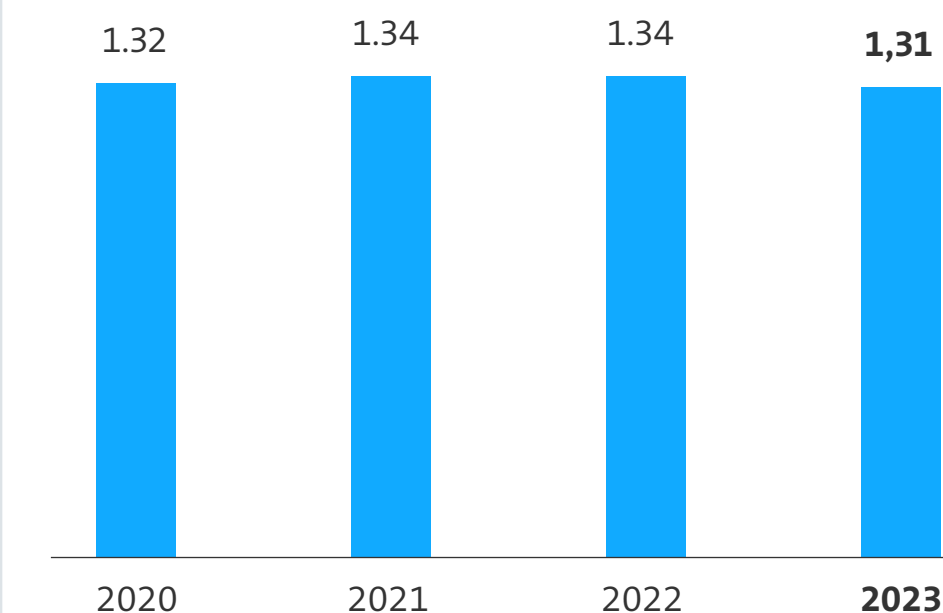
Key energy figures

In MWh	2020	2021	2022	**2023**	Change compared with previous year
Total electricity	**485,953**	**471,972**	**481,551**	**485,893**	**1%**
Vehicle fuel consumption petrol	3,699	4,015	4,291	5,379	25%
Vehicle fuel consumption diesel	25,141	24,860	22,551	22,617	0%
Vehicle fuel consumption natural gas	89	–	–	–	
Total vehicle fuel	**28,929**	**28,875**	**26,842**	**27,996**	**4%**
Heating oil consumption (emergency power systems)	1,193	1,154	1,343	1,326	–1%
Heating energy consumption heating oil	18,127	19,436	14,510	12,848	–11%
Heating energy consumption natural gas	7,944	7,702	5,074	4,459	–12%
Heating energy consumption district heating	10,540	12,786	9,915	9,565	–4%
Heating energy consumption biomass	301	365	291	276	–5%
Total heating fuel and district heating	**38,105**	**41,443**	**31,133**	**28,474**	**–9%**
Total energy consumption [1,2]	**552,987**	**542,290**	**539,527**	**542,364**	**1%**

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 CO_2 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 CO_2 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.
🗐 See also 'Energy'

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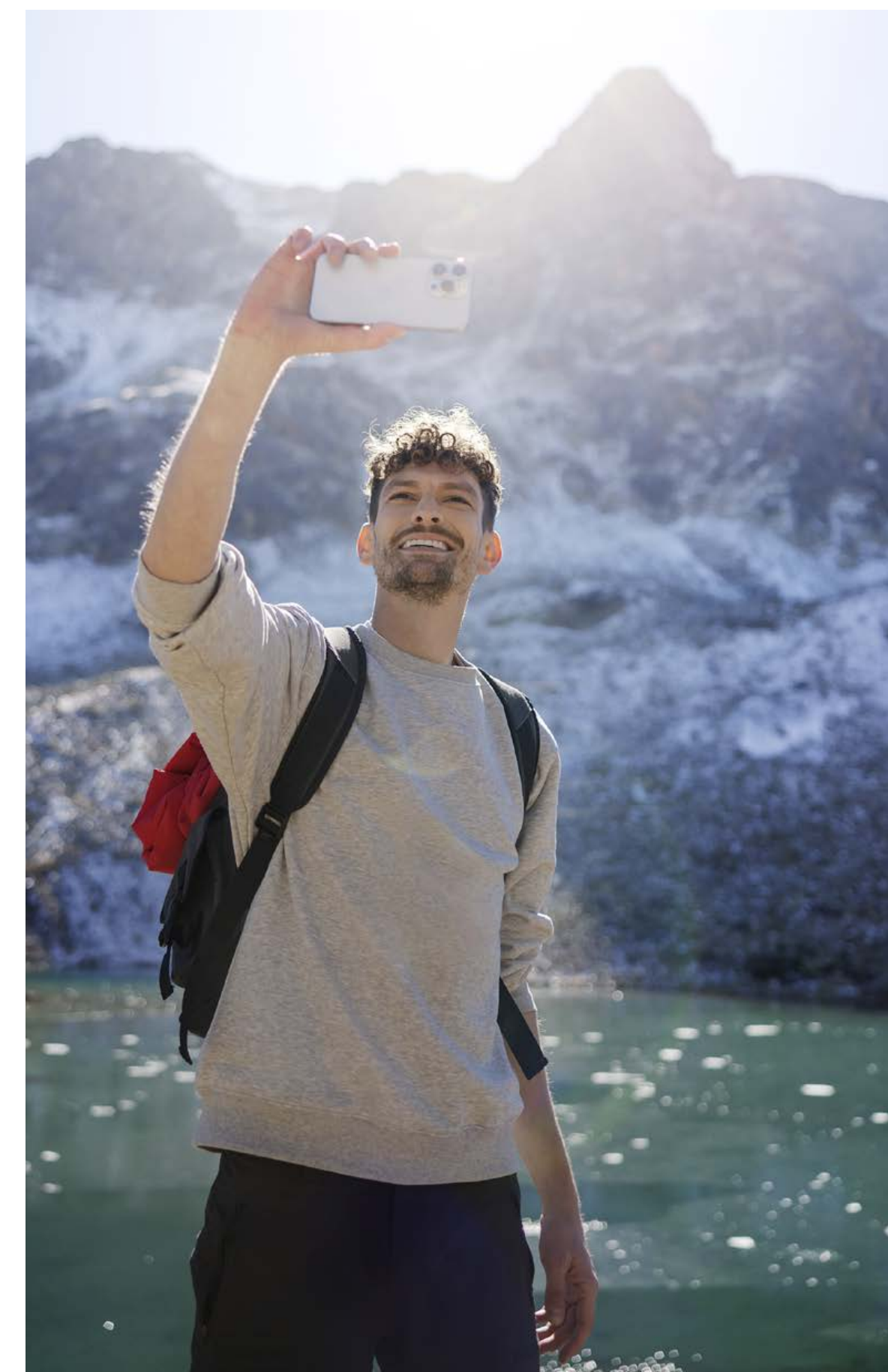
Swisscom's climate targets

		Start year	Target year	Target	As at 2023
Targets of Swisscom in Switzerland					
Scope 1 and Scope 2 reduction		1990	2025	**−90%**	−88%
Scope 3 reduction		2013	2025	**−50%**	−38%
Climate-neutral operations [1]			2020		Achieved
Climate-neutral company (Scope 1–3) [1]			2025		On track
Scopes 1–3 reduction acc. to 1.5°C reduction path of sector guidance (SBTi)		2020	2025	**−25%**	−15%
Scopes 1–3 reduction acc. to 1.5°C reduction path of sector guidance (SBTi)		2020	2030	**−50%**	−15%
SBTi targets of the Swisscom Group (incl. Fastweb)					
Near-term target Scope 1 and 2 [2]		2018	2030	**80%**	−35%
Near-term target Scope 3 [2]		2018	2030	**60%**	−18%
Long-term target Scope 1–3		2018	2035	**90%**	−18%
Net zero 2035 Scope 1–3 [2]			2035		

1 Residual emissions are offset through climate protection projects for CO_2 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 CO_2 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.
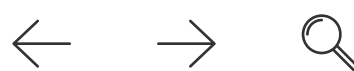
Summary of Scope 1, Scope 2 and Scope 3 emissions

In tonnes CO_2 eq.	2020	2021	2022	**2023**	Change compared with previous year
Scope 1 (from consumption of fossil energies)	14,497	14,784	12,459	12,207	−2%
Scope 1 (from refrigerants)	48	46	401	259	−35%
Scope 1 (from biomass)	1	2	1	1	−5%
Scope 2 (from electricity, 'location-based')	47,265	45,905	46,837	47,259	1%
Scope 2 (from district heating, 'location-based')	1,201	1,461	1,152	1,083	−6%
Total Scopes 1, 2 ('location-based') [1]	**63,011**	**62,198**	**60,849**	**60,808**	**−0%**
Scope 2 (from electricity, 'market-based')	−	−	−	−	
Scope 2 (from district heating, 'market-based')	−	−	−	−	
Total Scopes 1, 2 ('market-based') [2]	**14,546**	**14,832**	**12,861**	**12,467**	**−3%**
Scope 3	361,349	329,330	312,569	306,980	−2%
Total for Scopes 1, 2 ('location-based'), 3 [3]	**424,361**	**391,528**	**373,419**	**367,788**	**−2%**
Total for Scopes 1, 2 ('market-based'), 3 [3]	**375,895**	**344,162**	**325,430**	**319,447**	**−2%**

1 Before offsetting through certification of origin.
2 After offsetting through certification of origin.
3 The CO_2 inventory was recalculated in 2023 and extended to all Swiss subsidiaries. Further information in the annex entitled ISO 14064.

CO_2 intensities

In tonnes CO_2 eq./unit	Unit	2020	2021	2022	**2023**
CO_2 intensity of Scope 1 and 2					
CO_2 intensity of energy	Tonnes / TJ	7.3	7.6	6.6	6.4
CO_2 intensity turnover	Tonnes / CHF million	1.7	1.7	1.5	1.5
CO_2 intensity EBITDA	Tonnes / CHF million	4.1	4.2	3.6	3.2

Scope 1

Our most important internal lever for reducing CO_2 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.

- **Replacement of fossil-fuelled heating systems**
  Since 2016, all heating systems due to be upgraded with CO_2-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 CO_2 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.

- **Reducing the impact of refrigerants on the climate**
  We have set ourselves the target of reducing CO_2 emissions due to refrigerant losses to zero by 2035. Since 2015, we have only used hydrofluoroolefins (HFOs) 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 <12 kW installations). Wherever possible, we cool using direct 👁 **free cooling** ventilation. 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.

Details of Scope 1 emissions

In tonnes CO_2 eq.[1]	2020	2021	2022	2023
Vehicle fuel consumption petrol	1,025	1,113	1,190	1,491
Vehicle fuel consumption diesel	6,719	6,644	6,028	6,045
Vehicle fuel consumption natural gas	16	–	–	–
Heating oil consumption (emergency power systems)	319	308	359	354
Heating energy consumption heating oil	4,842	5,192	3,877	3,433
Heating energy consumption natural gas	1,575	1,527	1,006	884
Scope 1 CO_2 eq. emissions (from energy consumption)	14,497	14,784	12,459	12,207
Scope 1 CO_2 eq. emissions (from refrigerants)	48	46	401	259
CO_2 eq. emissions from biomass	1	2	1	1
Scope 1 CO_2 eq. emissions	**14,546**	**14,832**	**12,861**	**12,467**[2]

1 The CO_2 inventory was recalculated in 2023 and extended to all Swiss subsidiaries. Further information in the annex entitled ISO 14064.
2 Of which 12,146.01 tCO_2, 0.23 tCH_4, 0.20 tN_2O and various HFCs and PFCs from refrigerants. A detailed breakdown by energy carrier is provided in the Annex.

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

Reference	Target agreement	Start year	Target year	Target
EnAW	CO_2 intensity of heating fuels (CO_2 emissions as a proportion of total CO_2 emissions and CO_2 savings)	2013	2024	−9.5%
EnAW	CO_2 intensity of vehicle fuels (CO_2 emissions as a proportion of total CO_2 emissions and CO_2 savings)	2013	2024	−28.4%

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 CO_2 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 channelled 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
In kWp

2020: 2,600
2021: 3,376
2022: 3,699
2023: 3,948
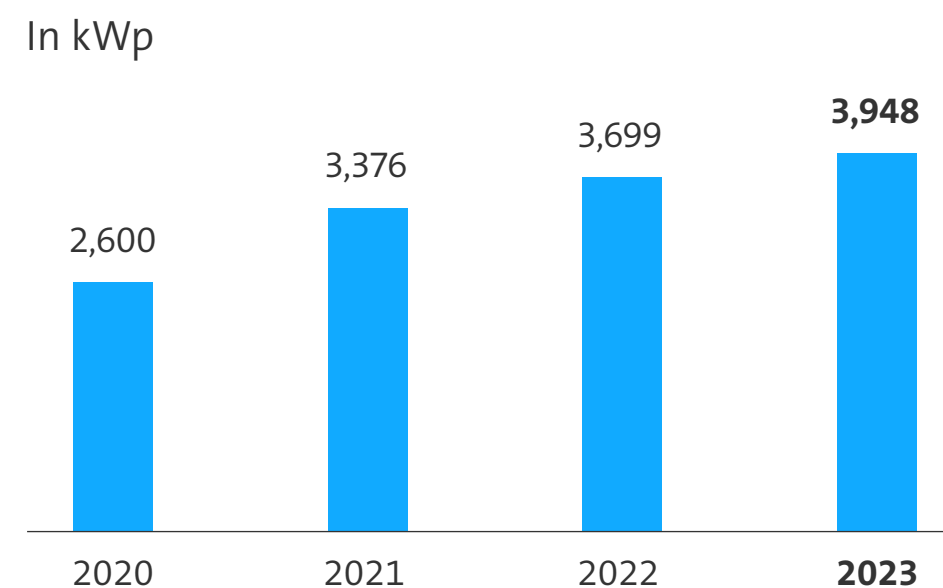
Number of solar installations

2020: 50
2021: 90
2022: 104
2023: 114
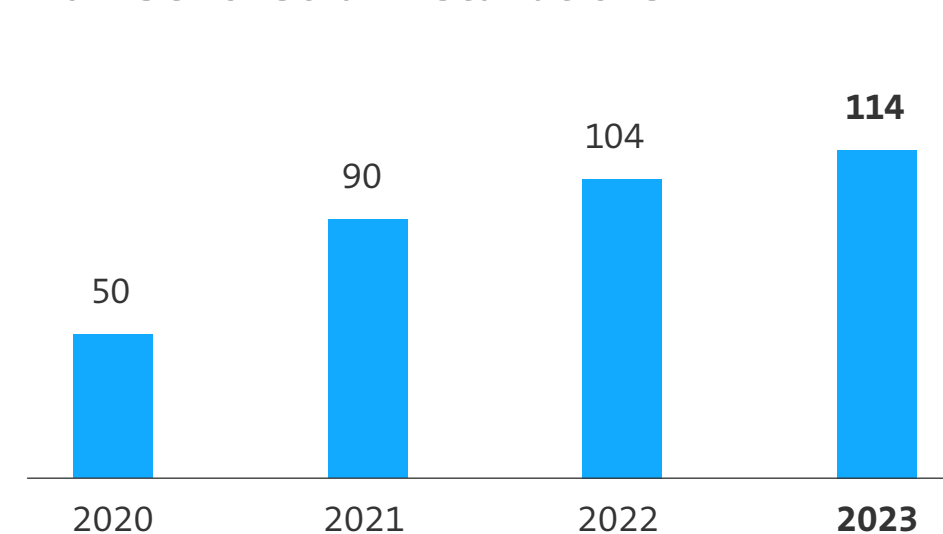
Development of electricity production from solar installations
In GWh

2020: 2.40
2021: 2.94
2022: 3.60
2023: 3.49
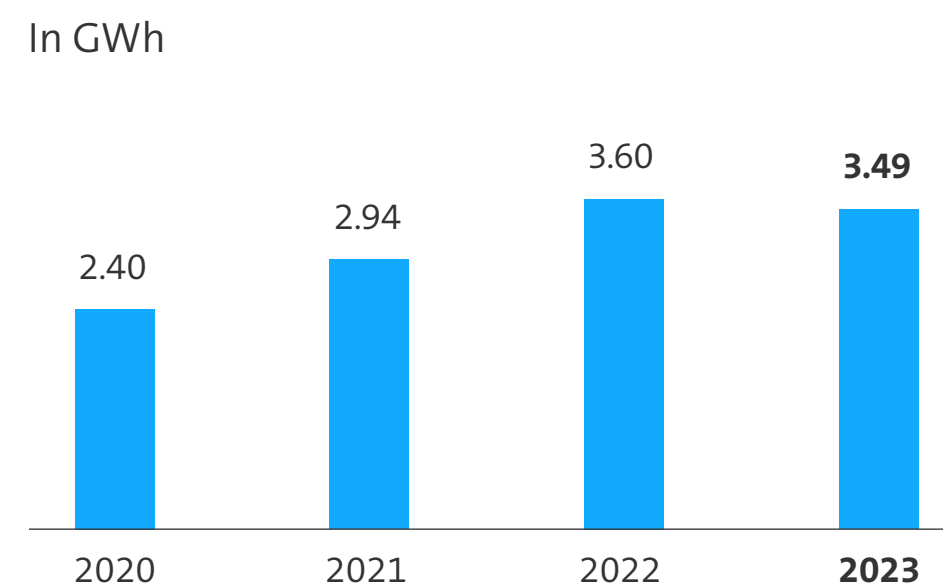
Emission factors and Scope 2 emissions before and after obtaining certification of origin

In g CO_2 eq. / kWh	Validity	Emission factor (total)	Scope 2 (direct)	Scope 3 (indirect)
Electricity				
Supplier electricity mix Switzerland ('location-based')	From 2019	128.00	97.30	30.70
Certified electricity ('market-based')	From 2019	15.70	0	15.70
District heating				
District heating ('location-based')	2023	162.80	113.186	49.61
District heating ('market-based')	2023	49.61	0	49.61

In tonnes CO_2eq. [1]	2020	2021	2022	**2023**
Electrical energy consumption ('location-based')	47,265	45,905	46,837	47,259
Heating energy consumption district heating ('location-based')	1,201	1,461	1,152	1,083
Scope 2 CO_2eq. emissions ('location-based')	**48,465**	**47,366**	**47,989**	**48,342**
Electrical energy consumption ('market-based'), from 2010	–	–	–	–
Heating energy consumption district heating ('market-based'), from 2019 [2]	–	–	–	–
Scope 2 CO_2eq. emissions ('market-based')	**–**	**–**	**–**	**–**

1 The CO_2 inventory was recalculated in 2023 and extended to all Swiss subsidiaries. Further information in the annex entitled ISO 14064.
2 The quality criteria according to ISO 14064 are not fully met for district heating HKN.

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. 🌐 www.cdp.net

• **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.

Scope 1,2 and 3 emissions location-based

3.4%
13.1%
83.5%

367,788 t CO_2eq.

● Scope 1   ● Scope 2   ● Scope 3
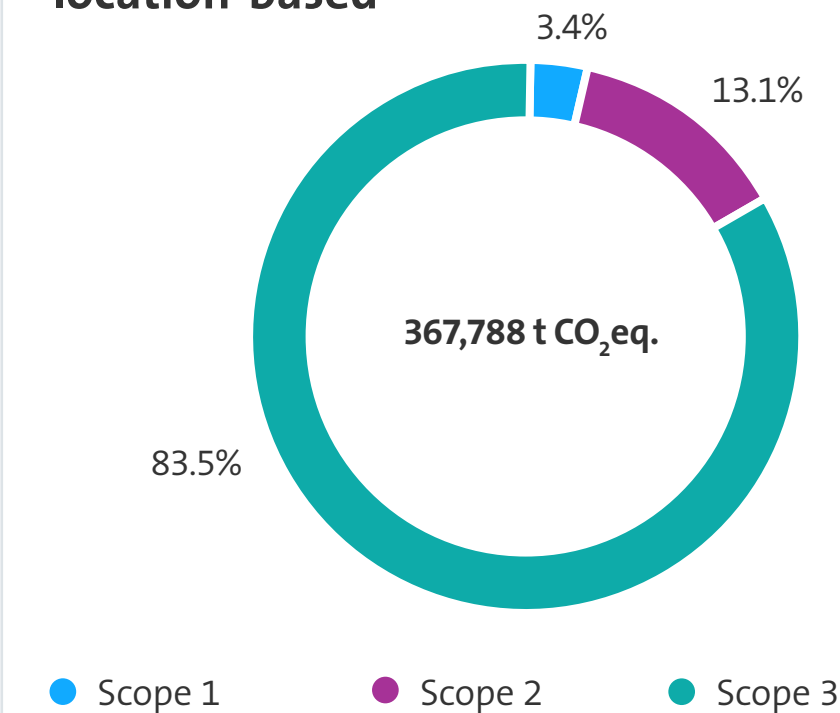
Scope 1,2 and 3 emissions market-based

3.9%
0.0%
96.1%

319,447 t CO_2eq.

● Scope 1   ● Scope 2   ● Scope 3
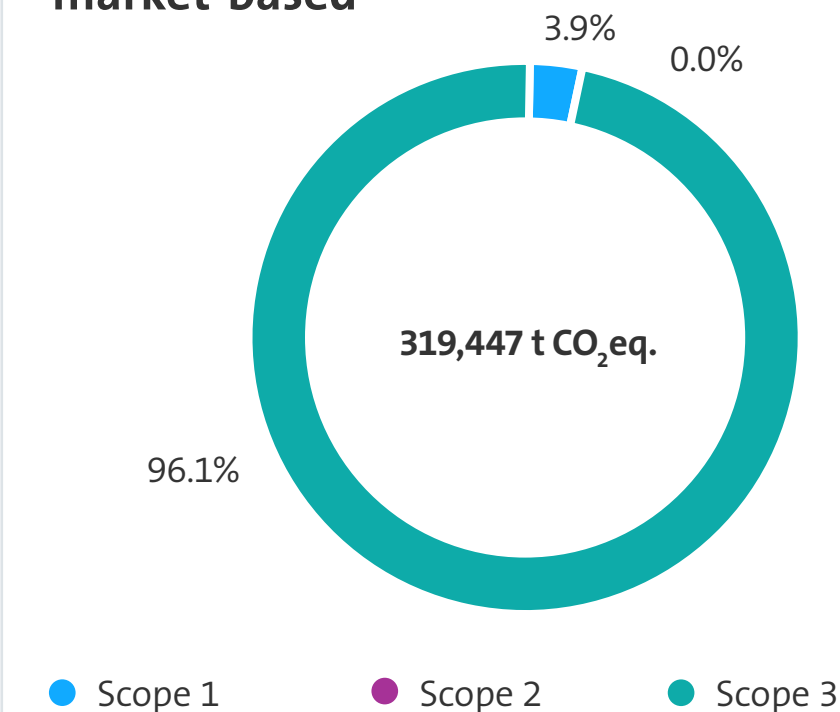
7,534 t

In 2023, we were able to reduce emissions in the supply chain (Categories 1 and 4 – Inbound) by 7.5 kt (3%).

Reducing CO_2 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.
▯ See also 'Circular economy'

- **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 way 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

TV-Box 5 (launched in October 2023)

Swisscom Box 21 (launched in 2021)

65% recycled plastic in the casing

22.6 kWh /year

53% smaller

14.25 kWh /year

Details of Scope 3 emissions

In tonnes CO_2 eq. [1,2]	2020	2021	2022	**2023**
Cat. 1 Purchased goods	270,254	241,567	228,808	224,419
Cat. 2 Capital goods	3,991	3,948	3,361	3,327
Cat. 3 Provision of electricity	7,629	7,410	7,560	7,629
Cat. 3 Provision of district heating	513	584	479	475
Cat. 3 Provision of vehicle fuels (petrol + diesel) [3]	2,086	2,093	1,954	1,618
Cat. 3 Provision of heating oil	773	817	631	1,112
Cat. 3 Provision of natural gas	411	394	273	294
Cat. 3 Provision of biomass	10	11	8	8
Cat. 4 Inbound transportation and distribution (to the distribution centres)	16,783	15,059	14,514	11,369
Cat. 4 Outbound transportation and distribution (to the customers) [4]	1,055	978	651	545
Cat. 5 Waste generated in operations	1,927	1,786	1,905	1,838
Cat. 6 Rail travel in Switzerland	49	59	19	30
Cat. 6 International rail travel	4	1	9	10
Cat. 6 European flights	278	285	1,045	1,510
Cat. 6 Intercontinental flights	501	288	1,038	1,188
Cat. 6 Work-related car journeys	453	509	123	151
Cat. 7 Employee commuting (public transport)	357	345	432	642
Cat. 7 Employee commuting (car)	3,889	4,131	3,301	4,184
Cat. 8 Upstream leased assets	11,315	10,769	9,806	10,206
Cat. 11 Use of sold products	36,810	35,908	34,359	33,516
Cat. 12 End-of-life treatment of sold products	281	395	202	102
Cat. 15 Investments [5]	1,981	1,991	2,090	2,809
Total Scope 3 CO_2 eq. emissions	**361,349**	**329,330**	**312,569**	**306,980**

1 The CO_2 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.

Grouped Scope 3 emissions
In tonnes CO_2 eq.

A = supply chain (Cat. 1 and Cat. 4)
B = end products (Cat. 11 and Cat. 12)
C = Buildings (Cat. 2 and Cat. 8)
D = provision of energy (Cat. 3)
E = employee mobility (Cat. 6 and Cat. 7)
F = investments (Cat. 15)
G = waste (Cat. 5)

A	236,333
B	33,618
C	13,533
D	11,135
E	7,714
F	2,809
G	1,838
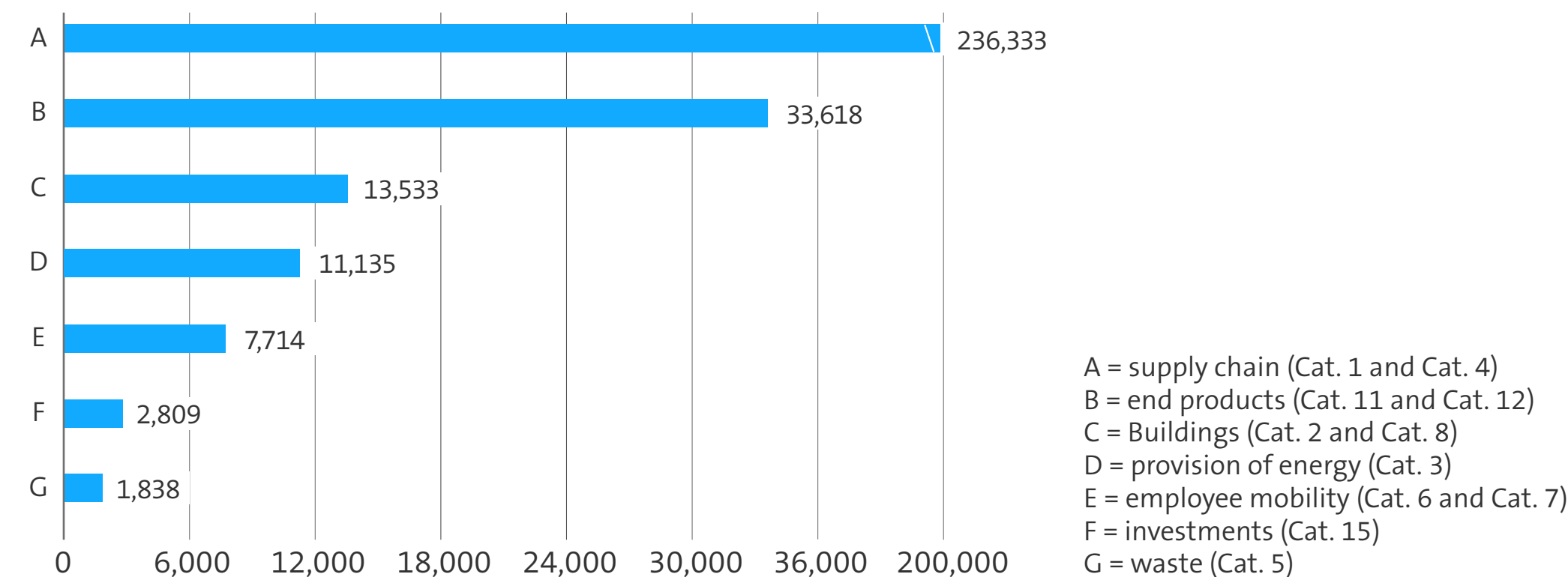
CO$_2$ offsetting

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 CO$_2$ 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 CO$_2$).

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 CO$_2$eq or removes this amount from the atmosphere.
- Reliable CO$_2$ 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 CO$_2$ emissions

In tonnes CO$_2$ eq.	Degree of offset	Offset in 2023
Scope 1	Full	12,467
Scope 2	Full	–
Scope 3	67%	205,488
Cat. 1 Purchased goods (merchandise, network infrastructure and roaming)	65%	146,412
Cat. 3 Provision of energy	Full	11,136
Cat. 4 Inbound transportation and distribution of merchandise and network infrastructure	79%	9,029
Cat. 4 Outbound transportation and distribution	Full	567
Cat. 5 Waste generated in operations	Full	1,838
Cat. 6 Business travel	Full	2,888
Cat. 11 Use of sold products	Full	33,516
Cat. 12 End-of-life treatment of sold products	Full	102
Additional 5% for third-party content (outside Scopes 1–3)		2,170
Total CO$_2$ offset in 2023		**220,125**

Strict criteria in response to criticism
In the year under review, carbon offsetting was criticised in the media. We are very closely monitoring the latest developments, which show that the system is not yet working smoothly. For us, the strict criteria mentioned above are key to ensuring that offsetting projects also make an actual contribution to climate protection. We therefore continue to believe that carbon credits make sense and, with our support, are contributing to the further development of the voluntary offsetting market. We are also keeping a close eye on developments related to the use of climate protection terms such as 'climate neutrality' at brand and product level. We are constantly reviewing our corporate responsibility strategy and updating it to reflect the latest developments. Reducing our own CO$_2$ emissions remains a top priority for us.
🌐 **www.swisscom.ch/compensation**

Offsetting
For 2023, 220,125 tonnes of CO$_2$ and thus > 69% of the unavoidable residual emissions were offset.
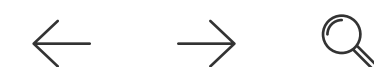
Offsetting projects

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 CO_2 avoidance and CO_2 storage (removal).
🌐 www.swisscom.ch/climateprotectionprojects

Contribution of 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

Project name at Swisscom	Solar power plant in Chile	Solar energy for Kenya	Wind power in Argentina	Forest conservation in Indonesia	Reforestation in Ghana
External partner	SouthPole	myclimate	SouthPole	First Climate	First Climate
Official project name	CERRO DOMINADOR CONCENTRATED SOLAR POWER PROJECT	SOLAR LIGHTING IN RURAL KENYA − VPA 2	GENNEIA WIND PROJECTS IN ARGENTINA	RIMBA RAYA BIODIVERSITY RESERVE PROJECT	REFORESTATION OF DEGRADED FOREST RESERVES IN GHANA
Country	Chile	Kenya	Argentina	Indonesia	Ghana
Standard	VCS (VER)	Gold Standard (VER)	VCS (VER)	VCS (VER) + CCBS + SD VISta	VCS (VER)
Project ID	Verra ID 1998	GS ID 3626	Verra ID 1987	Verra ID 674	Verra ID 987
Product type	Concentrated solar power (CSP) plant (avoidance)	Solar thermal electricity (avoidance)	Wind power (avoidance)	Agriculture, forestry and other land use (avoidance)	Agriculture, forestry and other land use (removal)
Methodology	ACM0002	AMS-I.A. Electricity generation	ACM0002	REDD+ (Reducing emissions from deforestation and forest degradation in developing countries)	Afforestation, reforestation and revegetation (ARR)
SDGs supported	4, 7, 8, 9, 13	3, 4, 5, 7, 8, 13	7, 8, 9, 13	1, 3, 5, 10, 11, 13, 15	3, 4, 8, 13, 15, 17
Third-party verifier	KBS Certification Services Pvt. Ltd.	SustainCERT (GS internal verification DOE)	Ruby Canyon Engineering, Inc.	AENOR INTERNACIONAL S.A.U.	RINA India Pvt. Ltd.
Year launched	2021	2018−2021	2018−2020	2016	2019−2021
Certificates used for 2023	75'000	4'200	37'925	75'000	28'000
Certificates used [1] retroactively for 2022			43'769		
Total number of decommissioned certificates in 2023			263'894		

1   Due to the recalculation of the greenhouse gas inventory, Swisscom has retroactively decommissioned CO_2 certificates for 2022.

Avoided emissions

According to various studies[1], 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 CO_2 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 including 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 2021 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.
🌐 www.swisscom.ch/avoided-emissions-methodology
🌐 www.greendigitalcoalition.eu

Climate protection solutions for our customers

For corporate customers, which also includes cities and municipalities, we offer the following product groups for reducing CO_2 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

- **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

- **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 CO_2 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

  In the year under review, around 10,000 employees, customers and members of the companies Migros, Mobiliar, Swiss Post, SBB, Swisscom, VCS and EnergieSchweiz took part in the joint Swiss Climate Challenge. By changing their mobility habits, they have saved a total of around 266 tonnes of CO_2.
  🌐 www.swissclimatechallenge.ch

Mobility analyses are also part of the data-based sustainability offering. Companies, cities, municipalities and events optimise their transport planning on the basis of anonymised mobility data.
🌐 www.swisscom.ch/mip

- **Investments in start-ups with a focus on sustainability**
  Through our Swisscom Ventures unit, we also makes 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.
  ⊟ See also 'Biodiversity'

  Thus far, we have invested in a total of eight start-ups with a focus on sustainability. Viboo and Pexapark were added to the list in the year under review. We utilise these companies' solutions ourselves wherever possible and promote them to our customers.

  Swisscom also launched the DeepTech Nation Foundation in the year under review, with the aim of expanding investments in Swiss-based start-ups together with its partners.

With the climate protection solutions mentioned above, we and our business customers avoided a total of 1,158,341 tonnes of CO_2eq. in the reporting year. This quantity decreased by 356,513 tonnes compared to the previous year. The main reasons behind this decline include a reduction in working from home, an increase in business travel and the fact that the e-commerce and 'dematerialisation' categories are no longer included.

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1 The SMARTer2030 study by GeSI 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 2025.

Overview of our climate protection solutions, their scope and the CO_2 emissions avoided as a result (specified in kilotonnes of CO_2eq)

Service group	Positive impact				Services	2020	2021	2022	**2023**
	Traffic	Buildings	Equipment	Energy					
Work Smart	x				UCC/MCC [1]	266	296	757	541
	x				Homeoffice	355	466[2]	480[2]	407[2]
	x				Conferencing Services	47	20	–	–
IoT solutions	x	x		x	Remote monitoring, optimisation of buildings and logistics	80	122	147	156
Data centres				x	Cloud	41	40	32	29
				x	Housing	1	1	2	2
Paper savings			x		Conextrade, e-signatures, online billing	1	1	2	2
Internet replaces data carriers			x		Internet connection	73	69	72	–
E-commerce			x		Internet connection	18	17	17	–
Circular economy			x		Return programmes for mobile phones, tablets, laptops	7	6	7	7
Data-based sustainability	x	x	x	x	Software for CO_2 and ESG management, Swiss Climate Challenge	–	–	–	0,3
Investments in sustainable start-ups	x	x	x	x	Sustainable agriculture, renewable energy, decarbonisation solutions	–	–	–	15
Total quantity of avoided emissions						**888**	**1,038**	**1,518**	**1,158**

1 Unified Communication and Collaboration/Managed Communications & Collaboration.
2 Adjusted value for commuting distances based on newly published statistics.

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

- **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.

- **Smart infrastructure**
  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

- **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

- **Localcities**
  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.localcities.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

Climate risks

Management approach

The Swiss Ordinance on Climate Disclosures (*Verordnung über die Berichterstattung über Klimabelange*) 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.

▢ See figure 'Overview of 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.

We consider the impact of transition risks to be low in all three scenarios. Swisscom plans to achieve the 👁 net-zero target at the Group level by 2035, so expected increases in CO_2 prices will therefore have a relatively weak impact. The energy price share of total network infrastructure costs is low. Swisscom also wants to further reduce its energy consumption.

We consider the reputational risks to be low, since Swisscom plays a pioneering role in sustainability issues. This additionally has an impact on market risks, which we also consider to be low. As a provider of 👁 ICT products, particularly in the area of basic service provision, Swisscom works with critical infrastructure that has a low technology risk in terms of climate-based regulatory tightening and the impact on the climate.

For Swisscom, opportunities arising from climate change lie in the establishment and further development of a specifically sustainable ICT product and service portfolio.

▢ See 'Avoided emissions'

Risk management

The annual analysis and assessment of the physical and transition risks for Swisscom is based on the TCFD recommendations. These were integrated in the Group-wide risk management system, which is based on the established ISO-31000 standard. Risks are identified and assessed by the ERM and those responsible for critical elements, such as infrastructure, processes, products and services. The level of risk for the year under review is assessed on the basis of expert opinions and available scientific information.

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.

The three climate scenarios are defined as follows.
- Scenario 1 (best case): climate-action pathway to limit global warming to between 1.5 and 2°C (IPCC SSP 1)
- Scenario 2 (realistic case): climate-action pathway according to current climate-action pledges, warming of 2.5 to 3.3°C (IPCC SSP2 to SSP3/RCP 4.5-RCP 6)
- Scenario 3 (worst case): climate-action pathway according to current climate-action measures, warming of 5.1°C (IPCC SSP5/RCP 8.5)

Time horizon

Swisscom has defined three time horizons for the prospective analysis of climate risks. Since climate risks have a long-term impact, the analysis periods were selected accordingly.
- Short-term: analysis period from now until 2049
- Mid-term: analysis period of 2050–2074
- Long-term: analysis period of 2075–2100

Swisscom is guided here by the recommendations of the Federal Office of Meteorology and Climatology.

Overview of climate risks for Swisscom (Switzerland) Ltd

Material issues	Scenario	Now–2049		2050–2074		2075–2100	
Residential Customers	1	●	▲	●	▲	●	▲
	2	●	▲	●	▲	●	▲
	3	●	▲	●	▲	●	▲
Business Customers (B2B)	1	●	▲	●	▲	●	▲
	2	●	▲	●	▲	●	▲
	3	●	▲	●	▲	●	▲
Wholesale	1	●	▲	●	▲	●	▲
	2	●	▲	●	▲	●	▲
	3	●	▲	●	▲	●	▲

■ Low = < CHF 3 million   ■ Moderate = > CHF 10–30 million   ● Transitionrisk
■ Medium = CHF 3–10 million   ■ High = > CHF 30 million   ▲ Physical risks

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

Risks	Risk parameters	Basis
Physical	Heat, drought, flooding, stormy weather, hail, rockfall/mudslide/landslide	IPCC, FOEN CH2018
Transition	Electricity price, CO_2 price, technology risks, price increases, purchasing power, demand development, reputational risks	IEA, NGFS, European electricity generation scenarios
Swisscom	Critical elements, operational safety, operating processes	Assessment of the impact of physical and transition risks on the elements critical to Swisscom's service provision (own calculations)
Suppliers	Production, transport/logistics	IPCC, IEA, NGFS (own calculations)

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
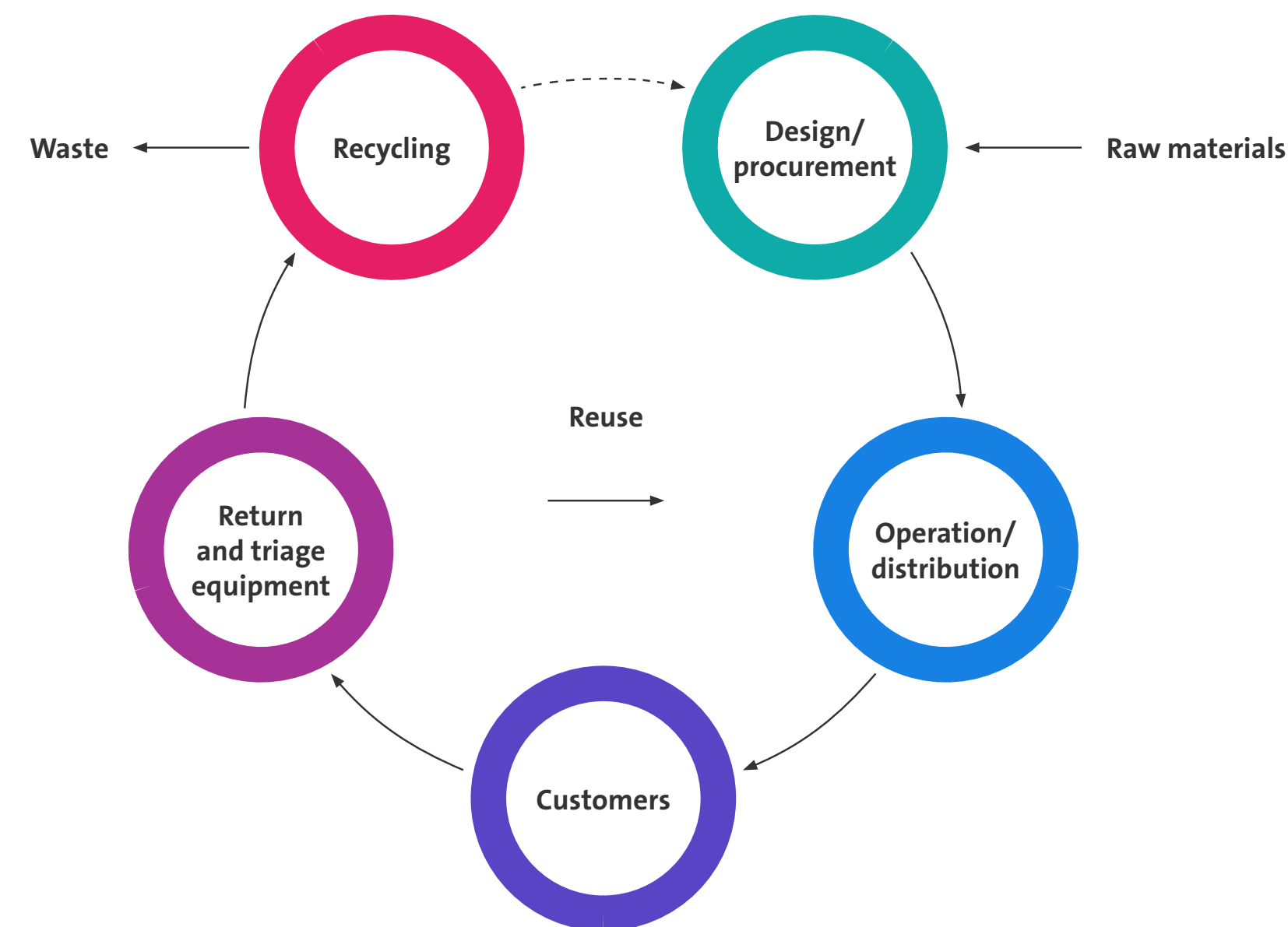
Repairs
We offer repairs in all our shops, most of which relate to cracked displays or remedying battery and software problems. However, this trend is strongly declining. Due to the sinking number of repairs over the last few years, we closed the on-site repair centres in the year under review and optimised 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. The greatest improvements over the years have been achieved with our TV-Boxes.

Tenders for suppliers
The 👁 circular economy is integrated as standard in all tenders. Suppliers are proactively invited to contribute their suggestions, measures and innovations.
▣ See also 'Scope 3'

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.
▣ See 'Table of targets'

As the relevant key figures show, demand for our buy-back programme (mobile telephone buy-backs) continues to rise, whereas the number of repairs is on a marked downward trend. Fewer devices were collected for Mobile Aid than in the previous year, too. These varying developments can be traced back primarily to devices lasting longer and being worth more.
▣ see 'Circular economy key figures'

The focus of the awareness raising was on encouraging customers to return devices that are no longer used to the economic cycle. This involved providing basic knowledge about the raw materials required to produce mobile phones and how closing the loop protects the environment.
⊕ www.swisscom.ch/rethink

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.
⊕ www.swisscom.ch/takemeback

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 packaging for the first time — both inside the carton and for shipping. Among other things, a paper sleeve has replaced the previous plastic film.

Packaging material has also been reduced in logistics. As many packages as possible — we sent over 0.841 million to our customers in 2023 alone — are sent without outer packaging and without filler material.

The circular economy requires innovation
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.
⊕ www.swico.ch/en/
⊕ www.cetransition.ch

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.

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 CO_2 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.

🔲 See also 'Waste'

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

Paper consumption by amount/reason for use

In tonnes	Quality[1]	2020	2021	2022	**2023**	**2023 in %**
Office [2]	FSC label	42	35	34	32	2.3%
Print media [3]	FSC label	1,201[2]	947	819	582	42.4%
Bills and envelopes [4]	FSC label	232	186	181	162	11.8%
Phone directories	FSC label	1,197	1,065	981	598	43.5%
Total paper consumption		**2,672**	**2,233**	**2,014**	**1,374**	**100.0%**

1   Information based on lion's share.
2   Copiers, printers (80 g/m^2 = 5 g/sheet).
3   Primarily brochures, mailings, packaging, flyers.
4   Envelopes = 6 g/envelope.

Recovered material by quantity/type

In km, tonnes or number	Unit	2020	2021	2022	**2023**
Optical fibre	fkm[1]	1,178,491	992,791	1,008,792	2,009,581
Copper pairs	pkm[1]	37,931	32,778	32,152	42,521
Plastic pipes PE	km	351	364	365	414
Copper [2]	Tonnes	504	409	417	287
Plastic pipes PE [2]	Tonnes	318	315	306	351
Telephone poles (wood)	Number of items	5,250	4,159	5,350	5,853

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

Recycling for network dismantling 2023
In tonnes

1,373

536
79
98
18
642

● Cables   ● Iron
● Aluminium   ● Precious metals
● Non-metals
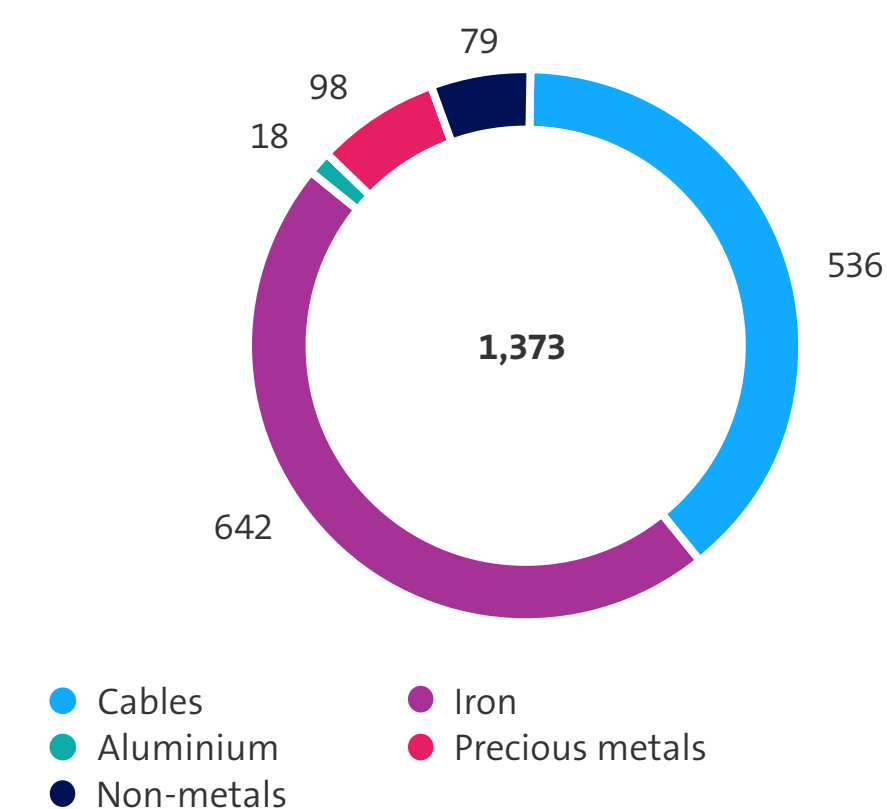
Circular economy key figures

Second life for smartphones

Number or %	2022	**2023**
Repairs [2]	54,000	43,000
Devices returned to Mobile Aid [2]	107,000	85,000
Mobile telephone buy backs [2]	46,000	64,000
Mobile telephone buy-back rate [1]	23%	25%
Second-life mobile telephones [2]	207,000	192,000
Refreshed devices sold [2]	3,800	1,500

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

Number	2022	**2023**
Refurbished Internet-Boxes	35,500	53,200
Refurbished TV-Boxes	52,200	43,200

Customers' electrical energy consumption with our own products

In MWh	2022	**2023**
Customers' electrical energy consumption for all of Swisscom's own products	268,432	261,840
Of which TV-Boxes	51,445	44,626
Of which Internet-Boxes	167,570	165,417
Of which WLAN-Boxes, adapters and fixed-line telephones	24,693	26,240
Of which mobile telephones and tablets	24,724	25,558

Packaging in logistics

In millions of units or %	2022	**2023**
Packages	1,033	0,841
Of which with outer packaging	60.3%	57.4%
Of which without filler material	95.0%	94.6%

Take me back

in %	2022	**2023**
Internet- and TV-Boxes	40%	54%

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.
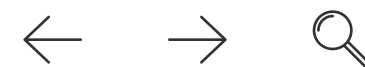
Development of water consumption

In m³ or litres	Unit	2020	2021	2022	**2023**
Total water consumption [1]	m³	130,647	111,801	139,954	151,123
Average water consumption [2]	Litres	47.8	24.3	23.5	38.6

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

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

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.
🌐 www.ecorobotix.com
🌐 www.xfarm.ag

Environmental key figures in Switzerland

	Unit	2020	2021	2022	**2023**
Land/buildings					
Net floor space (NFS)	Million m²	0.91	0.88	0.84	0.81
Paper consumption					
Paper consumption	Tonnes	2,672	2,233	2,014	1,374
Water/sewage					
Water consumption	m³	130,647	111,801	139,954	151,123
Waste					
Amount of waste	Tonnes	4,461	4,163	4,148	4,104
Mobility					
Vehicles	Number	2,747	2,536	2,552	2,460
Kilometres driven	Million km	40.7	43.3	39.8	45.1
Average CO_2 emissions	g per km	191	179	181	167.0
Energy, electricity					
Electrical energy consumption [1,2]	Terajoule	1,749	1,699	1,734	1,749
	GWh	486	472	482	486
Of which electricity for the heat pumps	GWh	1.1	1.4	1.2	1.3
Of which electricity for cooling (district cooling)	GWh	0.2	0.8	0.9	1.0
Energy, thermal [3]					
Heating oil (incl. emergency power systems)	Terajoule	69.6	74.1	57.1	51.0
Natural gas	Terajoule	28.6	27.7	18.3	16.1
Biomass	Terajoule	1.1	1.3	1.0	1.0
District heating [4]	Terajoule	37.9	46.0	35.7	34.4
Total thermal	Terajoule	137.2	149.2	112.1	102.5

	Unit	2020	2021	2022	**2023**
Energy, vehicle fuels [5]					
Petrol	Terajoule	13.3	14.5	15.4	19.4
Diesel fuel	Terajoule	90.5	89.5	81.2	81.4
Natural gas	Terajoule	0.3	–	–	–
Total vehicle fuels	Terajoule	104.1	104.0	96.6	100.8
Energy, total					
Energy consumption	Terajoule	1,991	1,952	1,942	1,953
	GWh	542	540	540	542
Air emissions					
CO_2 eq. according to Scope 1 of the GHG Protocol	Tonnes	14,546	14,832	12,861	12,467
CO_2 eq. according to Scope 2 of the GHG Protocol ('market-based')	Tonnes	–	–	–	–
CO_2 eq. according to Scope 2 of the GHG Protocol ('location-based')	Tonnes	48,465	47,366	47,989	48,342
CO_2 eq. according to Scope 3 of the GHG Protocol	Tonnes	361,349	329,330	312,569	306,980
Nitrous gases NO_x [6]	Tonnes	11.2	15.3	13.5	17.7
Sulphur dioxide SO_2 [7]	Tonnes	0.9	0.9	0.7	0.4

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 NO_x 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.
7 Emissions factor SOx according to 'Pollutant Emissions from Road Transport 1990–2035', FOEN, update 2010, Annex 6, p. 91 for mobility and based on the fact sheet 'Emissionsfaktoren Feuerung', FOEN, for firing using natural gas, heating oil and wood.

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.

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

	2020	2021	2022	**2023**	Goals	
					2025	2030
3G, 4G mobile communications network coverage[1,3]	99%	99%	99%	99%	99%	n/a
5G mobile communications network coverage[1]	10%	96%	98%	99%	99%	n/a
5G+ mobile communications network coverage[1]	0%	60%	73%	81%	90%	n/a
Optical fibre expansion[2]	31.5% with up to 10 Gbit/s	36.6% with up to 10 Gbit/s	42.7% with up to 10 Gbit/s	46.1% with up to 10 Gbit/s	57% with up to 10 Gbit/s	75–80% with up to 10 Gbit/s

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 immissions 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 for rapid expansion now' submitted by the FDP in 2020 was adopted by both chambers of parliament. It calls for the necessary measures to simplify the expansion. It is now up to the Federal Council to adapt the framework conditions to technological developments. The municipalities and cantons will also benefit from this, since the current regime is burdensome for everyone involved.

We take education and providing information on mobile communications seriously. Our specialists answer enquiries from the public, and we also support the Chance5G information platform, the ReclaimTheFacts fact platform and the Swiss Research Foundation for Electricity and Mobile Communication at ETH Zurich, among others.

Electromagnetic fields
As a provider, we want to operate mobile communications responsibly for people and the environment. When operating the mobile communications systems, we strive to comply with the national environmental requirements and the cantonal and communal building standards at all times.

ONIR limits
In Switzerland, the legal obligation to limit emissions from mobile communications systems is set out in the 👁 Ordinance on Non-Ionising Radiation (ONIR).

In 2023, we once again fulfilled all statutory requirements and, as stipulated by the Confederation, we operate and monitor all mobile communications systems in a certified quality assurance system. The relevant transmission data of all mobile communications systems are regularly sent to a central database of the 👁 Federal Office of Communications (OFCOM). The municipal and cantonal enforcement authorities have protected access to this database and can check compliance with ONIR limits at any time.

We are required to operate a quality assurance system (QAS) for our mobile base stations. Our QAS is certified in accordance with ISO standard 33002:2015. A monitoring audit of the QAS in accordance with ISO 33002:2015 was conducted at the start of November 2023 by Société Générale de Surveillance (SGS).

We passed the review with our targeted capability rating of three out of a maximum of five. For sensitive areas (places with sensitive use) where people spend longer periods of time, the Ordinance on Non-Ionising Radiation (ONIR) sets precautionary limits that are ten times stricter than those recommended by the WHO for prevention.

Strict limits are not being exhausted
The enforcement regulations for these limits represent a further tightening. These specify for the executing agencies (cantonal and municipal specialist agencies) how the ONIR is to be implemented in detail. They contain further precautionary reservations. These mean that the permissible limits can hardly be exhausted in reality, even within the restrictive Swiss framework. At the majority of current sites, the approved performance limits have therefore already been reached. This has prompted a need for a large number of new antenna installations to cover the requirement. The mobile communications industry and some politicians are calling for certain practical simplifications. In this way, the mobile network could be efficiently adapted to the ever-increasing data volumes and Switzerland could fully utilise the possibilities of mobile communications.
🗎 See 'Actor in public debates'

The main part – up to 90% – of the immissions 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 tele-coms 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 teleph-ony and broadband internet access.

Thanks to the competition, we have outstanding telecommunica-tions services in Switzerland. Where certain services are missing from a region for technical or commercial reasons, the basic ser-vice provision guarantees all households and businesses a reli-able 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.
▫ **See 'Accessibility'**
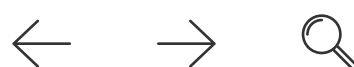
Emergency calls
In thousands

3,284 3,556 **4,147**
2021 2022 **2023**
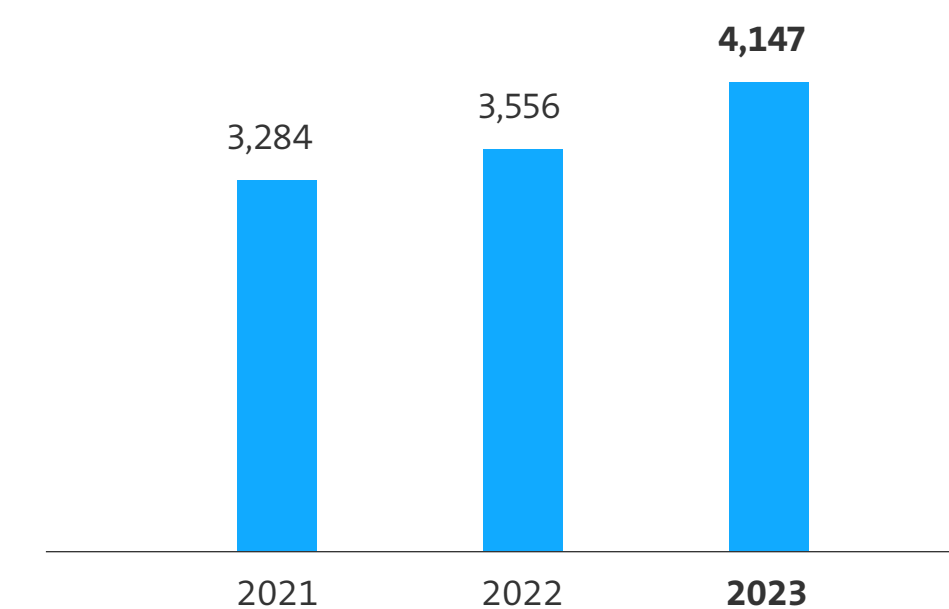
Calls to the service for visually and hearing impaired
In thousands

292 270 **243**
2021 2022 **2023**
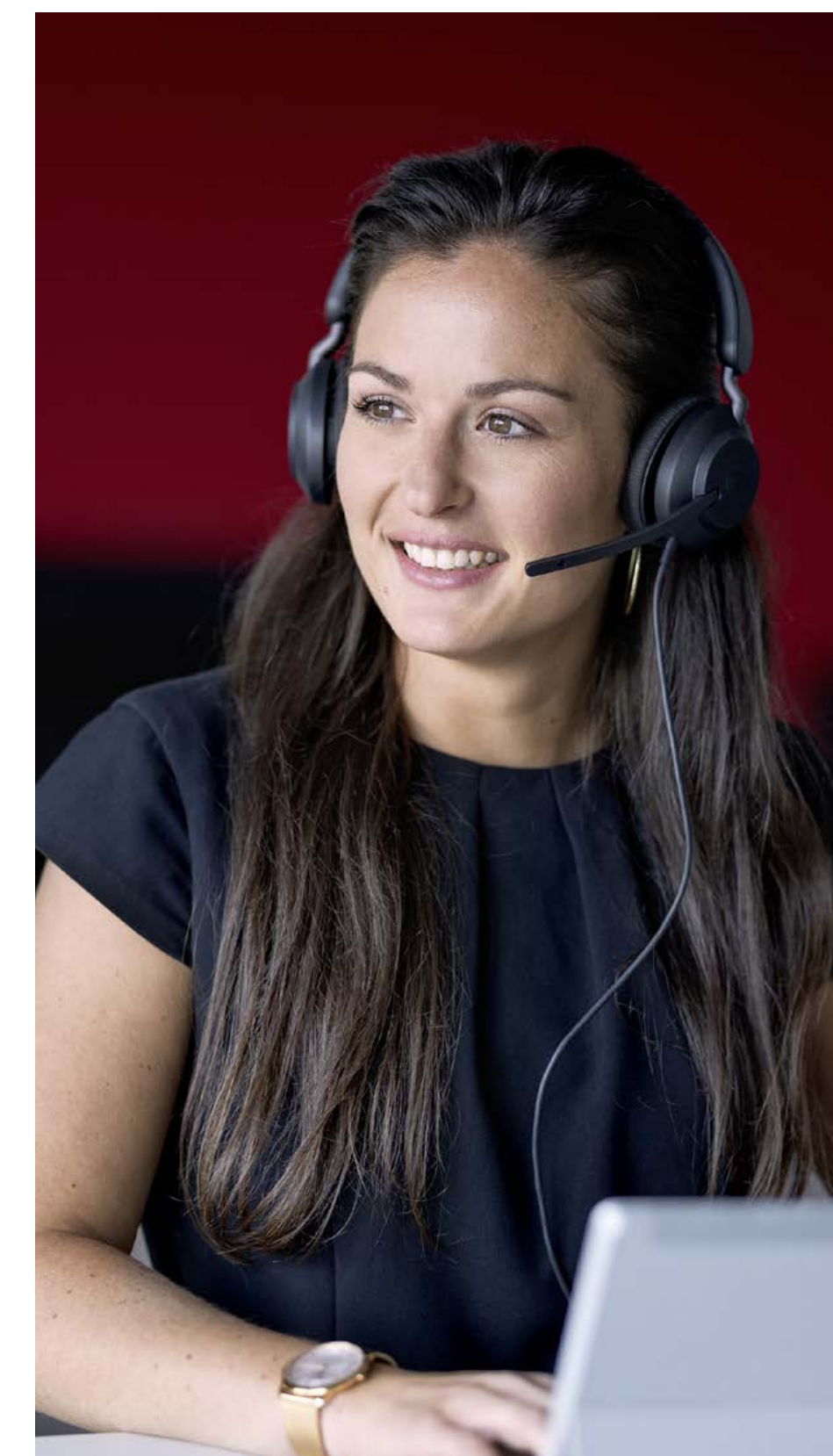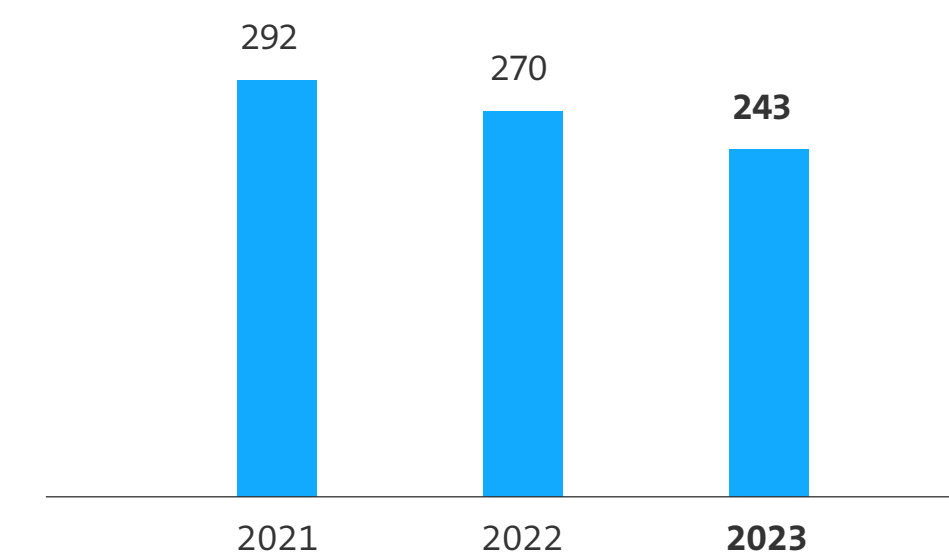
Youth media protection and promoting media competence

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.
⊟ See '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).
⊟ See 'Actor in public debates'

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 Fränzi'
• 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 JAMESfocus 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.

Guide
In November 2023, Swisscom launched the free 'My first mobile phone' guide for parents, which features tips, checklists and answers to frequently asked questions.
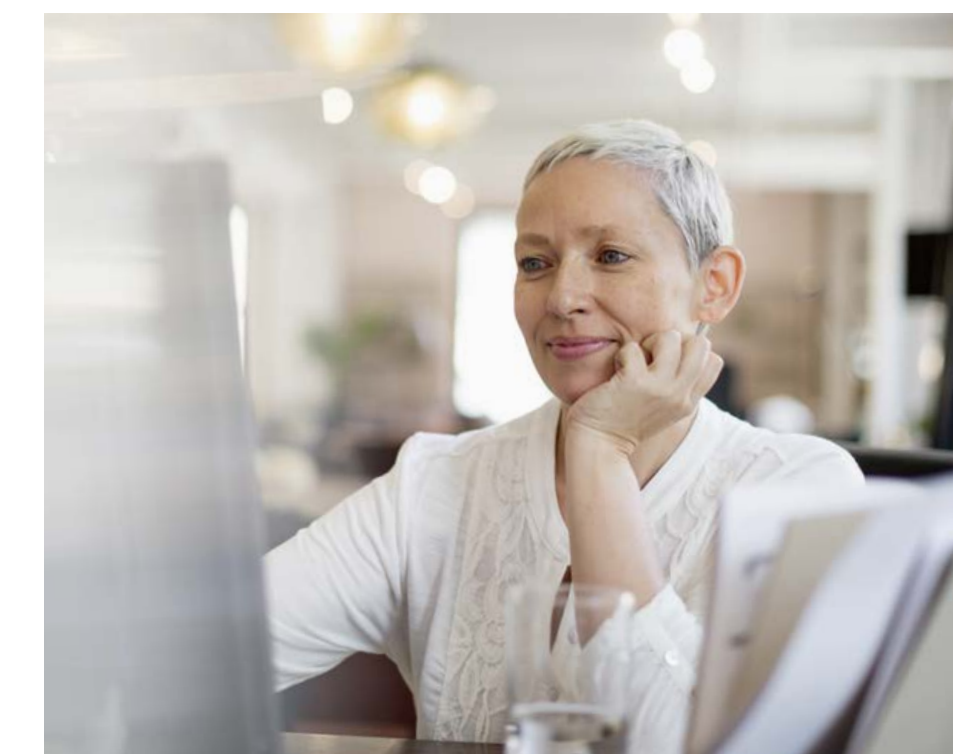
Online parents' evening
Our online parents' evening on 'My child's first smartphone' has so far recorded 58,000 viewers.

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/bne

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, smart-watches, influencers, sexting and cyber grooming, and other topics for our 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 enshrine 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

My Security customer development

Bar chart: 2019: 209,276; 2020: 241,075; 2021: 254,976; 2022: 268,739; 2023: 315,025
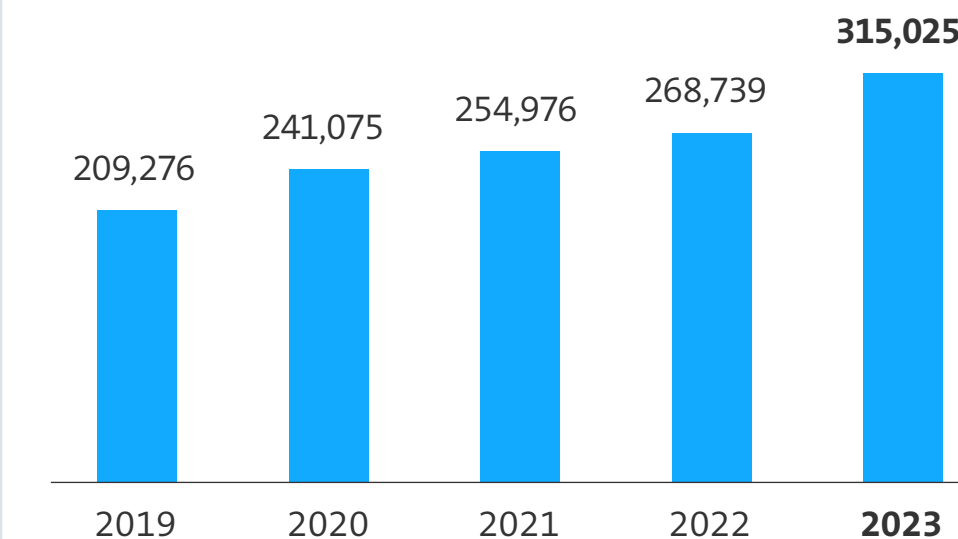
Visitors to the 'Swisscom Campus' media skills hub

Bar chart: 2021: 20,000; 2022: 87,711; 2023: 200'574

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.
  ▣ See 'Fair supply chains'

- 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
  ▣ See 'Youth media protection and promoting media competence'

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

- 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.
  ▣ See 'Circular economy'

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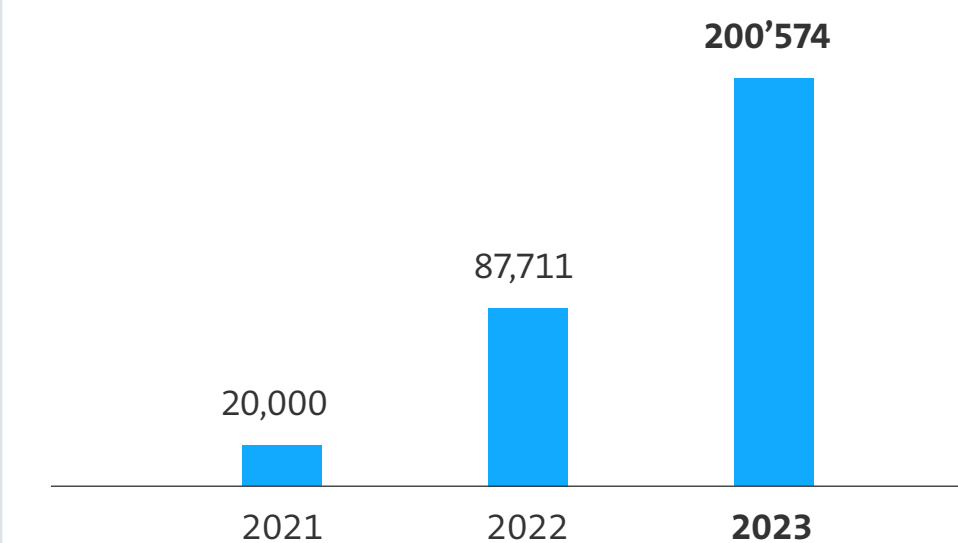
We have set ourselves the goal of achieving Level AA of the Web Content Accessibility Guidelines for our website and apps. More on this below.

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 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.

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.

⊕ **www.swisscom.ch/accessibility**

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.

Most positions are advertised as 60%–100% of a full-time workload to encourage part-time work.

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.

16,050
is the total number of employees in Switzerland

5,836
employees in agile organisations

3,120
part-time employees

3,160
Management employees

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.

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.

Apprentices in numbers as of 31.8.2022/2023

	Total trainees	Apprenticeships started	Apprenticeships completed	Success rate
2022	895	282	247	96%
2023	856	220	227	99%
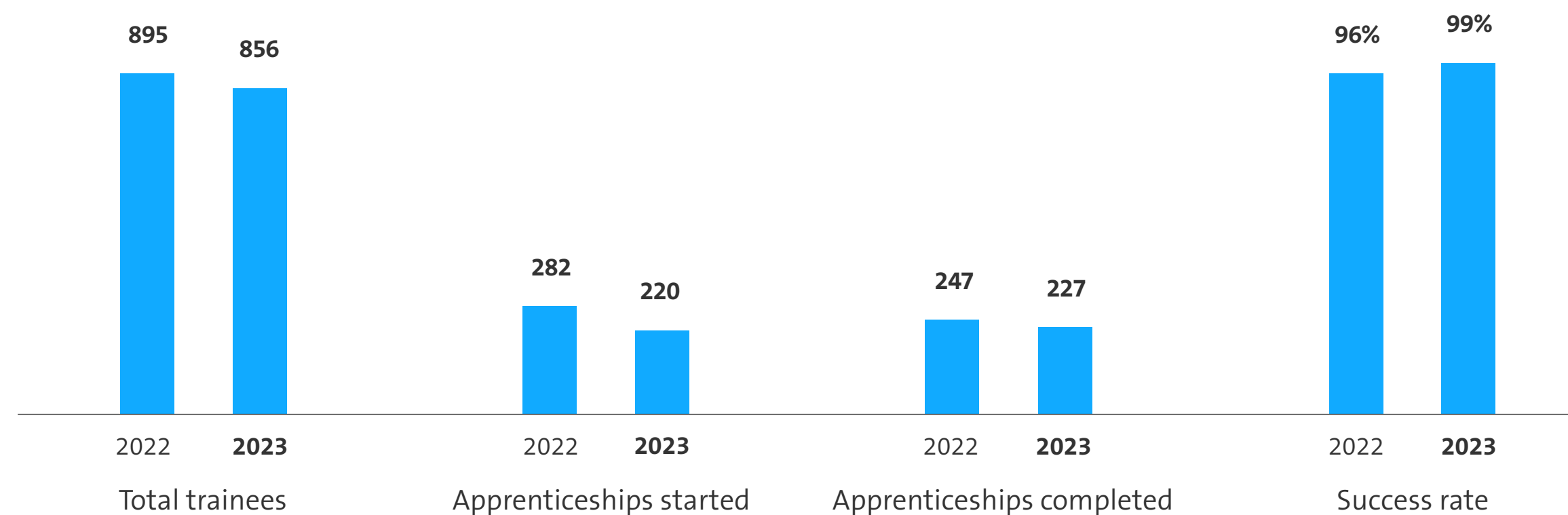
Work stress and resilience

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 heath 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.

FRIENDLY WORK SPACE

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.

🌐 **www.swisscom.ch/diversity**

23.4%

This is the current proportion of women at Swisscom.

1.14%

Employees with health impairments that work at Swisscom.

100

This is how many countries our employees come from.

Overall balance in Switzerland

Number respectively as indicated		2021			2022			2023	
	Male	Female	Total	Male	Female	Total	**Male**	**Female**	**Total**
Overall balance in Switzerland									
Average workforce FTE			15,961			15,884			**15,979**
Workforce end of year FTE			15,882			15,750			**16,050**
Reporting limit in Switzerland according to the personnel information system									
Coverage report limit			92%			91%			89%
Average workforce FTE	11,509	3,270	14,779	11,313	3,145	14,458	11,214	3,087	14,301
Employees in FTE	11,465	3,211	14,676	11,160	3,123	14,283	11,251	3,078	14,330
In headcount (HC)	11,794	3,723	15,517	11,456	3,604	15,060	11,556	3,537	15,093
Temporary positions (HC)	737	197	934	612	141	753	500	129	629
Temporary work contracts (HC)	141	87	228	102	87	189	114	77	191
Permanent work contracts (HC)	11,653	3,636	15,289	11,354	3,517	14,871	11,442	3,460	14,902
Gender ratio (HC)	76.0%	24.0%	100.0%	76.3%	23.7%	100.0%	76.6%	23.4%	100.0%
Average age	44.5	42.1	43.9	44.4	42.1	43.8	44.3	42.2	43.8
KPI: % of employees with non-German language of communication	25.0%	23.5%	24.6%	25.3%	23.5%	24.8%	25.9%	23.5%	25.3%
Full-time employment (HC)	10,058	1,933	11,991	9,884	1,872	11,756	9,926	1,856	11,782
Part-time employment (HC)	1,595	1,702	3,297	1,470	1,644	3,114	1,516	1,604	3,120
Ratio full-time employees (HC)	86.3%	53.2%	78.4%	87.1%	53.2%	79.1%	86.8%	53.6%	79.1%
Ratio part-time employees (HC)	13.7%	46.8%	21.6%	12.9%	46.8%	20.9%	13.2%	46.4%	20.9%
Employees in collective employment agreement (CEA) (HC)	9,108	3,289	12,397	8,824	3,167	11,991	8,844	3,081	11,925
Rate collective labour agreement (CEA) to total workforce	77.2%	88.3%	79.9%	77.0%	87.9%	79.6%	76.5%	87.1%	79.0%
Top Management (HC)	68	10	78	65	9	74	59	10	69
Management (HC)	2,618	424	3,042	2,632	437	3,069	2,706	454	3,160
Rate of employees within Management (HC)	86.1%	13.9%	100.0%	85.8%	14.2%	100.0%	85.6%	14.4%	100.0%

Number respectively as indicated		2021			2022			2023	
	Male	Female	Total	Male	Female	Total	**Male**	**Female**	**Total**
Fluctuation in Switzerland									
Leavers [1]	1,009	321	1,330	1,348	415	1,763	997	345	1,342
Leavers < 30 years [1]	176	74	250	222	86	308	190	78	268
Leavers 30–50 years [1]	448	137	585	561	182	743	449	164	613
Leavers > 50 years [1]	385	110	495	565	147	712	358	103	461
Rate of leavers < 30 years	17.4%	23.1%	18.8%	16.5%	20.7%	17.5%	19.1%	22.6%	20.0%
Rate of leavers 30–50 years	44.4%	42.7%	44.0%	41.6%	43.9%	42.1%	45.0%	47.5%	45.7%
Rate of leavers > 50 years [2]	38.2%	34.3%	37.2%	41.9%	35.4%	40.4%	35.9%	29.9%	34.4%
New starters [1]	850	211	1,061	998	280	1,278	1,003	248	1,251
New starters < 30 years [1]	282	89	371	358	108	466	358	103	461
New starters 30–50 years [1]	484	107	591	542	156	698	574	133	707
New starters > 50 years [1]	84	15	99	98	16	114	71	12	83
Rate of new starters < 30 years	33.2%	42.2%	35.0%	35.9%	38.6%	36.5%	35.7%	41.5%	36.9%
Rate of new starters 30–50 years	56.9%	50.7%	55.7%	54.3%	55.7%	54.6%	57.2%	53.6%	56.5%
Rate of new starters > 50 years [2]	9.9%	7.1%	9.3%	9.8%	5.7%	8.9%	7.1%	4.8%	6.6%
Further KPIs									
Education and training days			54,822			58,384			62,753
Education and training days per headcount			3.5			3.8			4.2
Maternity and paternity leave	671	207	878	315	124	439	330	118	448
CEO total compensation in CHF thou.			1,958			1,806			1,854
Median salary in CHF thou.			141			142			146
Ratio CEO compensation / median salary			14			13			13
Variation of CEO compensation			5.7%			−7.8%			2.7%
Variation of median salary			1.4%			0.7%			2.8%
Minimum full time salary in CHF thousand according to the CEA			52			52			52
Performance dialogues [3]			86.0%			91.1%			-

1 Without fixed-term employment contracts.
2 Without retirements.
3 Without apprentices.

Employee age structure
in headcount

| Year | 16,230 / 15,780 / 15,517 / 15,060 / 15,093 |

2019: 2,019 / 8,985 / 5,226
2020: 1,922 / 8,639 / 5,219
2021: 1,810 / 8,485 / 5,222
2022: 1,793 / 7,854 / 5,413
2023: 1,815 / 8,261 / 5,017

● Up to 30 years ● Between 30 and 50 years ● Over 50 years
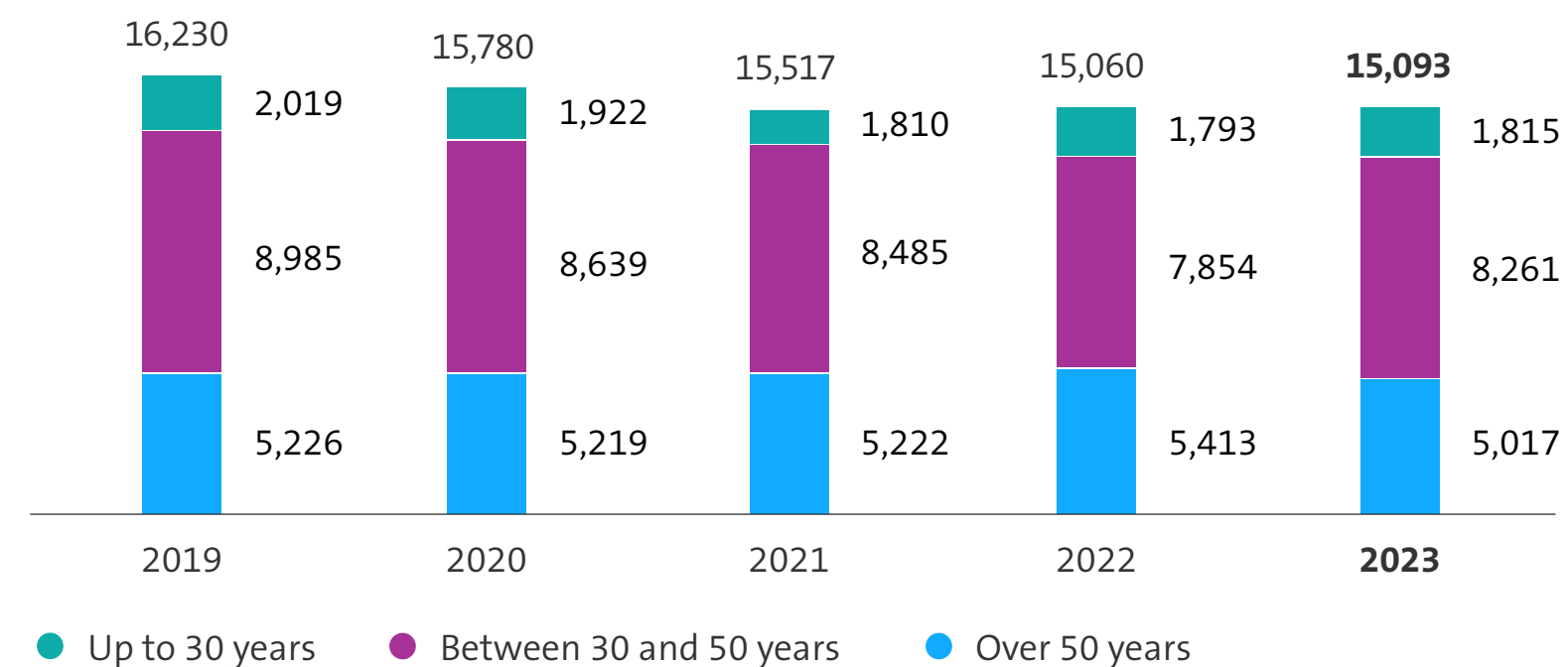
Illness and accidents

Number respectively as indicated	2021 Male	Female	Total	2022 Male	Female	Total	2023 Male	Female	Total
Illness and accidents (S+A)									
Regular working days in FTE	3,003,720	960,697	3,964,417	2,948,094	921,930	3,870,024	2,895,333	892,411	3,787,744
Days lost due to illness (w/o work-related illness)	65,514	33,193	98,707	80,947	36,907	117,854	72,839	33,172	106,011
Days lost due to work-related illness	–	–	–	–	–	–	16	–	16
Days lost due to work-related accidents	2,483	133	2,616	2,308	131	2,438	2,501	74	2,575
Days lost due to non-work-related accidents	9,024	2,754	11,778	10,653	2,357	13,010	10,223	2,117	12,340
Days lost total (S+A)	77,020	36,080	113,100	93,907	39,395	133,302	85,579	35,363	**120,942**
Number of cases of illness	14,413	6,241	20,654	18,701	7,418	26,119	16,878	6,608	23,486
Number of work-related accidents	201	34	235	201	24	225	235	33	268
Number of non-work-related accidents	1,493	408	1,901	1,684	493	2,177	1,676	433	2,109
Total cases [1]	16,107	6,683	22,790	20,586	7,935	28,521	18,789	7,074	**25,863**
Share of days lost due to illness (w/o work-related illness)	2.2%	3.5%	2.5%	2.7%	4.0%	3.0%	2.5%	3.7%	2.8%
Share of days lost due to work-related illness	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%
Share of days lost due to work-related accidents	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%
Share of days lost due to non-work-related accidents	0.3%	0.3%	0.3%	0.4%	0.3%	0.3%	0.4%	0.2%	0.3%
Share of days lost total (S+A) in %	2.6%	3.7%	2.8%	3.2%	4.3%	3.4%	3.0%	4.0%	**3.2%**
Work-related deaths	–	–	–	–	–	–			
FTE performance (net presence in FTE)	7,760	2,062	9,809	7,586	1,952	9,523	7,524	1,909	9,418
Total productive hours performed	16,201,459	4,847,351	21,048,810	15,815,226	4,576,840	20,392,066	15,541,468	4,414,900	**19,956,367**
Productive time per FTE in hours	1,412	1,488	1,428	1,398	1,455	1,410	1,386	1,430	1,395

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

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.
⊕ www.swisscom.ch/basicprinciples
⊕ www.swisscom.ch/cr-report2022

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.
⊕ www.ethix.ch

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.

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.

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.
⊕ www.reptrak.com

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.
⊕ www.swisscom.ch/cr-governance

Further rules and practice

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

- **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

- **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

- **Whistle-blowing**
  employees can anonymously report suspicious activity via a publicly accessible whistle-blowing platform.
  ⊕ 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 Feb-

ruary 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.

- 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.

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.

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 Conferderation 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.

Fair supply chains

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

In addition to the impact of CO_2 emissions, the most significant risks in the ⊚ ICT sector's supply chains include the health and safety of employees, for example through excessive working hours in electronics factories, and corruption and human rights violations in the mining of metals and minerals. Our efforts to ensure fair supply chains are risk-based and focus on the following topics:
- Child and forced labour
- Right to health, safety, collective bargaining and freedom of association
- Reasonable limits on working hours
- Fair remuneration

These risks are often hidden in the lower levels of our value chain, in which Swisscom has little insight or influence on the processes thereof. Collaborating on collective solutions within the ICT sector is therefore at the centre of our corporate due diligence. We also rely on a holistic risk management system, which we use to systematically check our supplier relationships for risks.

⊕ www.swisscom.ch/cr-governance

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/governance
⊕ www.ecovadis.com

How the DDTrO affects us

When the DDTrO (Ordinance on 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.fedlex.admin.ch/eli/cc/2021/847/en

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.
⊟ See also 'Raw materials, conflict minerals and metals'

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.
▤ See also 'Risk management system'

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 👁 JAC- 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

	Total score	Environment	Labour & human rights	Ethics	Sustainable procurement
Swisscom portfolio	61.6	65.1	62.6	59.7	54.6
All companies rated on the EcoVadis platform	46	46.1	48.4	43.6	37.5

	New ratings[1]	Total score	Average improvement in points compared with the initial assessment			
			Environment	Labour & human rights	Ethics	Sustainable procurement
Swisscom portfolio	87%	15.4	19.2	15.1	13.4	15.8
All companies rated on the EcoVadis platform	40%	8.3	8.2	8.6	8.8	5.9

1 87% of suppliers in the Swisscom portfolio have undergone at least one reassessment after the initial assessment. Of all the companies rated on the EcoVadis platform, this is the case for 40%.

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	Climate	Human rights	Conflict minerals	Risk management	Coverage of purchasing volume due to criticality

Integrated monitoring & management

Risk monitoring: Systematic monitoring of suppliers and supply chains from over 300,000 data sources with focus on risk criteria — **81%**

Validated self-assessments with **sustainability ratings** for implementing social and environmental standards — **70%**

Joint Alliance for CSR: On-site audits in risk commodity groups in association with 26 international telecoms providers — 6 audits initiated by Swisscom in 2023, total of 149 in the network

CO_2 **transparency** (CDP) and **ambitious climate targets** as a requirement for our preferred and strategic partners — **55%**

Focus

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.)

Ongoing implementation of **corrective action** and supplier development in the **Supplier Development Programme**

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 👁 JAC Initiative. Compliance with these requirements is monitored within the scope of 👁 audits.
▱ See '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. Remediation 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.
- Health and safety: emergency exits, emergency lights, and the handling and storage of hazardous substances
- 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%**
Total number of employees recorded	**>1.84 m**
Number of identified deviations	**6,590**
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.

For the past four years, we have been developing sustainable solutions with nine supplier partners and achieving measurable improvements in environmental protection, working time regulations and safety at work. In the year under review, we carried out the SDP with four sub-suppliers of components for our new TV-Box.
⊕ www.gesi.org/platforms/the-better-world-programme

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.

⊕ **www.swisscom.ch/smartdata**

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.
▱ **See also 'Corporate ethics'**

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.
⊕ **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.
⊕ www.swisscom.ch/datasecurity
⊕ www.swisscom.ch/csirt

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
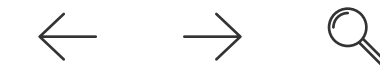
760
phishing attacks detected and avoided

985
computers disconnected from the network due to infection with malware

32
security incidents processed by the Swisscom CSIRT

Report

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 is Fastweb 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.
⊕ www.swisscom.ch/report2023

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, Ajila 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'.

We also use findings from current studies, market research, trend analyses and benchmark reports. See also 'Material issues'.

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' (EEC) 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.

SGS

CERTIFICATION

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 till 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 (till 2021).

SIGNED FOR AND ON BEHALF OF SGS

Andreas Stäubli, Lead Auditor

Jan Meemken, Managing Director

Zurich, 30.01.2024

www.SGS.COM

GP5008 Issue 1

SGS

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 CO$_2$ equivalent
(Scope 1+2; gross location-based scope 2 emissions)
12'467 t CO$_2$ equivalent
(Scope 1+2; gross market-based scope 2 emissions)
306'980 t CO$_2$ 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.

SGS

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 (CO_2) equivalent emissions as provided by Swisscom, Alte Tiefenaustrasse 6, in their GHG Assertion in the form of a Greenhouse Gas Emissions Report covering CO_2 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 CO_2 equivalent assertion in the period August 2023 to January 2024.

The assessment included a desk review and site visits at the headquarters in Worblaufen (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 CO_2 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 CO_2 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;

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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: CO_2, N_2O, CH_4 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 CO_2 equivalent emissions are as declared by the organization's CO_2 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 CO_2 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 CO_2 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 CO_2 equivalent (including scope 2 location-based emissions), is a disclosure of emissions of 12'467 tonnes CO_2 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

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(routers for internet access and set-top boxes only), Category 3 (provision of energy), Category 5, (waste) and Category 6 (business travel).

Included in the GHG assertion for the period 01/01/2023 to 31/12/2023 is the claim of carbon neutral subscriptions to customers by purchase of Verified Emission Reduction Certificates (VER). SGS confirms that the purchase of VER by Swisscom cover indirect emissions under Scope 3 Category 1 (mobile phones and other products sold to customers, network equipment), Category 4 (upstream transportation for these goods and transportation to customers), Category 11 (use of sold products), and Category 12 (end-of-live treatment of sold products).

Included in the GHG emission information of Swisscom AG is a recalculation of the inventory back to 2018.

SGS' approach is risk-based, drawing on an understanding of the risks associated with modeling GHG emission information and the controls in place to mitigate these risks. Our examination included assessment, on a sample basis, of evidence relevant to the voluntary reporting of emission information.

SGS concludes with reasonable assurance for Scope 1 and Scope 2 emissions that the presented CO_2 equivalent assertion is materially correct and is a fair representation of the CO_2 equivalent data and information and is prepared following the requirements of ISO 14064-1.

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 CO_2 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 CO_2 equivalent assertion is not materially correct and is not a fair representation of the CO_2 equivalent data and information.

This statement shall be interpreted with the CO_2 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

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.

Indicators	Status	Reference: AR = Annual Report, SIR = Sustainability Impact Report
		Key: Indicator according to GRI standards (as per scope of report) ✕ = irrelevant ○ = not covered ◑ = partially covered ● = fully covered

GRI 1: Foundation

GRI 2: General Disclosures

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	●	CH-3048 Worblaufen
2-1 d	Countries of operation	●	AR: 2 Group structure and shareholders AR: Group companies 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
2-3 c	Publication date of the report or reported information	●	08.02.2024
2-3 d	Contact point for questions about the report or reported information	●	www.swisscom.ch/en/about/impressum.html

2-4 Restatements of information

2-4	Restatements of information	●	No 'restatements' in 2023.
2-4a	Explanation of the reasons and effects	✕	No 'restatements' in 2023.

2-5 External assurance

2-5	External assurance	●	SIR: SGS verification
2-5 a	Policy and practice; involvement of the highest governance body and senior executives	●	SIR: Corporate responsibility governance
2-5 b	Link to the external assurance report(s) or assurance statement(s) enscription of what has been assured and on what basis, assurance standards used, level of assurance obtained, limitations of the assurance process, enscription of the relationship	●	SIR: SGS verification

Activities and workers
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 SIR: Fair supply chains AR: 2 Group structure and shareholders No significant changes in supply chains.
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	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	●	SIR: Total workforce in Switzerland.
2-7 c	Methodologies and assumptions	●	SIR: Scope of the report: Personnel information system
2-7 d	Contextual information	✕	No significant fluctuations in 2023
2-7 e	Significant fluctuations	●	SIR: Total workforce in Switzerland

2-8 Workers who are not employees

2-8 a	Total number of workers who are not employees (type, contractual relationship)	●	SIR: Total workforce in Switzerland: temporary employees. Main reasons for hiring external employees are their specific skills, which are not available at Swisscom, or resource bottlenecks in projects.
2-8 b	Methodologies and assumptions	○	SIR: Scope of the report: Personnel information system
2-8 c	Significant fluctuations	○	SIR: Total workforce in Switzerland: temporary employees

Governance
2-9 Governance structure and composition

2-9	Governance structure and composition of the highest governance body and its committees	●	AR: 4 Board of Directors
2-10	Nomination and election of the highest governance body	●	AR: 4.5 Election and term of office AR: 4.10 Committees of the Board of Directors: Nomination Committee
2-11	Chair of the highest governance body	●	AR: 4 Board of Directors AR: 5 Group Executive Board
2-12	Role of the highest governance body in overseeing the management of impacts	●	Link: www.swisscom.ch/principles – Organisational Rules 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: 4.12 Information and controlling instruments of the Board of Directors vis-à-vis the Group Executive Board AR: 5 Group Executive Board

2-13	Delegation of authority for managing impacts	●	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
2-14	Role of the highest governance body in sustainability reporting	●	AR: 4.12 Information and controlling instruments of the Board of Directors vis-à-vis the Group Executive Board: annually 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
2-15	Conflicts of interest	●	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
2-16	Communication of critical concerns	●	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.
2-17	Collective knowledge of the highest governance body	●	AR: 4.9 Internal organisation and modus operandi

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 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
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 envelopment 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	●	AR: 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
			Risks:
			AR: Risks (Group)
			Opportunities:
			AR: Brands, products and services
			Targets and strategy:
			AR: Strategy and environment
			SIR: 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);

201-4	Financial assistance received from government	✕	Swisscom did not receive any financial assistance from the government in 2023.

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	●	There is no location-based selection of personnel.

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 antitrust 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
301-1	Materials used by weight or volume	◑	SIR: Economical use of resources Reporting only includes selected materials.
301-2	Recycled input materials used	◑	SIR: Economical use of resources Only data on selected topics are provided.
301-3	Reclaimed products and their packaging materials	◑	SIR: Economical use of resources No quantities are reported. SIR: Paper

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
302-3	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

GRI 3	Management of material topics	●	SIR: Climate
305-1	Direct (Scope 1) GHG emissions	●	SIR: Scope 1 SIR: Environmental key figures in Switzerland
305-2	Energy indirect (Scope 2) GHG emissions	●	SIR: Climate SIR: Scope 2
305-3	Other indirect (Scope 3) GHG emissions	●	SIR: Scope 3 SIR: Environmental key figures in Switzerland
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 SIR: Waste SIR: Environmental key figures in Switzerland
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

GRI 3	Management of material topics	●	SIR: Climate
308-1	New suppliers that were screened using environmental criteria	●	SIR: Scope 3; Reducing CO_2 emissions in the supply chain
308-2	Negative environmental impacts in the supply chain and actions taken	●	SIR: Scope 3; Reducing CO_2 emissions in the supply chain

400 Social Topics

GRI 3	Management of material topics	●	SIR: People

401 Employment

GRI 3	Management of material topics		SIR: Employer attractiveness
401-1	New employee hires and employee turnover	●	SIR: Total workforce in Switzerland AR: Social plan
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	●	AR: Employees
401-3	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

GRI 3	Management of material topics	●	SIR: Work stress and resilience
403-1	Occupational health and safety management system	●	AR: Collective Employment Agreement (CEA) AR: Employees (100% of employees); SIR: Safety in the workplace and safety certification
403-2	Hazard identification, risk assessment, and incident investigation	●	SIR: Safety in the workplace and safety certification
403-3	Occupational health services	●	Swisscom does not do business in areas or countries that have a high risk of communicable diseases or where communicable diseases are particularly prevalent.
403-4	Worker participation, consultation, and communication on occupational health and safety	●	SIR: Work stress and resilience
403-5	Worker training on occupational health and safety	●	SIR: Work stress and resilience
403-6	Promotion of worker health	●	SIR: Work stress and resilience
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	●	SIR: Work stress and resilience
403-8	Workers covered by an occupational health and safety management system	●	SIR: Work stress and resilience
403-9	Work-related injuries	●	SIR: Safety in the workplace and safety certification
403-10	Work-related ill health	●	SIR: Safety in the workplace and safety certification

404 Training and Education

GRI-3	Management of material topics	●	SIR: Labour market skills and training
404-1	Average hours of training per year per employee	●	SIR: Total workforce in Switzerland. 4.2 days = 33.3 hours per year and per employee.
404-2	Programs for upgrading employee skills and transition assistance programs	●	SIR: Employer attractiveness

| 404-3 | Percentage of employees receiving regular performance and career envelopment reviews | ● | SIR: Total workforce in Switzerland SIR: Total workforce in Switzerland AR: Collective Employment Agreement (CEA) |

405 Diversity and Equal Opportunity

GRI-3	Management of material topics	●	SIR: Diversity, equity and inclusion
405-1	Diversity of governance bodies and employees	●	AR: 4 Board of Directors AR: 5 Group Executive Board SIR: Total workforce in Switzerland
405-2	Ratio of basic salary and remuneration of women to men	●	AR: Employee remuneration SIR: Gender equality SIR: Total workforce in Switzerland

406 Non-discrimination

| 406-1 | Incidents of discrimination and corrective actions taken | ● | SIR: Diversity, equity and inclusion SIR: Fair supply chains There were no cases of discrimination in 2023 |

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 | ● | Covered thanks to the mutually agreed duty to observe industrial peace in accordance with CEA. |

408 Child Labour

| 408-1 | Operations and suppliers at significant risk for incidents of child labour | ● | SIR: Fair supply chains; child labour |

409 Forced or Compulsory Labour

| 409-1 | Operations and suppliers at significant risk for incidents of forced or compulsory labour | ● | SIR: Fair supply chains |

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	✕	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 envelopment programs	✕	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	✕	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	●	Relevant health standards for the mobile network are contained in the ICNIRP Guidelines and, in particular, the ONIR. SIR: ONIR 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	✕	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	●	AR: Compliance 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
418-1	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

Indicators		Replies and comments
Environmental Footprint of Operations		
TC-TL-130a.1.	(1) Total energy consumed, (2) percentage gird electricity, (3) percentage renewable	SIR: Environment (Energy and climate)
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.
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)

Product End-of-life Management		
TC-TL-440a.1.	(1) Materials recovered through take back programs, percentage of recovered materials that were (2) reused, (3) recycled, and (4) landfilled	SIR: Environment (Circular economy)
Competitive Behavior & Open Internet		
TC-TL-520a.1	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)
TC-TL-520a.2	Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content	No reporting on these indicators
TC-TL-520a.3	Description of risk and opportunities associated with net neutrality, paid peering, zero rating, and related practices	No reporting on these indicators
Managing Systemic Risk from technology disruptions		
TC-TL-550a.1	(1) System average interruption frequency (2) Customer average interruption duration	No reporting on these indicators
TC-TL-550a.2	Discussion of systems to provide unimpeded service during service interruptions	AR: Risks (Business interruption)
Activity metric		
TC-TL-000.A	Number of wireless subscribers	AR: Financial review
TC-TL-000.B	Number of wireline subscribers	AR: Financial review
TC-TL-000.C	Number of broadband subscribers	AR: Financial review
TC-TL-000.D	Network traffic	No reporting on these indicators

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)
Greenhouse Gas Protocol: GHG Protocol Corporate Accounting and Reporting Standard

The following standard provides guidance for emissions under 👁 **Scope** 2.
Greenhouse Gas Protocol: GHG Protocol Scope 2 Guidance

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 CO_2-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 CO_2, 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

Scope	Category	Emission sources	Data collection method	Uncertainty [1]	Data quality
Scope 1		Fuels for the operation of company vehicles	Data on consumption in litres with deduction of private share	< 4%	●
		Fuels for heating own and rented buildings that are under operational control. Fuel for emergency power systems	Heat consumption based on monthly determination of consumption in 120 buildings of focus and extra-polation to total area	< 30%	●
		Loss of refrigerant	Data on refills in kg	< 5%	○
Scope 2		Total energy consumption	Swenex measurement	< 3%	○
		District heating and district cooling	Heat consumption based on monthly determination of consumption in 120 buildings of focus and extra-polation to total area	< 30%	●
Scope 3	Category 1	Purchased goods and services	Spend-based and emissions intensity by CDP	Elevated	●
	Category 2	Capital goods (infrastructure of own buildings)	Area calculation and average data	Moderate	●
	Category 3	Provision of energy (electricity, heating fuels and vehicle fuels)	Average data based on Scope 1 and 2	Moderate	●
	Category 4	Upstream transportation and distribution from places of origin to distribution centres in Switzerland	Spend-based and emissions intensity by CDP	Elevated	●
	Category 4	Downstream transportation and distribution from distribution centres in Switzerland to the shops	Supplier-based	Elevated	●
	Category 5	Disposal of waste	Waste-based	Moderate	●
	Category 6	Flights, rail travel and work-related car journeys	Distance-based	Moderate	●
	Category 7	Swisscom employee commuting	Distance-based	Moderate	●
	Category 8	Infrastructure of rented buildings as well as infrastructure and energy of rented spaces (sales areas, cinemas and other spaces) without operational control by Swisscom.	Area calculation and average data	Elevated	●

Scope	Category	Emission sources	Data collection method	Uncertainty [1]	Data quality
Scope 3	Category 11	Use of products sold	Direct use-phase emissions	Elevated	●
	Category 12	Disposal of the terminals	Waste-based	Moderate	○
	Category 15	The subsidiary Fastweb in Italy and investments in start-ups by Swisscom Ventures	Scope 1 & 2 Fastweb, Ventures finance-based	Elevated	●
Avoided emissions		Dependent on service group	Dependent on service group	Elevated	●

1   According to Swisscom estimate.
○   Data quality 1 (materials and energy flows are measured directly and the emissions calculated from them)
◑   Data quality 2 (another materials or energy flow is measured or recognised, and the emission levels are derived from this based on assumptions)
●   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_2eq). 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_2eq). We have energy data for the base year that has been published and verified.

Changes to the calculation of emissions

In accordance with the ISO 14064-1 standard and internal guide-lines, 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 bound-aries and changes to the calculation method.

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 invest-ments. The following emission sources are affected:

• **Scope 1**
  The direct 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 sub-sidiaries 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 inte-grated into the scope of consolidation. This relates to emissions

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 1) 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 Intep study.

- **Scope 3**
  Emissions from the provision of fuels (Category 3) are now calculated on a litre basis (previously kilometre basis). In the supply chain (Categories 1 and 4), changes to emissions disclosures in light of adjustments to method and scope were corrected by suppliers. In addition, according to the GHG Protocol, emissions from outbound logistics from the distribution centres to the shops are no longer included in Category 9 but in Category 4.

With these method adjustments, the emissions calculations were updated by Swisscom in Switzerland according to the best available data basis.

With the exception of emissions from Swisscom venture investments (Category 15), all adjustments were made retrospectively up to and including 2018 in order to ensure a comparison with the base years 2018 and 2020. As a result, the declared emission levels differ from the reports published in previous years. Swisscom reserves the right to revise its greenhouse gas inventory at regular intervals in future and to recalculate it if necessary. In the event of a recalculation, Swisscom will disclose the changes transparently.

All other Scope 3 categories according to the GHG Protocol are not included in this report. These are Categories 9 (downstream transportation), 10 (processing of sold products), 13 (downstream leased assets) and 14 (franchises), which are not relevant for us.

Biomass, removal and CO_2 sinks
As in previous years, we did not make use of any forms of CO_2 removal or CO_2 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 CO_2 equivalents reported according to the GHG Protocol. The CO_2 ('0/0' method) not taken into account by the GHG Protocol due to the closed cycle is disclosed separately here and is 138 tCO_2 in the reporting year. In addition, we do not have any relevant emissions from activities associated with land use, land-use change 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 (CO_2), methane (CH_4) and nitrous oxide (N_2O) as well as the emissions of synthetic gases such as hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulphur hexafluoride (SF_6) and, since 2013, nitrogen trifluoride (NF_3). This list is consistent with the requirements of the Kyoto Protocol and the GHG Protocol standard. We report our emissions within our reporting boundaries in the aggregated form of CO_2 equivalents for CO_2, CH_4 and N_2O, with the individual 👁 **greenhouse**

gases shown as footnotes. HFC refrigerants used within the consolidation boundaries are listed separately. The emission sources and their global-warming potentials (GWP) are described below.

Combustion
- **CO_2:** Combustion of fossil fuels (heating and mobility) or from the processes to produce electricity (biogenic CO_2 from biomass combustion – i.e. from wood heating – continues to remain at a marginal level)
- **CH_4:** Combustion of fossil fuels (heating and mobility)
- **N_2O:** 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
- **SF_6:** Used as an insulation medium in electrical transformers and electrical switchboards. The installations are operated by the power utility companies.
- **NF_3:** Used for the production of LCD screens (displays). We do not engage in manufacturing activities.

The synthetic greenhouse gases SF_6 and NF_3 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 CO_2 equivalents.

Combustion [1]	GWP
CO_2	1
CH_4	28
N_2O	273

Refrigerants	GWP
R-22	1,960
R-134a	1,530
R-404a	4,730
R-407c	1,910
R-410a	2,088
R-422d	2,920
HFO-1234ze	0.5

Processes outside the reporting boundaries	GWP
SF_6	17,400
NF_3	24,300

1 Acc. 6th Assessment Report IPCC 2021 – Chapter 7.

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

| In tonnes CO$_2$ eq.	GHG Category	2022	2023
Category 1: direct GHG emissions and direct GHG removal			
	Scope 1	12,861	12,467
Category 2: indirect GHG emissions from imported energy			
	Scope 2[1]	47,989	48,342
	Scope 3, Cat. 3	10,906	11,135
Category 3: indirect GHG emissions from transport			
	Scope 3, Cat. 4	15,165	11,914
	Scope 3, Cat. 6	2,356	2,888
	Scope 3, Cat. 7	3,733	4,826
Category 4: indirect GHG emissions from goods used by the organisation			
	Scope 3, Cat. 1	228,808	224,419
	Scope 3, Cat. 2	3,361	3,327
	Scope 3, Cat. 5	1,905	1,838
	Scope 3, Cat. 8	9,806	10,206
Category 5: indirect GHG emissions associated with the use of the organisation's products			
	Scope 3, Cat. 11	34,359	33,516
	Scope 3, Cat. 12	202	102
	Scope 3, Cat. 15	2,090	2,809
Category 6: indirect GHG emissions from other sources			

1   Location-based approach.

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 CO$_2$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 CO$_2$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.
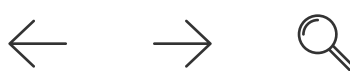
Detailed list of Scope 1 emissions

In tons of CO$_2$, CH$_4$ or N$_2$O	CO$_2$	CH$_4$	N$_2$O
Vehicle fuel consumption petrol	1,471.04	0.118	0.060
Vehicle fuel consumption diesel	6,017.28	0.064	0.096
Heating oil consumption (emergency power systems)	353.38	0.001	0.003
Heating energy consumption heating oil	3,423.43	0.009	0.032
Heating energy consumption natural gas	880.88	0.031	0.008
Emissions from refrigerants	–	–	–[1]
Emissions from biomass	–	0.009	0.004[2]
Total Scope 1 emissions	**12,146.01**	**0.233**	**0.20**

1   Mix of HFCs and PFCs.
2   Biogenic CO$_2$ is considered equivalent to zero based on the IPCC and only the remaining GHGs are reported.

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 Intep 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:
- **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 3.8 by EBP (methodology for determining 👁 **greenhouse gas emissions** in the 👁 **ICT** sector supply chain). For downstream transport and distribution to customers, the relevant emission factors and emissions are determined by the respective logistics partner.

- **Provision of electricity (Category 3, Table 3), the disposal of waste (Category 5), the use of terminals (Category 11) and the disposal of terminals (Category 12)**
  The relevant emission factors are calculated for the individual scopes by myclimate based on data from ecoinvent version 3.9.

- **Provision of district heating (Category 3, Table 3)**
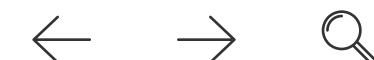 The relevant emissions factors are calculated based on a study by Intep.

- **Business travel (Category 6)**
  The relevant emission factors correspond to those of mobitool v3.0, based on ecoinvent version 3.9.

- **Employee commuting (Category 7)**
  The relevant emission factors correspond to those of mobitool v3.0, based on ecoinvent version 3.9.

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
Annual Report 2023:
www.swisscom.ch/en/about/investors/reports.html

Regulations and guidelines
- **Swiss Federal Act** of 23 December 2011 on the Reduction of CO_2 Emissions (CO_2 Act); SR 641.71;
  https://t1p.de/CO2Act
- **Swiss Federal Act** of 13 June 2021 on the Reduction of CO_2 Emissions (CO_2 Act);
  https://t1p.de/CO2Act2021
- **Swiss Ordinance** of 30 November 2012 on the Reduction of CO_2 Emissions; SR 641.711;
  https://t1p.de/CO2Verordnung
- **Swiss Federal Energy Act** of 30 September 2016 (EnG); SR 730.0; https://t1p.de/Energiegesetz
- **Guideline:** Target agreements with the Swiss Confederation to boost energy efficiency, Bern, 30 June 2018;
  https://t1p.de/Energieeffizienz

References for emission factors
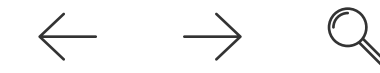- **FOEN:** 'CO_2 emission factors for greenhouse gas inventory in Switzerland' fact sheet (January 2023);
  https://t1p.de/Bafu
- **ecoinvent eco-balance database: Version 2.2 (2010) and Version 3.9.** www.ecoinvent.org
- **mobitool:** The mobitool database takes its data from the ecoinvent life cycle inventory database (version 3.0). www.mobitool.ch

- **Emission factor for refrigerants:** IPCC AR6, Chapter 7: The Earth's Energy Budget, Climate Feedbacks and Climate Sensitivity; https://t1p.de/Kaeltemittel
- **Emission factor for district heating, Scopes 2 and 3:** Intep study; https://t1p.de/Fernwaerme
- **Breakdown of the scope split of the electricity and district heating mixes in Switzerland according to the GHG Protocol:** Martina Alig, Laura Tschümperlin, Rolf Frischknecht/treeze Ltd., Uster, 14 July 2017; https://t1p.de/Treeze
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- **Climate change Switzerland:** https://t1p.de/Climatechange

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Glossary

Glossary

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 andwidth, 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 CO_2 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.
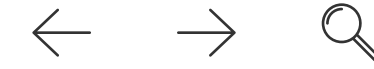
Net zero: The net-zero state describes an equilibrium in which no more greenhouse gases are emitted into the atmosphere than the amount that can be removed. This means that greenhouse gas emissions in the atmosphere remain constant and do not increase any further. This state is achieved through maximum CO_2 reductions and additional neutralisation (CO_2 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'.

SPOC: 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 CO_2, methane, sulphur hexafluoride, N_2O and F-gases that cause the 'greenhouse effect' by reflecting the sun's rays within the atmosphere.

EEC: The 'Exemplary Energy and Climate' (EEC) 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 committing 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 (SBTi) 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.
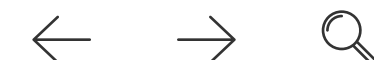
Legal disclosure

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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