Sustainability
Impact Report
2024

for Swisscom in Switzerland

GRI, GHG Protocol, SASB, ISO 14064

swisscom

Annual reporting

The Annual Report and the Sustainability Impact Report make up Swisscom's reporting for 2024. The two publications are available online at: swisscom.ch/report2024.

Like last year, the Swisscom Annual Report includes the report on non-financial matters. This is Swisscom's way of meeting the requirements set out in the Swiss Code of Obligations, which establishes this sort of reporting as a mandatory requirement. The Sustainability Impact Report contains the sustainability reporting for Swisscom in Switzerland.

Swisscom acquired Vodafone Italia on 31 December 2024. Vodafone Italia has been operationally integrated into the Swisscom Group from the 2025 financial year onwards. For this reason, the 2024 Annual Report does not take Vodafone Italia into account — except in the case of the initial consolidation in the consolidated financial statement.

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Key

🌐 Link to external website

🔲 Link within the publication

👁 Definition

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34%

One in three of the mobile phones we sell returns through our own second-life programmes.

Sustainable supply chain

We already place 51% of our orders with suppliers that have science-based climate targets according to SBTI – and this share is growing.

160,000 viewers

Our Parents' Evening TV talk on the topic of sharenting was watched by 160,000 people.

Best Board of Directors

Our Board Of Directors made it to first place again in the *Finanz und Wirtschaft* corporate governance ranking. In particular, its diversity, expertise and high standards in sustainability were recognised.

Artificial intelligence (AI)

The AI dossier on the Swisscom Campus online learning platform transparently shows the risks and opportunities of artificial intelligence, and provides anyone interested with tips, tricks and specific applications.
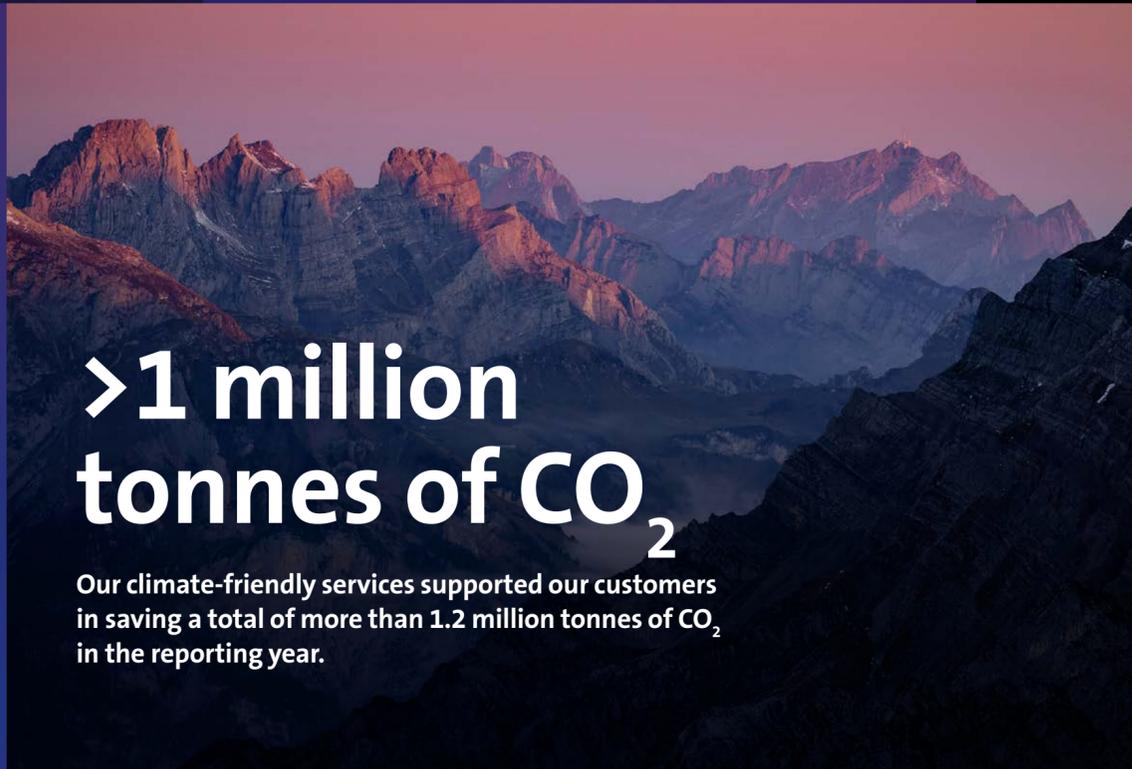
>1 million tonnes of CO_2

Our climate-friendly services supported our customers in saving a total of more than 1.2 million tonnes of CO_2 in the reporting year.

1,200 new e-cars

We are gradually migrating our entire vehicle fleet to e-mobility and ordered 1,200 new vehicles in 2024.

ESG ratings and awards

Independent ratings assess Swisscom's corporate responsibility, standardised according to ESG criteria, and ensure that the environmental impact, social aspects and governance of our activity are transparent and comparable.

Platinum – Top 1% with Score of 86 out of 100
EcoVadis sustainability ratings global supply chains 2024
⊕ www.ecovadis.com/solutions/ratings

Industry top-rated company
Sustainalytics ESG top-rated companies 2023
⊕ www.sustainalytics.com

16.1 (low risk) ESG risk rating
Sustainalytics ESG risk rating 2023
⊕ www.sustainalytics.com

AA leader in sustainability index
MSCI ESG rating
⊕ www.msci.com

Climate change rating A
Carbon Disclosure Project Scoring 2024
⊕ www.cdp.net/en/data/scores

ESG leader
Zürcher Kantonalbank ESG analysis 2023
⊕ www.zkb.ch

1st place with 91.2 out of 100
2023 Ethos study on the digital responsibility of Swiss companies
⊕ www.ethosfund.ch

Most sustainable ICT company in Europe
BCG Telco sustainability index 2022
⊕ www.bcg.com

Leader with 8.2 out of 10
Global Child Forum
⊕ www.globalchildforum.org/benchmarks

The world's most sustainable ICT company
World Finance Sustainability Award 2024
⊕ www.worldfinance.com

Top 500
TIME & Statista World's Most Sustainable Companies 2024
⊕ www.time.com

Schindler Supplier Award for Sustainability 2023
Awarded on Schindler Supplier Day

▎ ESG rating
▎ ESG award

Stakeholders' letter

Dear Readers,

As a pioneer, Swisscom drives forward digital innovation and shapes Switzerland's progress. This self-image is a fundamental part of our corporate strategy and is also reflected in our sustainability effort, which has been recognised internationally: the renowned *Time* magazine and the data company Statista included us in their first published list of the 'World's Most Sustainable Companies 2024'.

For us, this is an incentive to continue on the path we have chosen. In view of global challenges, especially the net-zero emissions target, we are committed to promoting new technologies that promise to help with the achievement.

As a whole Group, we have set ourselves a net-zero target for 2035, in line with the SBTi across our entire value chain. In 2024, we made significant progress on various initiatives, such as improving our energy efficiency, electrifying our fleet, upgrading oil heating systems and supporting suppliers with CO_2 reduction programmes.

New ways of protecting the climate
In the future, we will go even further and move towards an approach that can be described as 'beyond value chain mitigation'. This means that firstly, as a pioneer, we will promote start-ups and technologies that contribute to the removal of CO_2 emissions from the atmosphere because the entire economy will inevitably depend on such technologies to achieve net-zero. Secondly, we want to promote climate change mitigation in addition to prioritising the reduction of emissions, even outside of our own value chain.

We already do this today to some extent. For example, our customers are avoiding emissions thanks to their use of our ICT services. By 2025, we aim to save one million tonnes of CO_2 per year in this way. Or with our Sustainability Software Radar launched in 2024 in cooperation with Atlantic Ventures, which supports ESG managers in selecting tools, thus helping Swiss companies with the implementation of holistic and data-based sustainability and carbon management.

Responsible use of artificial intelligence
By using artificial intelligence (AI) and automating processes, we are systematically making use of the technological opportunities of the future internally within the Group. There will also be solutions based on generative AI for our customers in the future – and that is precisely why we are taking responsibility for its 'proper' use as a leading ICT provider. Since the reporting year, we have done this by giving all our employees mandatory training on ethical questions through e-learning. And by offering a new, interactive guide on our public learning platform Swisscom Campus to raise awareness of the opportunities and risks of using AI.

New Sustainability Strategy 2030
We take responsibility for society. The wheel of development is turning fast, and new topics and issues are emerging. For example the phenomenon of 'sharenting': this term describes parents sharing information about their children on social media. In our view it is important to educate people about the potential risks and challenges associated with this. To this end, we not only organised online parents' evenings on our TV platform

blue in 2024, but also share a wide variety of tips and tricks, dos and don'ts online.

We believe that innovation and sustainability go hand in hand and that we as a company must remain agile. For this reason, we also revised and further developed our sustainability strategy during the year under review. It has only been in force since the start of 2025, and you can find a short preview in this report.

Kind regards,

Myriam Käser
Head of Group
Communications & Responsibility

Saskia Günther
Head of Sustainability

Sustainability strategy

The big picture

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**

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, 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. In this report, the 👁 SDGs we contribute to through our measures are listed at the beginning of the sections 'Environment', 'People' and 'Conduct'.

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**
2022	Launch of first own-branded product, the WLAN Box 3, which was **designed according to circular economy criteria**
2023	**Swisscom Campus hub for youth media protection** and media skills
2024	**1,139 electric vehicles** in use

The Swisscom fleet is going electric

Interview with:
Michael Klasa
Head of Mobility

Insights in an ongoing project

In 2021, we started off with 80 e-vehicles. Today, half of our fleet is already electric. In the reporting year, we ordered 1,200 new e-cars — a mammoth project and an important milestone on the journey to full fleet electrification by 2030. Michael Klasa, who is responsible for mobility at Swisscom, has the details.

Why does Swisscom need so many vehicles anyway?
To get straight to the point: every vehicle at Swisscom is operationally necessary. Passenger cars help our service technicians quickly get to the customer when necessary. Commercial vehicles are primarily used in expanding our network infrastructure. In addition, we use off-road vehicles to ensure that we can maintain Swisscom antennas in mountain regions too.

What are the most important lessons from a change of this size?
It sounds simple, but it's true: the key to success is communication. The Group Executive Board's clear commitment to making the switch was important. This backing meant we were able to trans-

parently provide clear information internally from the start, in particular to the people who use the vehicles: the drivers. They therefore knew from an early stage, for example, which vehicles they were getting. Their support was and is very important to us.

Charging infrastructure is a challenge. How are we ensuring that our employees' vehicles don't grind to a halt while they're driving them?
Driving data analyses and driver surveys have given us a good picture of who can access which type of charging infrastructure. We currently rely on the public network of charging stations, as this is how we are best able to ensure that all our drivers can charge their vehicle. At the same time, we're adding charging infrastructure to our own locations, e.g. telephone exchanges, and providing financial support for installing a charging station at home. To date, no one has yet run out of power in their e-vehicle, which makes us optimistic that our thinking and assessments weren't entirely wrong ((laughs)).

What concrete contribution does electrifying the vehicles fleet make to achieving our net-zero target in 2035?
Our vehicles fleet is responsible for half of our direct CO_2 emissions. The planned complete changeover to electric mobility from 2030 will reduce our fleet's Scope 1 emissions to net-zero, so the contribution to the net-zero target is quite significant.

Hand on heart, how are the new vehicles going down with the drivers?
I'm not exaggerating when I say that the new vehicles have been a real hit. For me, this shows that driving an electric car isn't just sustainable, it's fun, too.

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 actively address the challenges, however large and complex they may be. Following ⊙ **ESG** logic, the strategy can be divided into three areas:

1. Responsibility for the environment
We want to make a positive contribution besides our reduction targets by reducing CO_2 emissions beyond our value chain. Our entire Group 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 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 a 90% reduction of Scope 1 and 2 emissions compared to 1990 and a 50% reduction of Scope 3 emissions compared to 2013 by 2025 and, together with our customers, save one million tonnes of CO_2 per year.

Increase energy efficiency and continue to use 100% renewable electricity: 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

Avoid CO_2 emissions with our customers: comprehensive B2B support on the path to net-zero

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 gigabit speeds of 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 cybersecurity 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	2024 value	Status	2025 target
1. Responsibility for the environment			
Increase energy efficiency and continue to use 100% renewable energy		●	–
KPI: + 20% by 2025	+15.9%		+20%
Reduce CO_2 emissions from operations and supply chain by 25% by 2025 compared with 2020	331,793	◑	274,700
KPI: Scope 1 CO_2 emissions (vehicles and buildings incl. refrigerants), in tonnes	10,927		8,700
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	320,866		266,000
Promote the circular economy through second-life programmes		◑	
KPI: number of devices collected	215,000		250,000
Avoided Emissions: save 1 million tonnes of CO_2 annually with our customers		◉	
KPI: CO_2 savings in tonnes	1,213,002		1,000,000

Focus of the sustainability strategy	2024 value	Status	2025 target
2. Responsibility for people			
Employer attractiveness: be one of the top 3 ICT employers		◉	
KPI: recommendation (Pulse employee survey, Net Promoter Score)	68		67
KPI: RepTrak 'Appealing workplace' dimension (pointscale 1 to 100)	87.5		85
Training and education: promote talents and young talent		◑	
KPI: number of training and development days/HC	3.9		4.5
Diversity, equity and inclusion: increase diversity [1]		◑	
KPI: proportion of women in management	15.1%		15.7%
KPI: proportion of women	23.1%		25.0%
KPI: proportion of employees < 40	43.8%		45.0%
KPI: proportion of employees with non-German language of communication	26.1%		26.3%
KPI: proportion of employees with disabilities	1.2%		1.0%
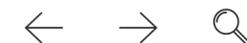
Focus of the sustainability strategy	2024 value	Status	2025 target
Work stress and resilience: maintain or reduce the absentee rate		◑	
KPI: absences in days/target days (weighted by FTE) * 100 The target days result from the standard working hours	3.1%		2.8%
By 2025, support 2 million people a year in the use of digital media [2]	2,211,082	◉	2,011,000
KPI: promotion of media skills	813,182		350,000
KPI: media usage training	1,137,267		1,273,000
KPI: technical measures for youth media protection	164,052		158,000
KPI: digital shift	96,581		230,000
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.	51.6%		57.0%

Focus of the sustainability strategy	2024 value	Status	2025 target
3. Responsibility in actions			
Work in accordance with ethical principles		◑	
KPI: proportion of employees trained in ethics [4]	91%		100%
Ensure data protection and data security		◉	
KPI: proportion of employees trained in cyber security	89%		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.	243,396		150,000

1 All declarations in headcount. Targets achieved or exceeded for all KPI's, exceptions: proportion of women and proportion of employees < 40
2 All information in number of contacts.
3 Base of 5.6 million homes and businesses in Switzerland. Value 2024 and target values 2025 reflect all built optical-fiber connections.
4 Training started 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 commitment to 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.	• Empowering 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 issues

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 – which builds the base of this report – 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

Slight adjustments 2024
In the year under review, we conducted several analyses for the development of our new ESG Strategy 2030, including benchmarking and trend analyses. We also conducted stakeholder interviews and, as part of the strategy development process, we also carried out an internal reweighting of the topics with the top management. Based on all these internal and external analyses, we can derive a few selective adjustments to the key topics for 2024.

Corporate and data ethics will be weighted slightly more heavily. For the first time, climate risks must be reported in accordance with TCFD on a group level. This gives the topic greater significance. It is from now on reported in the Annual Report.

We continued to systematically maintain our stakeholder relationships in 2024 and made minor adjustments to individual material topics.

In summary, for the year under review, we sharpened the focus on the impact of our activities on the economy, society and the environment. A fundamental and comprehensive revision will be carried out in connection with the new ESG Strategy 2030 and with the double materiality that is carried out to fulfil CSRD requirements.

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	Trend analysis	Benchmarking	Analysis of strengths and weaknesses
Corporate responsibility and corporate strategy	Recognising new trends and assessing their relevance for our own business activities	Identifying topics and trends at ten leading telecoms/ICT companies	Strength and weakness profiles of each Swisscom division for each issue in the materiality matrix

Internal and external stakeholder groups	Materiality analysis
From the Swiss core market	Review selection and categorisation of issues

	Materiality matrix	Quality criteria:
		• Significance and relevance for our stakeholder groups
Group Executive Board Committee	Authorisation	• Importance of the topics in our norms and standards (vision, values, promise and code of conduct)
Group Executive Board	Authorisation	• Impact of our activities on the topic area
Board of Directors	Authorisation	• Effects of the topics on the company's financial position, results of operations and on our reputation

Materiality matrix

Materiality for stakeholders

- **Work-related stress and resilience** (p. 56)

- **Climate protection (incl. renewable energies)** (p. 28)
- **Circular economy** (p. 39)
- **Mobile telephony and society** (p. 48)
- **Youth media protection and media skills** (p. 50)
- **Fair supply chain** (p. 66)
- **Diversity, equity and inclusion** (p. 57)
- **Data protection and data security** (p. 69, 70)
- **Energy efficiency** (p. 26)
- **Labour market skills and training** (p. 55)

- **Accessibility** (p. 53)
- **Climate risks** (Annual Report p. 69)
- **Sustainable cities and communities** (p. 38)
- **Governance and reporting** (p. 21)
- **Contribution to the economy** (p. 47)

- **Network expansion** (p. 47)
- **Network dismantling** (p. 41)
- **Corporate ethics** (p. 62)
- **Employer attractiveness** (p. 54)

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 2024 reporting year.
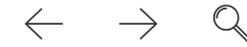
Material issues	Responsibility for the environment	Responsibility for people	Responsibility in actions
Waste		Low	
Employer attractiveness		Strong	
Labour market skills and training		Strong	
Work stress and resilience		Medium	
Accessibility		Medium	
Contribution to the economy		Medium	Medium
Biodiversity	Low		Low
Corporate volunteering	Low	Medium	
Data protection and data security			Medium
Diversity and equal opportunities		Medium	
Energy efficiency	Strong		
Fair supply chain		Strong	
Collective employment agreement (CEA) incl. social plan		Medium	
Governance & reporting			Medium
Youth media protection and media skills		Strong	
Climate risks	Medium		
Climate protection (incl. renewable energies)	Strong		
Circular economy	Medium		
Landscape and soil	Medium		
Noise	Low		
Mobile telephony and society		Medium	
Sustainable cities and communities	Medium		
Network expansion	Low	Strong	
Network dismantling	Medium		
Political and social representation of interests			Low
Social commitment			Low
Corporate ethics		Medium	Low
Water and effluents	Medium		

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

Positively impacting society by taking responsibility now

Interview with:
Saskia Günther
Head of Sustainability

A short preview on our Sustainability Strategy 2030

In the reporting year, we developed our future Sustainability Strategy 2030, which will replace the current one from the 2025 reporting year. Reason enough to ask our Head of Sustainability, Saskia Günther, a few questions.

Why is now the right time for a new sustainability strategy?
As we face a rapidly changing world, it's vital that we remain adaptable and innovative. Regularly reviewing our measures, targets and focus areas is key to stay relevant and effective. For this reason, we have decided to further develop the current strategy and to align it with our Swisscom Group strategy. Our commitment builds the foundation of our vision to be a pioneer in sustainability by 2030.

Can you give us a brief overview of the most important steps in the development of the strategy?
Of course. To find out how we want to position ourselves in 2030, we performed a detailed trend analysis and a comparative benchmark study with other tech companies and well-known ESG leaders. These results from this study, combined with an analysis of our current strategy and discussions with stakeholders, helped us to shape the position of Swisscom Switzerland on the different ESG topics.

In terms of new focuses, can you give us an idea of what is new?
Sure, I can give you a first glimpse: the assessments show that we are currently leading in climate engagement, and to remain so, alongside our ambitious net-zero target, 👁 **Beyond Value Chain Mitigation** will be part of our commitment in the future. We also recognise our responsibility for other natural issues, which is why we are increasing our focus on circular economy and including biodiversity targets in our strategy for the first time. Remaining an attractive employer of choice remains a priority. We also intend to further strengthen our commitment to the protection of minors in the media.

> We also intend to further strengthen our commitment to the protection of minors in the media.

Finally, we'll have an even greater focus on security and ethics, and a stronger emphasis on the responsible use of new digital technologies and AI. So, you can really look forward to our new sustainability strategy.

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 Kinderschutz Schweiz child protection foundation, the Association of Swiss Teachers (LCH), the Swiss Association of 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 communications 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 international cooperation within relevant sectors, Joint Alliance for CSR − JAC.

▤ See also 'Fair supply chains'

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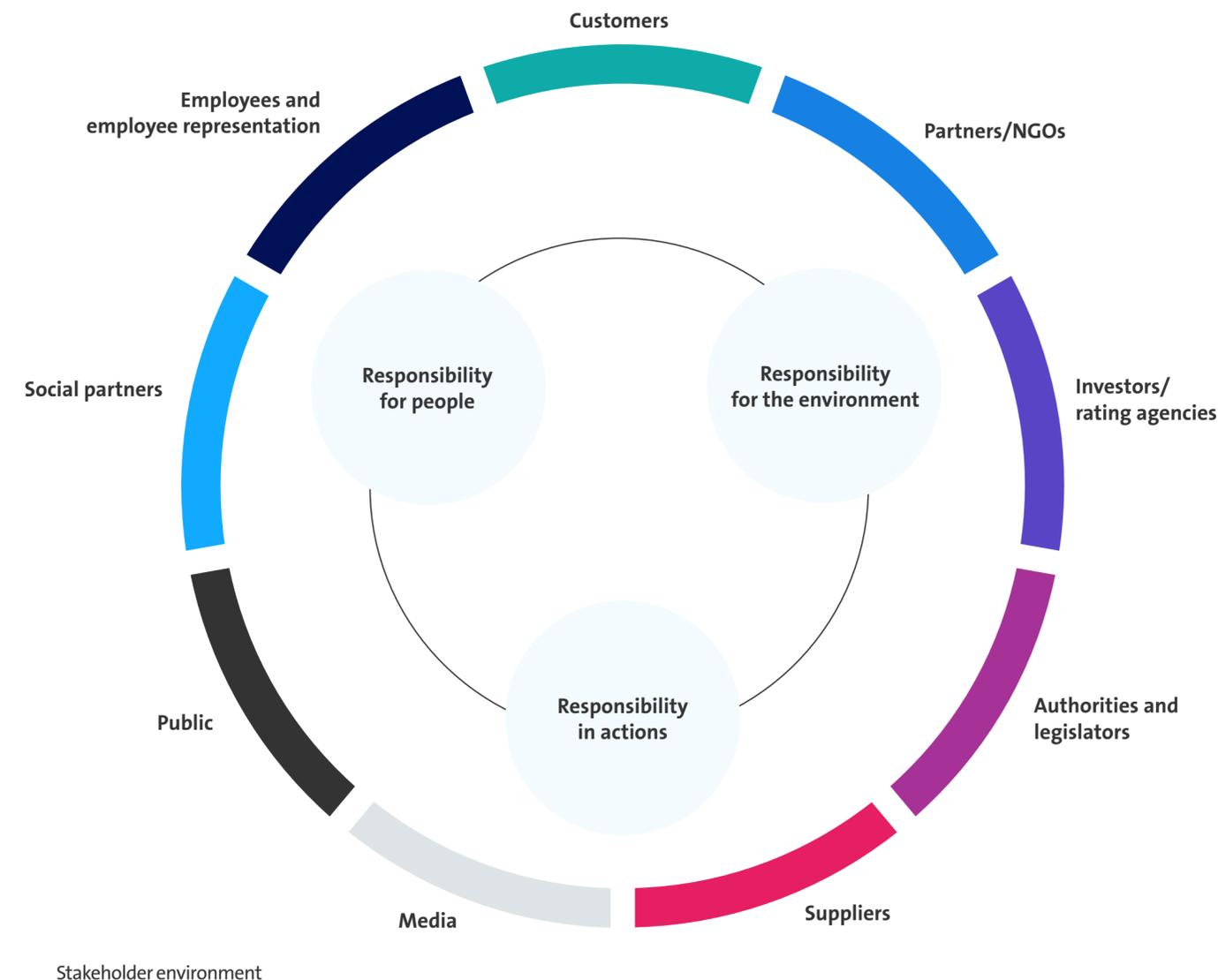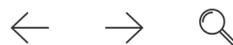
Media
Our media work is based on professional journalistic principles. In addition to the media office, our management also engages in regular dialogue with journalists.
⊕ www.swisscom.ch/news

Public
We maintain contact with the public via our website, through social media and surveys, at trade fairs and as part of events.

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 employee 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 and our employees. 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 personal feelings and opinions about issues concerning the company's organisation (response rate 2024: 75%). 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 47 members, i.e. approximately one representative for every 400 employees. Employee concerns mainly relate to social partnership, personnel training and development, diversity, and health and safety in the workplace.
⊟ See also 'Employees'

Strategic goals of the Federal Council
The Federal Council defines the goals that the Confederation, as our majority 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 (english n/a)

Global
Our Sustainability Strategy 2025 is based on the UN's Sustainable Development 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 can be found on our website and in the Report on non-financial matters in the Annual Report. In the corporate governance ranking 2024 of the renowned Swiss business newspaper *Finanz und Wirtschaft*, our Board of Directors took first place. Particularly honoured were the high standards of sustainability.

⊕ **www.swisscom.ch/corporate-responsibility-governance**
⊕ **www.swisscom.ch/annual-report2024**

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: management systems

We work in a sustainable manner, in accordance with our vision and values. We use established management systems and approaches to reduce ecological, economic and social risks. Group guidelines 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 guidelines. 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 cyber-security 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. More information can be found in the Annual Report in the chapter on compliance management.
⊕ **www.swisscom.ch/annual-report2024**

Environment

To help limit the global temperature increase to 1.5°C, we want a 90% reduction of scope 1 and 2 emissions compared to 1990 and a 50% reduction of Scope 3 emissions compared to 2013 by 2025. Also, we want to make a positive contribution by reducing CO_2 beyond our value chain, and together with our customers, save one million tonnes of CO_2 per year.

Energy

Management approach

Responsible use of energy is the key to a sustainable future. In a world increasingly shaped by scarcity of resources and climate change, we therefore face the challenge of constantly reducing our energy consumption and focus on renewable energy sources.

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. Furthermore, we have heating and cooling consumption of our office and operations buildings, shops and data centres.

For this reason, we have been concluding agreements on objectives with the 👁 **Energy Agency for Industry** (EnAW) and the Confederation's Exemplary Energy and Climate initiative since 2013. This has been a successful approach: since then, we have improved our energy efficiency by around 65.5% and thus meet our agreement on objectives for 2024. In the reporting year, we concluded a new target agreement with the EnAW for further 10 years to 2034 with the target of an energy efficiency increase by 30%. This applies to all energy sources, electricity, fuels and heating fuels.

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), to develop energy-saving measures that are quick to implement in order to guarantee Switzerland's energy supply.

Our energy consumption remains unchanged compared to the previous year, nevertheless, thanks to the measures implemented the energy efficiency increased.

Our energy consumption has a major influence on our direct CO_2 emissions and is therefore one of our most important tools on the

way to achieving our 👁 **net-zero** target in 2035. This section focuses on increasing energy efficiency, while the 'Climate' section concentrates at reducing CO_2 emissions using renewable energy inter alia.

Energy targets and achievement thereof

Reference	Approach	Start year	Target year	Target	2024 increase	Target achievement
Energy efficiency through savings measures over total energy consumption [1]						
Swisscom	Not weighted	2020	2025	20%	4%	15,9%
EnAW [2]	Weighted	2013	2024	36%	3.6%	65.5%[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. Weighted: The value of the electricity is weighted twice.
3 Values from previous year.

Development of energy mix
In megawatt hours (MWh)

- Heat energy consumption
- Vehicle fuel consumption
- Electrical energy consumption
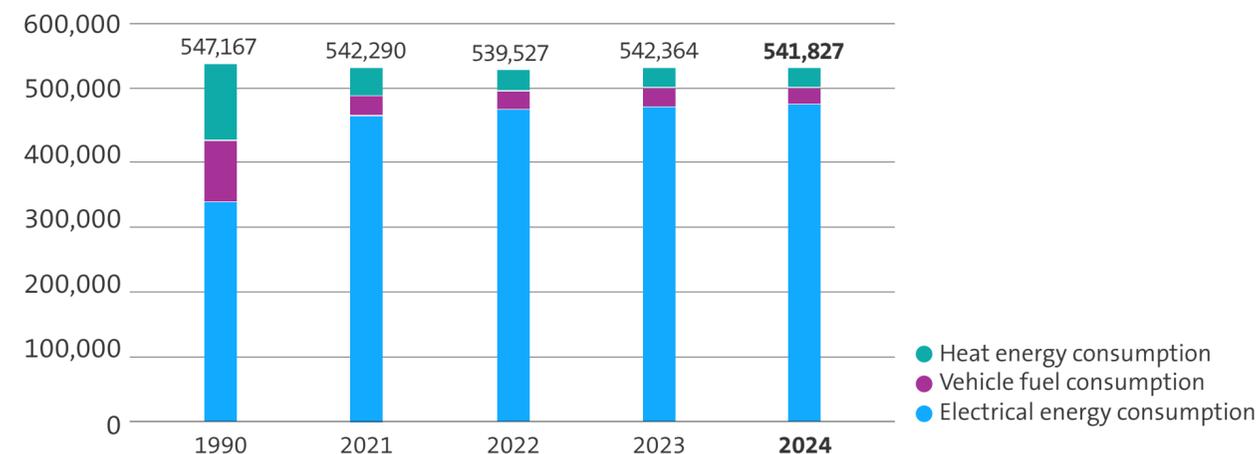
Energy intensity

We will be reporting energy intensity KPIs from this year onwards. Accordingly, we are including the total energy consumption, comprising the sources of electricity, fuel, gas and district heating.

We will report the energy intensity based on data volume and turnover. Using data volume as a reference parameter enables us to establish a direct link between the performance of our networks and the energy used. The data volume is composed of the transmitted IP data volumes. Furthermore, the energy intensity in proportion to the turnover allows us to assess our progress in reducing our energy consumption in line with our economic performance.

Both KPIs have shown a continuous decline in recent years.

Energy intensity – turnover

€   Energy consumption in millions of kWh

$$\frac{541.83}{8{,}363} = 64.8$$

Turnover in CHF millions

Energy intensity
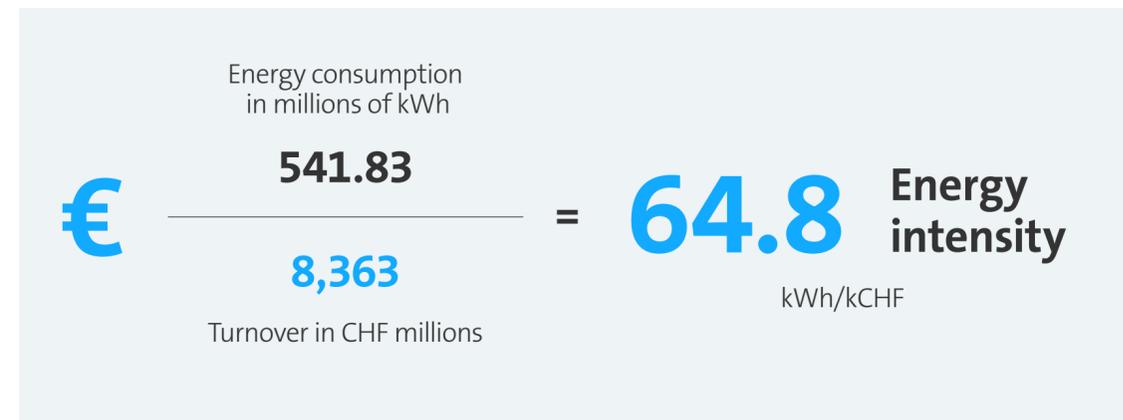
kWh/kCHF

Energy intensity – data volume

⚡   Energy consumption in millions of kWh

$$\frac{541.83}{11.55} = 46.9$$

IP data volume in millions of terabytes

Energy intensity
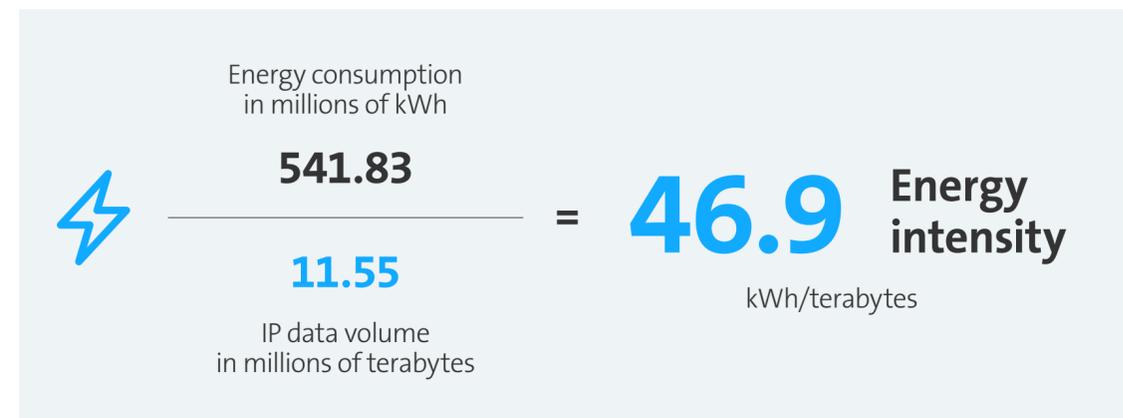
kWh/terabytes

Energy intensity – turnover
in kWh/kCHF

2021	2022	2023	2024
65	65	67	65
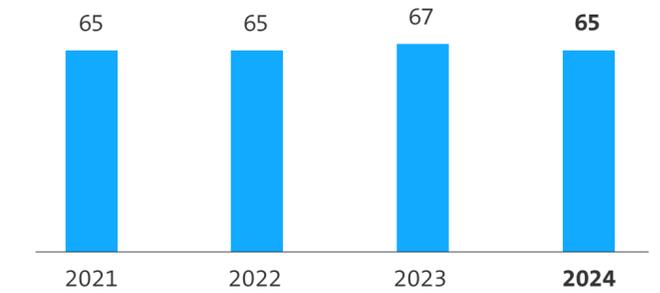
Energy intensity – data volume
in kWh/terabyte

2021	2022	2023	2024
61	55	48	47
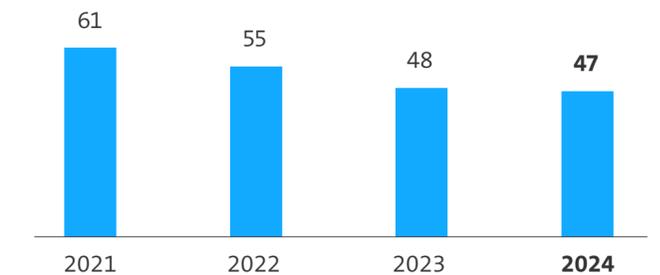
Our key energy efficiency measures

The measures listed in the following section make the greatest contribution to increasing our energy efficiency. The electrification of heating systems and vehicles is not mentioned in this chapter, as it primarily serves to reduce CO_2 emissions in addition to increasing efficiency and is addressed in detail in the following section on climate.

Electricity
The network infrastructure accounts for around two thirds of our total electrical energy consumption. Despite our reduction measures, our electrical energy consumption increased in the reporting year especially in the mobile network due to the continuous network expansion. Nevertheless, we saved approximately **15.5 GWh (2023: 14.8 GWh)** of energy using the following measures:

• Use of latest generation antenna-integrated radio units (AIR) and modernisation of passive radio units and basebands in the mobile network.
• Modernisation of racks, power supply units, backup batteries in mobile sites.
• Activation of further software-saving features in the 4G and 5G radio access network (RAN).
• Replacement of air conditioning systems with free cooling units: a further 600 mobile sites are to be modified by the end of 2026.
• Switch to ⊚ fibre-optic networks (FTTH) and phaseout of old copper technology (FTTC, FTTB and FTTS).
• Shutdown of older network and transport platforms and general space reductions in central offices (CO).
• Innovative data centres with energy-efficient server and cloud infrastructure.
• Highly virtualised server and clouds.
• Energy-efficient data centre buildings with high PUE values. 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. In the year under review, our data centres had an average PUE value of 1.30. Our most innovative data centre is 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.
• Continuous savings and improvements in buildings, for example, through the systematic switch to LED lighting, operational optimisation measures and the implementation of smart solutions.

Breakdown of total energy consumption
in GWh

- 542
- 490
- 28
- 24

● Electricity   ● Heating fuel   ● Vehicle fuel
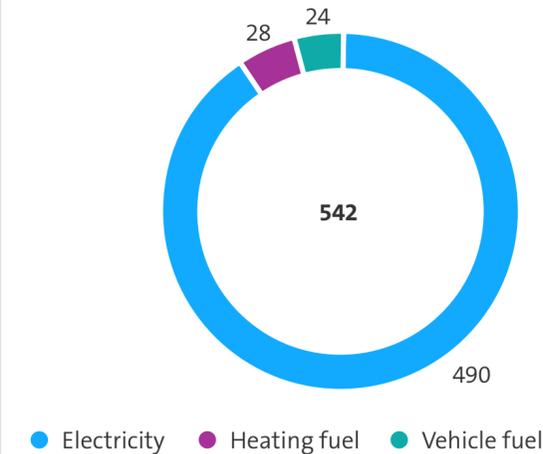
PUE value trend
Total electricity consumption of data centres in relation to power consumption of the IT infrastructure used there

2021	2022	2023	2024
1.34	1.34	1.31	**1.30**
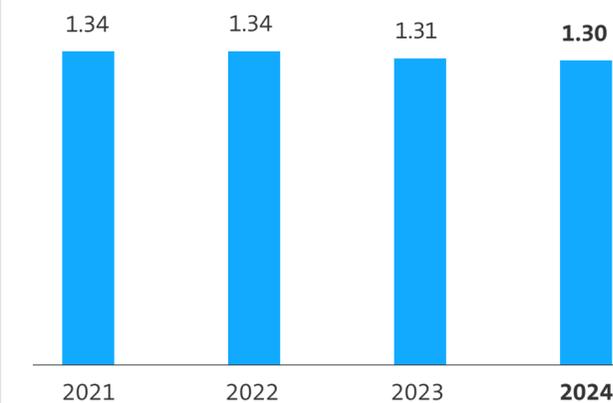
Fuels

In the reporting year, Swisscom had an average of 2,372 vehicles in its fleet including 1,574 passenger vehicles and 868 commercial vehicles. Thanks to our efficiency measures, especially the procurement of electric and energy-efficient vehicles as well as the further optimisations in field and customer service, the fuel consumption decreased in the reporting year.

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.
- 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 local district heating network (11.5 GWh).
- Systematic and recurring operational optimisations.
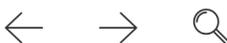
Mobility figures

In number, million km or g/km		2021	2022	2023	2024
Vehicles	Number	2,536	2,552	2,460	2,372
thereof electric EOY	Number	76	91	112	1,139
Kilometres driven	Million km	43	40	45	46
Average CO_2 emissions	g per km	179	181	167	141

Key energy figures

In MWh	2021	2022	2023	2024	Change compared with previous year
Total electricity	**471,972**	**481,551**	**485,893**	**489,654**	**0.8%**
Vehicle fuel consumption, petrol	4,015	4,291	5,379	3,949	−26.6%
Vehicle fuel consumption, diesel	24,860	22,551	22,617	19,978	−11.7%
Total vehicle fuel	**28,875**	**26,842**	**27,996**	**23,927**	**−14.5%**
Heating oil consumption (emergency power systems)	1,154	1,343	1,326	2,126	60.3%
Heating energy consumption, heating oil	19,436	14,510	12,848	11,379	−11.4%
Heating energy consumption, natural gas	7,702	5,074	4,459	4,154	−6.8%
Heating energy consumption, district heating	12,786	9,915	9,565	10,324	7.9%
Heating energy consumption, biomass	365	291	276	263	−4.9%
Total heating fuel and district heating	**41,443**	**31,133**	**28,474**	**28,246**	**−0.8%**
Total energy consumption [1]	**542,290**	**539,527**	**542,364**	**541,827**	**−0.1%**

1   The proportion of renewable energies totals 90.4% thanks to the purchase of renewable electricity.

Climate

Management approach

Climate change remains one of the most significant challenges of our time, with demands on companies continuing to grow. We consider it our responsibility to make a substantial contribution through targeted measures to reduce our carbon footprint and investments in climate-friendly technologies. Our objective is to take on a leading role in climate protection through innovative approaches.

Our climate strategy is based on the 👁 **IPCC** reports, which call for a tightening of the Paris climate target with a maximum temperature increase of 1.5°C. To this end, we are continuously and systematically reducing our CO_2 emissions: as a Group, we are committed to achieving 👁 **net-zero** greenhouse gas emissions across the entire value chain by 2035 in accordance with the Science Based Targets initiative 👁 **SBTi**. In doing so, we are committed to reducing our absolute 👁 **Scope** 1, 2 and 3 greenhouse gas emissions by 90% by 2035, as against our baseline year 2018 and neutralising the remaining maximum 10%. Our net-zero target was validated by the SBTi in 2023 and announced in 2024.

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

Climate and Green Bonds
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.
🌐 **www.swisscom.ch/green-bonds**

Our emissions in Switzerland
We have also 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.

In the reporting year, we successfully reduced our Scope 1 and 2 emissions by 12%. However, total emissions, including Scope 3, increased by 3.8%, mainly due to increased emissions in our supply chain. Despite this short-term increase in emissions, we continue to implement our reduction measures, improve data quality and remain committed to our climate targets.

On the following pages, we list our climate targets and the measures taken to achieve them, including climate contribution and avoided emissions. Our 2024 greenhouse gas inventory is based on the current GHG standards and is verified annually by an independent audit in accordance with ISO 14064-3. All details on the calculation of our CO_2 emissions can be found in annex ISO 14064.
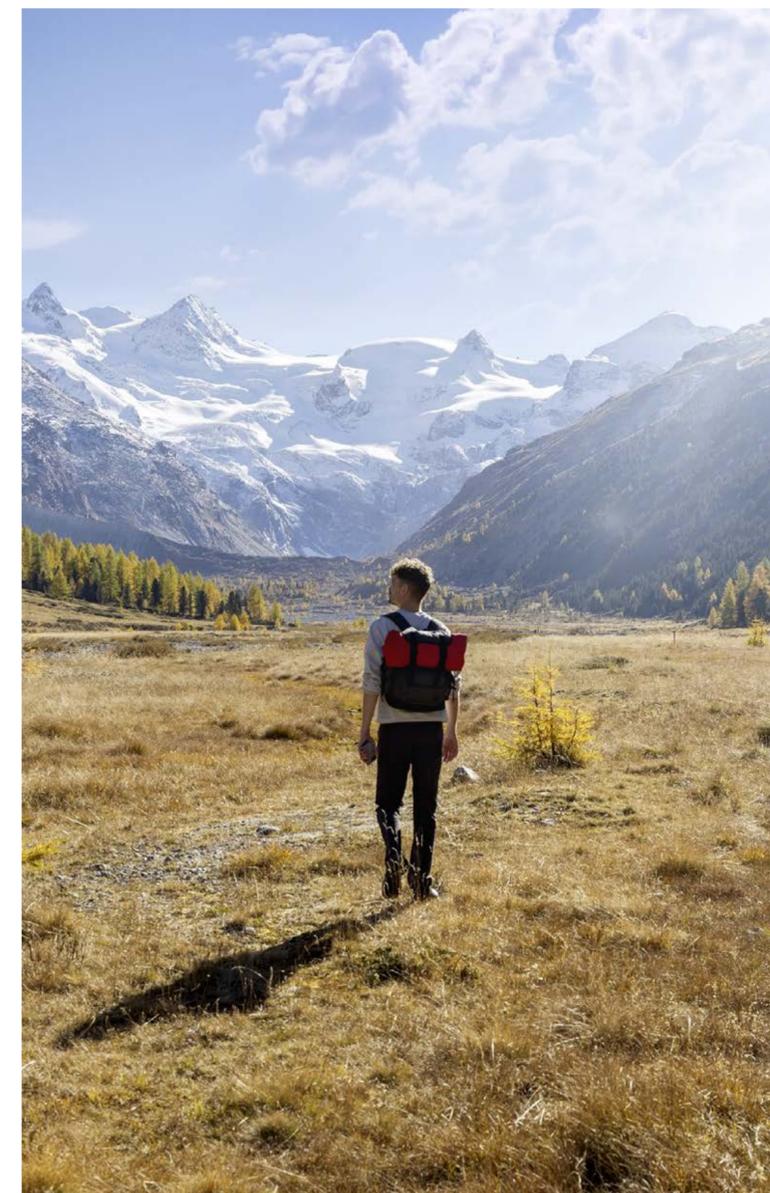
Swisscom's climate targets

	Start year	Target year	Target	As at 2024
Reduction targets of Swisscom in Switzerland				
Scope 1 and 2	1990	2025	**−90%**	−89%
Scope 3	2013	2025	**−50%**	−35%
Scope 1–3	2020	2025	**−25%**	−12%
SBTi targets of the Swisscom Group [1]				
Scope 1 and 2 (near-term) [2]	2018	2030	**−80%**	−37%
Scope 3 (near-tearm) [2,3]	2018	2030	**−60%**	−20%
Scope 1–3 (long-Term) [2,3]	2018	2035	**−90%**	−20%

1 Excl. Vodafone Italia
2 The target limit includes biogenic land-based emissions
3 Includes emissions from Fastweb that have not yet been audited

The verification focuses on Swisscom's Scope 1, 2 and 3 emissions in Switzerland and on our additional climate contributions. The emissions our customers have avoided thanks to our products are also measured and reported, albeit in less depth. The exact reference systems can also be found in the annex ISO 14064. Furthermore, we take the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) of the Financial Stability Board (FSB) into account in both quantitative and qualitative respects. The respective disclosures can be found in the Annual Report 2024 in the climate risks section.
🌐 **www.swisscom.ch/annual-report2024**

Summary of Scope 1, 2 and 3 emissions

In tonnes CO_2 eq.	2021	2022	2023	2024	Change compared with previous year
Scope 1 (from consumption of fossil energies)	14,784	12,459	12,207	10,869	−11%
Scope 1 (from refrigerants)	46	401	259	58	−78%
Scope 1 (from biomass)	2	1	1	1	−3%
Scope 2 (from electricity, 'location-based')	45,905	46,837	47,259	41,816	−12%
Scope 2 (from district heating, 'location-based')	1,461	1,152	1,083	1,181	9%
Total Scopes 1, 2 ('location-based') [1]	**62,198**	**60,849**	**60,808**	**53,925**	**−11%**
Scope 2 (from electricity, 'market-based')	–	–	–	–	
Scope 2 (from district heating, 'market-based')	–	–	–	–	
Total Scopes 1, 2 ('market-based') [2]	**14,832**	**12,861**	**12,467**	**10,927**	**−12%**
Scope 3	329,330	312,569	307,259	320,866	4%
Total for Scopes 1, 2 ('location-based'), 3 [3]	**391,528**	**373,419**	**368,068**	**374,791**	**2%**
Total for Scopes 1, 2 ('market-based'), 3 [3]	**344,162**	**325,430**	**319,726**	**331,793**	**4%**

1 Before offsetting through RECs.
2 After offsetting through RECs.

CO_2 intensities

In tonnes CO_2 eq./unit	Unit	2021	2022	2023	2024
CO_2 intensity of Scope 1 and 2					
CO_2 intensity of energy	Tonnes/TJ	7.6	6.6	6.4	5.6
CO_2 intensity turnover	Tonnes/CHF million	1.7	1.5	1.5	1.3
CO_2 intensity EBITDA	Tonnes/CHF million	4.2	3.6	3.2	3.0

Scope 1

Our energy consumption remains the most important internal lever for reducing our direct CO_2 emissions. We mainly use electricity to run our networks (fixed, mobile and broadcasting networks) and, to a much lower extent, energy for operational mobility and for heating our offices. The transition from fossil fuels to renewable energy is particularly relevant for Scope 1 emissions. In the reporting year we were able to significantly 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, we have been systematically replacing heating systems with climate friendly ones. The new heating systems generate heat by means of heat pumps, biomass (wood), district heating and, where possible, heat recovery from our own operations. In the reporting year, we replaced a total of 19 additional heating systems so that by the end of 2024, a total of 129 heating systems had been renovated. By 2035, all heating systems of our own buildings are to run in a climate-friendly manner, thus reducing our direct emissions from heating to an absolute minimum.

- **Alternative solutions for emergency power systems**
  In 2023, we successfully launched the Decarbonising Emergency Power pilot project to replace diesel heating fuel for an emergency power generator with HVO (hydrotreated vegetable oil). This could reduce CO_2 emissions for the operation of emergency power generators by up to 90% in the future.

- **Procurement of eco-friendly heating oil**
  As of 2020, we only purchase eco-friendly heating oil with a reduced sulphur content for our properties, which reduces CO_2 emissions of heating systems still running on fossil fuels.

- **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 (HFO) 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. To improve efficiency in hot periods we additionally use rainwater for cooling purposes.

- **Use of waste heat**
  Since several years, we have been committed to make use of our waste heat in the best possible way. We are continuously looking for further partnerships to reuse the waste heat through district heating networks and internal upgrades.

- **Electrification of our vehicle fleet**
  We want to halve the direct emissions of our vehicle fleet between 2020 and 2025, and completely eliminate them by 2030. In addition to the various efficiency measures listed in the 'Energy' section, we will completely phase out the use of fossil fuel of our entire fleet by 2030. We laid the foundations for this in the reporting year by ordering over 1,200 electric vehicles. Thus, all Swisscom passenger vehicles will run completely on electrical power by Q1 2025. As a subsequent step, we will work on phasing-out fossil fuels in our commercial vehicles in order to completely eliminate direct CO_2 emissions from our fleet.
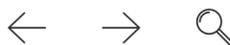
Details of Scope 1 emissions

In tonnes CO_2 eq.	2021	2022	2023	**2024**
Vehicle fuel consumption, petrol	1,113	1,190	1,491	1,095
Vehicle fuel consumption, diesel	6,644	6,028	6,045	5,342
Total emissions fleet	**7,757**	**7,217**	**7,536**	**6,437**
Heating oil consumption (emergency power systems)	308	359	354	568
Heating energy consumption, heating oil	5,192	3,877	3,433	3,040
Heating energy consumption, natural gas	1,527	1,006	884	824
Total emissions heating	**7,028**	**5,242**	**4,671**	**4,432**
Scope 1 CO_2 eq. emissions (from energy consumption)	14,784	12,459	12,207	10,869
Scope 1 CO_2 eq. emissions (from refrigerants)	46	401	259	58
CO_2 eq. emissions from biomass	2	1	1	1
Scope 1 CO_2 eq. emissions	**14,832**	**12,861**	**12,467**[1]	**10,927**

1   Of which 10,816 tCO_2, 0.19 tCH_4, 0.17 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)

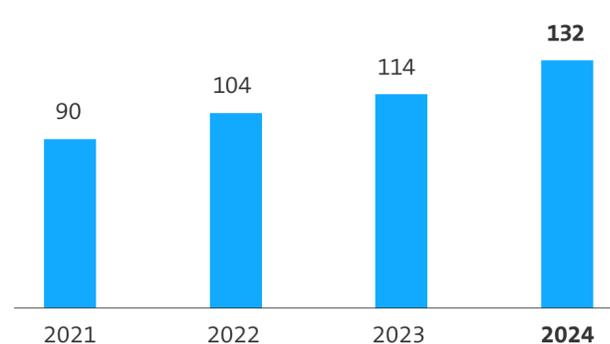| Reference	Target agreement	Start year	Target year	**Target**
EnAW	CO_2 intensity of heating fuels (CO_2 emissions as a proportion of total CO_2 emissions and CO_2 savings)	2013	2024	−9.5%
EnAW	CO_2 intensity of vehicle fuels (CO_2 emissions as a proportion of total CO_2 emissions and CO_2 savings)	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 renewable energy certificates (RECs) (👁 location-based or market-based). For electricity, we meet the quality criteria for RECs in accordance with ISO 14064 for energy. As there is no option of generating RECs for geothermal energy in the same country or within the market boundaries, we are unable to meet the quality criteria for the offsetting of district heating set out in the ISO 14064 standard in full in this respect. Nevertheless, we believe it is important to do our best to promote renewable energies here too. The use of certified electricity and district heating reduces our CO_2 emissions from electricity to the indirect emissions (provision of electricity and district heating). The efficiency measures for our electrical energy consumption outlined in the 'Energy' section enabled us to avoid Scope 2 emissions overall. The following further measures mitigate our climate impact in Scope 2:

- **Use of 100% renewable electricity**
  For the non-renewable portion of our electricity, we purchase RECs for renewably generated electricity, which contains mostly wind. Our 👁 electricity mix thus comprises 100% renewable sources.

- **Use of renewable heat**
  We have been purchasing renewable district heating since 2019 and continuously investigate new connections to the local district heating network wherever possible.

Power development of solar installations
In kWp

| 2021 | 2022 | 2023 | **2024** |
| 3,376 | 3,699 | 3,948 | **5,233** |
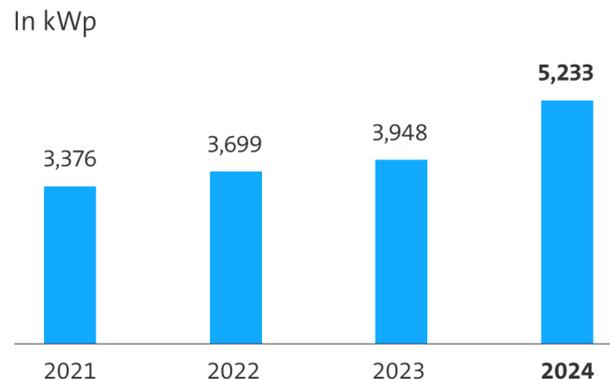
Number of solar installations

| 2021 | 2022 | 2023 | **2024** |
| 90 | 104 | 114 | **132** |

Development of electricity production from solar installations
In GWh

| 2021 | 2022 | 2023 | **2024** |
| 2.94 | 3.60 | 3.49 | **3.70** |
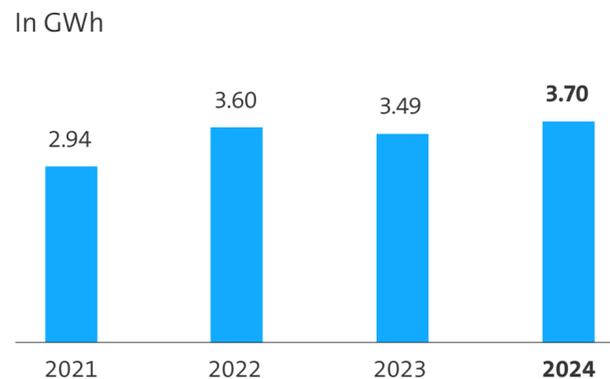
Emission factors and Scope 2 emissions before and after obtaining certification of origin

In g CO_2 eq. / kWh	Validity	Emission factor (total)	Scope 2 (direct)	Scope 3 (indirect)
Electricity				
Supplier electricity mix Switzerland ('location-based')	From 2024	138.00	85.00	53.00
Certified electricity ('market-based')	From 2019	15.70	–	15.70
District heating				
District heating ('location-based')	2024	162.73	114.337	48.40
District heating ('market-based')	2023	49.61	–	49.61

In tonnes CO_2eq.	2021	2022	2023	**2024**
Electrical energy consumption ('location-based')	45,905	46,837	47,259	41,816
Heating energy consumption district heating ('location-based')	1,461	1,152	1,083	1,181
Scope 2 CO_2eq. emissions ('location-based')	**47,366**	**47,989**	**48,342**	**42,997**
Electrical energy consumption ('market-based'), from 2010	–	–	–	–
Heating energy consumption district heating ('market-based'), from 2019 [1]	–	–	–	–
Scope 2 CO_2eq. emissions ('market-based')	**–**	**–**	**–**	**–**

1 The quality criteria according to ISO 14064 are not fully met for district heating HKN.

- **Electricity generation from our own PV systems**
  We are building more PV systems on our buildings each year in order to continuously increase the proportion of our own production of renewable electricity. The electricity produced is consumed primarily by the company itself, while any surplus produced is channelled into the grid. We want to maximise the available space to build PV systems and produce as much renewable electricity as possible. As a result, we commissioned 18 new systems in the reporting year alone. One of the challenges we face is the fact that we have to first assess all the roofs and renovate some of them before we can install PV, as some buildings are quite old.

Scope 3

More than 95% of our emissions are attributable to our indirect emissions in Scope 3. 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 circular economy, where we also focus our CO_2 reduction measures. In the reporting year, our 👁 Scope 3 emissions increased by 4.5%. This increase is mainly due to two factors: on the one hand, key suppliers recorded an increase in their emissions, in some cases due to recalculations of their GHG inventory. On the other hand, we procured more goods and services from suppliers with a high emission-intensity per CHF spent. However, we are pursuing a medium to long-term strategy for reducing the emissions in our supply chain and are convinced that we will decrease these emissions in line with our climate targets in the coming years.

CO_2 emissions in our supply chain

Every year, we purchase CO_2-relevant 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 rely on cooperation and collaboration with suppliers and international telecom peers to accelerate the transformation. Scaling our efforts through the JAC industry alliance means we are excellently positioned to accelerate changes in the global ICT industry.

Mitigating the effects of climate change can only be achieved through long-term collaboration. That's 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 and how we deal with it

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

- Volatile CO_2 reporting from key suppliers due to more precise emission reporting's as well as regular GHG recalculations of our suppliers.
- Changes in procurement type and spend depending on the business needs.
- AI as an emissions driver.

In order to take the volatile changes in the reported supply chain emissions into account also historically, we carry out regular recalculations. The last recalculation took place in 2023. Another recalculation is planned for 2025, where we will consider the newest CO_2 data available from our suppliers all the way back to our base year 2018. This will allow us to better compare current emissions with our base year emissions and thus, enable us to follow our reduction path more precisely. We will also switch from a spend-based to an activity-based methodology for certain products. This will provide us with a more reliable database and enable us to implement more targeted measures to further reduce our product emissions.

The following are our most significant supply chain-related CO_2 reduction actions and programmes:

- **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 2024, 146 suppliers (2023: 124) disclosed their

👁 footprint. The reporting companies account for a spend share of 50%.
🌐 **www.cdp.net**

- **Supplier Engagement Programme (SEP)**
  Based on our key suppliers' CDP reports, we assigned them to one of five climate maturity levels. We presented our suppliers with the corresponding scorecard with information on specific areas for improvement, along with two invitations to CO_2 reduction webinars (Basic & Advanced).

- **CO_2 as a KPI for additional orders**
  In emission-intensive product groups (e.g. network construction), we introduced a concrete 👁 ESG bonus model based on the SEP in the reporting year. Companies that perform particularly well with their decarbonisation efforts can enhance their share of wallet.

- **Joint carbon reduction programmes (CRP)**
  Suppliers with advanced climate maturity are invited to joint carbon reduction programmes with Swisscom. One example is our collaboration with Arcadyan on our new Internet-Box 5 Pro. It consists of 65% recycled plastic housing, plastic free packaging and has a programmable power-saving function for automatic switch-off/switch-on.
  ▭ See also 'Reducing CO_2 emissions of our own products' section

- **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). We take these criteria into account when awarding purchasing contracts on the basis of risk segmentation.

- **Raising awareness among and training the purchasing team**
  Supply chain management is one of the most important interfaces to our suppliers. We raise awareness among and train our purchasers as part of an 'ESG Purchasing Circle' and through mandatory webinars.

Scope 1,2 and 3 emissions location-based

374,789 t CO_2eq.

- 2.9%
- 11.5%
- 85.6%

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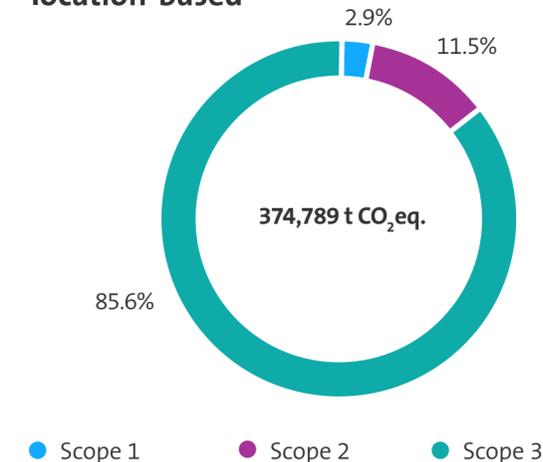
Scope 1,2 and 3 emissions market-based

331,793 t CO_2eq.

- 3.3%
- 0.0%
- 96.7%

● Scope 1   ● Scope 2   ● Scope 3
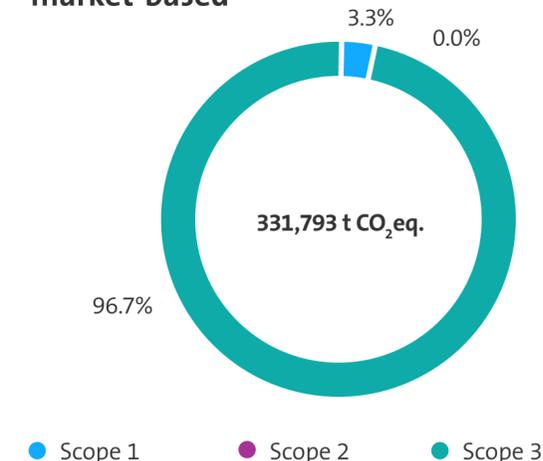
Reducing CO_2 emissions in relation to employee mobility
Our employees' mobility is another significant source of indirect emissions. We differentiate between commuter transport and business trips.

- **Commuter transport**
  We strive to minimise commuting, by offering our employees the opportunity to work from home and a high degree of flexibility in where they work. We actively encourage the use of public transportation and are reducing our company parking spaces to reduce the incentive to use cars.

- **Business trips**
  Due to the significant rise in online meetings, we are avoiding business trips wherever possible. We also have a strict authorisation policy for flights. Over the coming years, we plan to implement further measures that will further reduce emissions caused by business travel.

- **Swiss Climate Challenge**
  We ran a mobility challenge among the employees of Swisscom and the Swiss Post using the Swiss Climate Challenge app. It allowed a total of 2,300 users to track and compare the CO_2 footprint of their mobility on an individual, department and company level and win attractive prizes like e.g. e-bikes or day passes for public transport.

Reducing CO_2 emissions in relation to our own products
In addition to the sale of third-party products such as mobile phones, where our influence on design and energy efficiency is limited, we also offer our own products, including TV-Boxes, WLAN-Boxes and Internet-Boxes (routers) where we have direct influence on product design and circularity measures.

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.

In the reporting year, we conducted individual product-specific carbon footprint calculations for all our own products, including older product generations still on the market. The environmental footprint is strongly related to the weight of the devices and is mainly influenced by the circuit board and the electronics. Product design therefore has a significant impact on the footprint. In line with our commitment to transparency, the results of these product carbon footprints are available on our website.

🌐 www.swisscom.ch/product-sustainability

🗐 See also 'Circular economy'

- **TV-Boxes**
  In the previous year (2023) we launched the new TV-Box 5, which requires 35% less electricity than its predecessors. Additionally, the product is composed of 65% recycled plastic and utilises no plastic in its packaging. The 53% reduction in volume has also resulted in a reduction in material requirements. The further reduction of our TV-Boxes' energy consumption means that we are able to reduce the energy consumption of all the TV-Boxes in use for blue TV. This impacts the devices' carbon footprint in the use phase.

- **Routers**
  In 2024, we launched the new Internet-Box 5 Pro. It provides 👁 fibre-optic customers with a range of energy-saving options, including time-switching, plastic free packaging and is TüV Green Product-certified.

- **Energy-optimised operation of devices**
  We aim to reduce the energy consumption of our customers' end devices and to provide them with information about the various energy-saving options available. We also offer recommendations for solutions that can be implemented to optimise the energy consumption of end 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.

Details of Scope 3 emissions

In tonnes CO$_2$ eq. [1]	2021	2022	2023	2024
Cat. 1 Purchased goods	**241,567**	**228,808**	**224,419**	**240,044**
Cat. 2 Capital goods	**3,948**	**3,361**	**3,327**	**3,283**
Cat. 3 Provision of electricity	7,410	7,560	7,629	7,688
Cat. 3 Provision of district heating	584	479	475	500
Cat. 3 Provision of vehicle fuels (petrol + diesel) [2]	2,093	1,954	1,618	1,373
Cat. 3 Provision of heating oil	817	631	1,112	1,151
Cat. 3 Provision of natural gas	394	273	294	326
Cat. 3 Provision of biomass	11	8	8	8
Total Cat. 3 Fuel- and energy-related activities	**11,309**	**10,906**	**11,135**	**11,046**
Cat. 4 Inbound transportation and distribution (to the distribution centres)	15,059	14,514	11,369	6,173
Cat. 4 Outbound transportation and distribution (to the customers)	978	651	545	585
Total Cat. 4 Upstream transportation and distribution	**16,037**	**15,165**	**11,914**	**6,757**
Cat. 5 Waste generated in operations	**1,786**	**1,905**	**1,838**	**2,314**
Cat. 6 Rail travel in Switzerland	59	19	30	30
Cat. 6 International rail travel	1	9	10	14
Cat. 6 European flights	285	1,045	1,510	1,038
Cat. 6 Intercontinental flights	288	1,038	1,188	1,352
Cat. 6 Work-related car journeys	509	123	151	131
Cat. 6 Hotel night stays [3]	–	–	–	605
Total Cat. 6 Business travel	**1,143**	**2,234**	**2,888**	**3,170**
Cat. 7 Employee commuting (public transport)	345	432	642	616
Cat. 7 Employee commuting (car)	4,131	3,301	4,184	4,038
Total Cat. 7 Employee commuting	**4,476**	**3,733**	**4,826**	**4,654**
Cat. 8 Upstream leased assets	**10,769**	**9,806**	**10,206**	**10,377**
Cat. 11 Use of sold products (Swisscom branded) [3,4]	30,701	29,785	29,114	30,199
Cat. 11 Use of sold products (others) [3,4]	5,207	4,575	4,681	5,063
Total Cat. 11 Use of sold products [3,4]	**35,908**	**34,359**	**33,795**	**35,263**
Cat. 12 End-of-life treatment of sold products	**395**	**202**	**102**	**94**
Cat. 15 Investments	**1,991**	**2,090**	**2,809**	**3,865**
Total Scope 3 CO$_2$ eq. emissions	**329,330**	**312,569**	**307,259**	**320,866**

1 Categories 9, 10, 13 and 14 are not taken into account in this report, since they are not relevant for us.
2 Vehicle fuel consumption without private use of Swisscom's fleet.
3 From 2024 onwards, hotel nights will be reported separately and category 11 will be divided into Swisscom-branded and other products.
4 Some categories sold to customers are currently missing from the calculation. Increase in 2024 due to an updated emission factor.

Grouped Scope 3 emissions
In tonnes CO$_2$ eq.

- A: 246,801
- B: 35,357
- C: 13,660
- D: 11,046
- E: 7,824
- F: 3,865
- G: 2,314
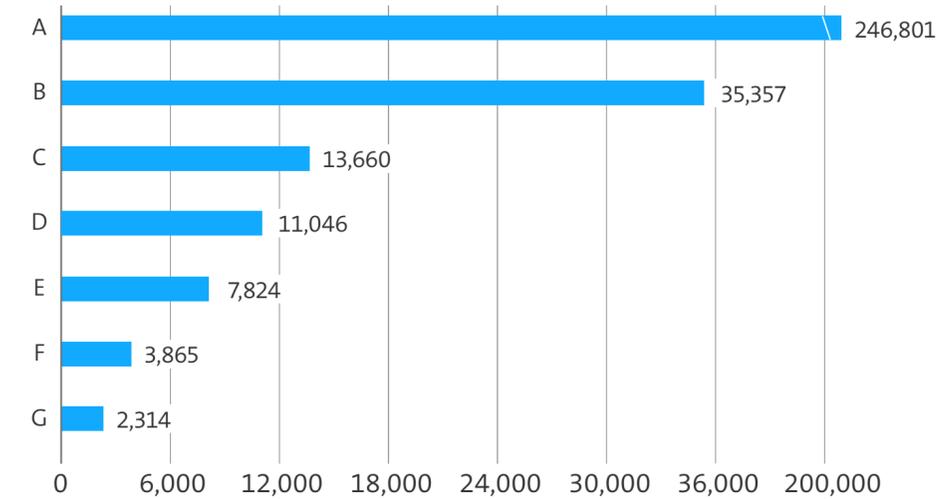
A = supply chain (Cat. 1 and Cat. 4)
B = end products (Cat. 11 and Cat. 12)
C = buildings (Cat. 2 and Cat. 8)
D = provision of energy (Cat. 3)
E = employee mobility (Cat. 6 and Cat. 7)
F = investments (Cat. 15)
G = waste (Cat. 5)

Climate contribution

Reducing our emissions has been and remains our top priority for climate mitigation. But despite our ambitious reduction target of 👁 **net-zero** by 2035, we want to take responsibility for at least a part of our unabated emissions now rather than later. By investing in climate projects outside of our value chain since 2020, we are positively contributing to global climate targets beyond our own reductions. Accordingly, we view our climate contribution activities as a complementary but essential lever for reaching the climate targets set by the Paris Agreement.

In the last years, we monitored the system of climate protection measures and the associated voluntary carbon market very closely. As a response to the current developments in the past two years, we have revised our climate contribution strategy: In order to maximise our positive impact on the climate, we have moved away from climate neutrality claims and focus on climate contribution through beyond value chain mitigation activities. This allows us to put a stronger accent on the generated impacts by financing a wider range of activities in the space of climate protection and accelerate the global net-zero transformation by going above and beyond our science-based targets.

In order to take responsibility, we are investing in carefully selected climate protection projects as an additional climate contribution beyond our science-based targets.

Although we have chosen not to use certificates to offset our emissions anymore, we still invest in high-quality, high-integrity climate protection projects in accordance with the Gold Standard, the Verified Carbon Standard (VCS) and the Plan Vivo Standard. We have selected the portfolio of the projects we support based on the recommendations of the 👁 **SBTi** and the Oxford Principles for Net-Zero Aligned Carbon Offsetting.

To ensure quality and integrity of these projects we have defined clear criteria for the projects, including:
- Reliable and permanent CO_2 avoidance or removal methodology.
- Ambitiousness with clear monitoring and a contribution to further SDGs.
- Geographically and methodologically diversified portfolio.
- Relevance to Swisscom's business through the use of technology.

Our climate contribution on product level
Our aim stays the same: we want to take responsibility for our emissions and, at the same time, ensure full transparency for our customers. Since this is not possible without ambiguity due to the contested use of the term 'climate neutrality' and a lack of regulation around double counting, we have decided to distance ourselves from this term. Our conviction that we should continue to additionally invest in climate protection projects and thus create a positive contribution to the global achievement of the climate targets remains thereby unchanged. The change of the term doesn't change our level of support ambition for the climate. Thus, our climate contribution includes the CO_2 avoidance or removal to the same extent as the emissions caused by our products and subscriptions.

Our climate contribution on company level
Not only on product level but also on a company level we distance ourselves from climate neutrality claims. Thus, we removed our target of becoming a climate-neutral company by 2025 and will adjust our contribution strategy in line with the latest guidance to Beyond Value Chain Mitigation of the SBTi. The adjustment of our contribution strategy is currently in development and will be announced in 2025.
🌐 **www.swisscom.ch/climate-contribution**

Impacts beyond climate protection
When compiling the portfolio, we aim for geographical and methodological diversification. We focus on low- and middle-income countries and emerging markets when supporting climate protection projects. These regions are disproportionately affected by the impact of climate change despite only minimally contributing to its causes.

High-quality climate protection projects also have a positive impact on the local communities and ecosystems, which supports the development of the regions. The projects thus contribute to the achievement of the United Nations Sustainable Development Goals (UN SDGs) and we can achieve a greater positive impact with the same financial investment in the global south as opposed to in Switzerland.

Nevertheless, we also aim to have a positive impact on climate and nature in Switzerland. That is why Swisscom, in collaboration with the Hochstamm Suisse association and Foundation myclimate, has launched a support programme to help farms plant and maintain standard trees. These trees not only capture CO_2 from the atmosphere but are also valuable assets for the protection and retention of local biodiversity.
🌐 **www.swisscom.ch/climateprotectionprojects**
🗐 See also 'Biodiversity'

Climate contribution
For 2024, 219,779 tonnes of CO_2 and thus > 66% of the unavoidable residual emissions were avoided or removed.

Detailed information about our climate projects

Project name at Swisscom	Hochstamm Suisse	Solar power plant in Chile	Wind power in Argentina	Forest conservation in Indonesia	Reforestation in Ghana
External partner	myclimate	SouthPole	SouthPole	First Climate	First Climate
Official project name	Förderprogramm für Hochstammbäume, Schweiz	CERRO DOMINADOR CONCENTRATED SOLAR POWER PROJECT	GENNEIA WIND PROJECTS IN ARGENTINA	RIMBA RAYA BIODIVERSITY RESERVE PROJECT	REFORESTATION OF DEGRADED FOREST RESERVES IN GHANA
Country	Switzerland	Chile	Argentina	Indonesia	Ghana
Standard	myclimate Guidelines for Domestic Projects (these guidelines were developed based on the specifications of the Gold Standard and the FOEN/SFOE guidelines and tailored to projects in Switzerland)	VCS (VER)	VCS (VER)	VCS (VER) + CCBS + SD VISta	VCS (VER)
Project ID	myclimate internal project number: 7831	Verra ID 1998	Verra ID 1987	Verra ID 674	Verra ID 987
Product type	Land Use and Forestry	Concentrated solar power (CSP) plant (avoidance)	Wind power (avoidance)	Agriculture, forestry and other land use (avoidance)	Agriculture, forestry and other land use (removal)
Methodology	For the carbon sequestration a standard value per tree based on scientific studies is used	ACM0002	ACM0002	REDD+ (Reducing emissions from deforestation and forest degradation in developing countries)	Afforestation, reforestation and revegetation (ARR)
SDGs supported	2, 13, 15	4, 7, 8, 9, 13	7, 8, 9, 13	1, 3, 5, 10, 11, 13, 15	3, 4, 8, 13, 15, 17
Third-party verifier	EBP Switzerland Ltd.	KBS Certification Services Pvt. Ltd.	Ruby Canyon Engineering, Inc.	AENOR INTERNACIONAL S.A.U.	RINA India Pvt. Ltd.
Vintage	2022-2024	2021	2018−2020	2016	2019−2021
Tonnes avoided/removed for 2024	0 [1]	19,473	65,306	125,000	10,000

Total number of tonnes avoided/ removed for 2024			219,779		

[1] The trees have only been planted in the last two years, meaning that their CO_2 impact has not yet occurred or been calculated.

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. In the reporting year, for example, digitalswitzerland published the study 'Smart and Green – Digital Pathways to net-zero' in cooperation with Accenture. It states that up to 20% of the reduction of greenhouse gases in Switzerland needed by 2030 can be achieved through the use of digital technologies in mobility, buildings, agriculture, industry and energy systems.
⊕ www.digitalswitzerland.com/de/smart-and-green

Together with our customers, we want to save at least one million tonnes of CO_2 per year by 2025 through our portfolio of products and services and are promoting a corresponding offering.

We also invest in start-ups that develop and provide such solutions themselves.

Since 2014, 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 2018, we have been calculating these savings 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 was also published on our website in the reporting year.
⊕ 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 communicating remotely by video and audio and remotely exchanging data. Savings in this area have fallen again, following an increase during the COVID-19 pandemic.

- **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 hold competitions such as the IoT Climate Award and 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, largely operated with virtualised servers.

- **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. In the case of mobile phones, these are reused as low-cost devices in Switzerland or in emerging countries.
  ▣ See also 'Circular economy'
  ⊕ 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 2.1 million customers receive their monthly bills exclusively in digital form.

- **Data-driven sustainability**
  At the start of 2024, we published a Software Radar with an overview of around 240 tools in the areas of carbon management, ESG management, supply chain management and risk management. Over the past two years, we have used this knowledge to support around 20 companies in selecting intelligent software solutions for the achievement of 👁 net-zero emissions and their ESG reporting. 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. We were allowed to implement Sweep, one of the world's leading solutions in carbon and ESG management, at a handful of companies.

  As a result of increasing regulation concerning non-financial reporting and climate protection in Switzerland and Europe, the need for companies to professionalise their CO_2 and 👁 ESG management is growing even more.
  ⊕ www.swisscom.ch/data-driven-sustainability

  Around 2,500 employees and customers of the companies Swiss Post and Swisscom participated in the Swiss Climate Challenge, which is a joint initiative, in the reporting year. By changing their mobility habits, they have saved a total of around 76 tonnes of CO_2.
  ⊕ www.swissclimatechallenge.ch

Mobility analyses with our partner 42hacks are also part of the data-based sustainability offering. Companies, cities, municipalities and events optimise their commuting and 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 make targeted investments in start-ups whose products help solve urgent sustainability problems, in particular the climate crisis. However, the start-ups that Swisscom has previously invested in also support other sustainability goals (SDGs), in particular biodiversity.
  ▣ See also 'Biodiversity'

Thus far, we have invested in a total of eight start-ups with a focus on sustainability. This year we joined refinancing rounds for the two start-ups Ecorobotix and Daphne. We utilise these companies' solutions ourselves wherever possible and promote them to our customers. We also launched the DeepTech Nation Foundation, 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 customers avoided a total of 1,213,001 tonnes of CO_2eq emissions in the reporting year. This quantity increased compared with the previous year by 54,660 tonnes. The main reason for this increase is the growth in avoided emissions from IoT services and a new streaming service which allows to hold international events remotely.

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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	Traffic	Buildings	Equipment	Energy	Services	2021	2022	2023	**2024**
		Positive impact							
Work Smart	x				UCC/MCC [1]	296	757	541	567
	x				Homeoffice	466[2]	480[2]	407[2]	379
	x				Conferencing services	20	–	–	–
	x				Streaming services	–	–	–	6
IoT solutions	x	x		x	Remote monitoring, optimisation of buildings and logistics	122	147	156	193
Data centres				x	Cloud	40	32	29	33
				x	Housing	1	2	2	2
Paper savings			x		Conextrade, e-signatures, online billing	1	2	2	2
Internet replaces data carriers			x		Internet connection	69	72	–	–
E-commerce			x		Internet connection	17	17	–	–
Circular economy			x		Return programmes for mobile phones, tablets, laptops	6	7	7	7
Data-based sustainability	x	x	x	x	Software for CO_2 and ESG management, Swiss Climate Challenge	–	–	0	0.1
Investments in sustainable start-ups	x	x	x	x	Sustainable agriculture, renewable energy, decarbonisation solutions	–	–	15	24
Total quantity of avoided emissions						**1,038**	**1,518**	**1,158**	**1,213**

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.

To this end, we offer smart services that transform cities into smart cities. The offers from the various areas are communicated in a bundled form via the platform described below, Myni Gmeind, which we developed together 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**
  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. 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 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 (english n/a)

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 and Internet-Box, we can play a relevant role in the circular economy on the Swiss market.

Through recycling programmes for electronic terminal equipment, we are contributing to the implementation of our Sustainability Strategy 2025.

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

Measures and programmes

As a retailer, we have a direct impact on the circular economy, particularly by extending the life of mobile phones. Due to our efforts, such as our take-back, repair and second-hand offers, we expand the lifetime of these products. Therefore, we reduce the demand for new devices, which helps conserve resources and protect the environment.
🌐 **www.swisscom.ch/rethink**

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. We donate 100% of the proceeds from resale and recycling to SOS Children's Villages.
🌐 **www.swisscom.ch/mobileaid**
🌐 **www.swisscom.ch/mobileaidbusiness**

Cycle for mobile phone returns
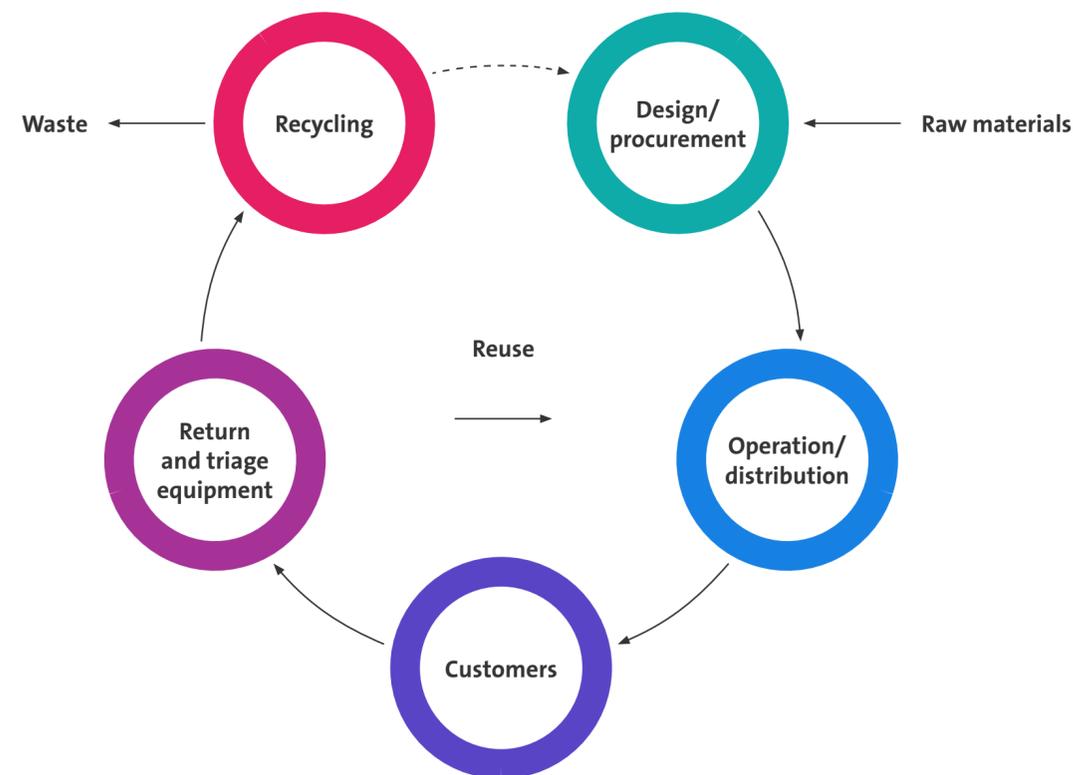
Repairs

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. The manufacturer's warranty remains valid thanks to the use of certified specialists and original parts.

Used mobile phones

Our take-back programme and resale of mobile phones reduce the demand for new devices, thus conserving resources and protecting the environment.

⊕ www.swisscom.ch/rethink

Second-hand smartphones

We are selling an increasing amount 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 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 Internet-Box 5 Pro was launched in 2024. 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' terminal equipment now amounts to 254 (2023: 262) GWh. The greatest improvements over the years have been achieved with our TV-Boxes.

Tenders for suppliers

👁 **Circular economy** approaches are asked about and assessed in the relevant tenders as standard. 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 and the reuse of the raw materials in them, known as urban mining, is an important component in our programmes. We rely on direct customer information throughout the year, as well as raising awareness among the public and getting them to do their bit. Our focus is on encouraging customers to return their devices that are no longer used and bring them back into the cycle. This includes providing basic information about the raw materials used to produce mobile phones and how closing the loop can help conserve resources and protect the environment.

⊕ www.swisscom.ch/rethink

Despite a large number of measures and offers, we were not quite able to meet our ambitious target in the reporting year with 215,000 devices collected.

▭ See 'Table of targets'

As the relevant key figures show, demand for our buy-back programme (mobile telephone buy-backs) continues to grow – partly thanks to further expansion of cooperation with the device manufacturers. On the other hand, the number of repairs has decreased significantly. More devices were collected for Mobile Aid than in the previous year. These varying developments can be traced back primarily to devices lasting longer and being worth more. Overall, the return rate shows a favourable development. The rate reflects the ratio of all devices taken back to the number of new devices sold and, in the reporting year, amounted to 34%.

▭ see 'Circular economy key figures'

Targeted reverse logistics are important for the refurbishment of our own products. We offer the 'take-me-back' return system for TV-Boxes and Internet-Boxes. This means that equipment is collected by the postal service from the customer's own mailbox and brought back to us. By that, 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. The improvements made to the TV-Box 5 packaging box in the previous year are also being used for the new Internet-Boxes. Here too, we were able to completely dispense with plastic – both inside the box and for shipping. This meant that over 976,000 plastic bags could be avoided for our own products delivered in the reporting year.

Packaging material has also been reduced in logistics. As many packages as possible – we sent over 899,000 to our customers in 2024 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 further development of this solidarity-based recycling system throughout Switzerland. This also includes the work of the SWICO Innovation Fund. We also supported the Bern Upcycling Challenge organised by Bern University of Applied Sciences (BFH) as a jury member 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
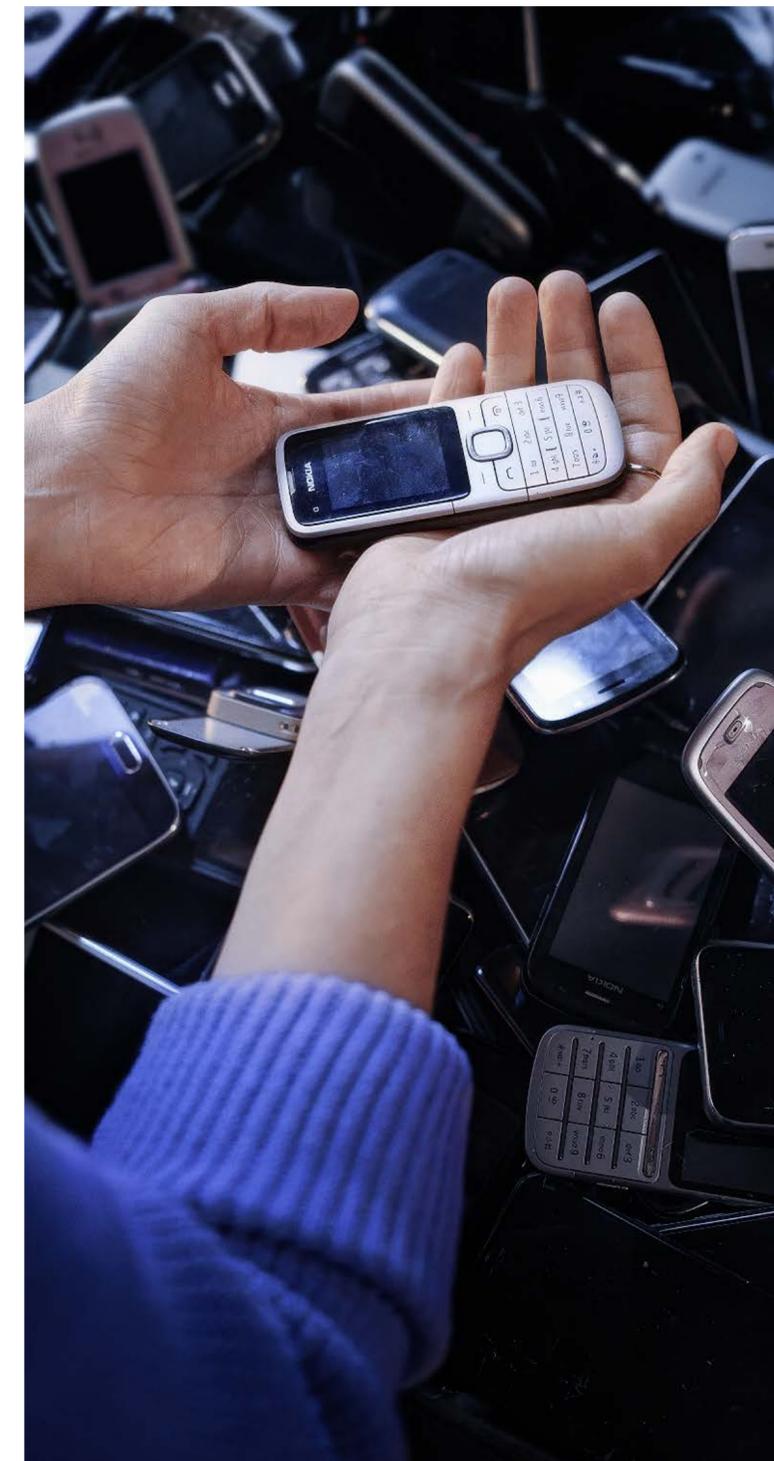
Economical use of resources

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 access network (see table). Telephone masts on overhead lines are regularly checked, repaired or replaced. It is ensured that dismantled masts are used for other purposes or disposed of properly.

Paper consumption by amount/reason for use

In tonnes	Quality[1]	2021	2022	2023	2024	Change in %
Office [2]	FSC label	35	34	32	25	−21.9%
Print media [3]	FSC label	947	819	582	462	−20.6%
Bills and envelopes [4]	FSC label	186	181	162	151	−6.8%
Phone directories	FSC label	1,065	981	598	819	37.0%
Total paper consumption		**2,233**	**2,014**	**1,374**	**1,457**	**6.0%**

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.

Consumables for network

In km, tonnes or number	Unit	2021	2022	2023	2024	Change in %
Optical fibre	fkm[1]	992,791	1,008,792	2,009,581	3,620,659	80.2%
Copper pairs	pkm[1]	32,778	32,152	42,521	13,486	−68.3%
Plastic pipes PE	km	364	365	414	422	1.9%
Copper [2]	Tonnes	409	417	287	150	−47.8%
Plastic pipes PE [2]	Tonnes	315	306	351	371	5.6%
Telephone poles (wood)	Number of items	4,159	5,350	5,853	4,713	−19.5%

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

Batteries and emergency power systems
We regularly review the prescribed safety measures in the battery rooms 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 investigate 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, water, land and energy consumption in this way.

We have 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. We have found a competent partner to help with disposal in Thommen AG. 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'.

Recycling for network dismantling 2024
In tonnes

Donut chart values: 1,159 (centre); 532; 96; 34; 13; 484

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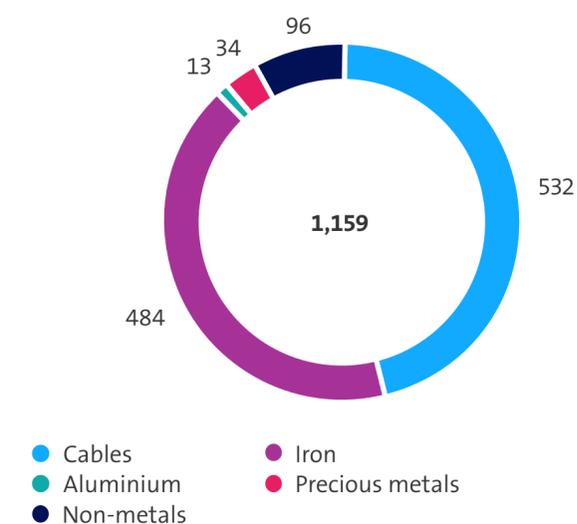
Circular economy key figures

Second life for smartphones

Number or % [1]		2022	2023	**2024**	Change in %
Second-life mobile telephones		207,000	192,000	215,000	12%
Of which repairs		54,000	43,000	29,000	−33%
Of which devices returned to Mobile Aid		107,000	85,000	98,000	15%
Of which mobile telephone buy-backs		46,000	64,000	88,000	38%
Mobile telephone take-back rate [2]		23%	25%	34%	36%
Refreshed devices sold		3,800	1,500	1,900	27%

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

Refurbishment of own products

Number	2022	2023	**2024**	Change in %
Refurbished Internet-Boxes	35,500	53,200	62,700	18%
Refurbished TV-Boxes	52,200	43,200	38,400	−11%

Electricity consumption of our customers' terminal equipment

In MWh	2022	2023	**2024**	Change in %
Electricity consumption of our customers' terminal equipment	268,432	261,840	254,236	−3%
Of which TV-Boxes	51,445	44,626	42,412	−5%
Of which Internet-Boxes	167,570	165,417	159,611	−4%
Of which WLAN-Boxes, adapters and fixed-line telephones	24,693	26,240	25,155	−4%
Of which mobile telephones and tablets	24,724	25,558	27,057	6%
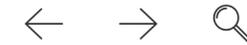
Packaging in logistics

In millions of units or %	2022	2023	**2024**	Change in %
Packages	1,033	0.841	0.899	7%
Of which with outer packaging	60.3%	57.4%	57.8%	1%
Of which without filler material	95.0%	94.6%	92.7%	−2%

Take me back

In %	2022	2023	**2024**	Change in %
Internet- and TV-Boxes	40%	54%[1]	40%	−26%[1]

1   Boost in 2023 through program expansion with TV boxes

Other environmental topics

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

Water

We are aware of the importance of water as a resource, its increasing scarcity and the risks caused by climate change, such as floods and droughts. In our operations 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 60%. 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 refrigerant, which circulates in a closed circuit and therefore causes no further consumption. In all our operations, we adhere to our water policy.

⊕ **www.swisscom.ch/water-policy**

Waste

We are committed to avoid waste and select products based on their useful life. We work with partner companies to ensure that recyclables are reused wherever possible in keeping with 👁 **circular economy** principles. The volume of waste is on a downward trend, and the majority of our waste is being recycled. As a large number of lead-acid batteries were disposed in the reporting year, hazardous waste remains high.
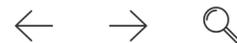
Development of water consumption

In m³ or litres	Unit	2021	2022	2023	**2024**
Total water consumption [1]	m³	111,801	139,954	151,123	135,411
Average water consumption [2]	Litres	24.3	23.5	38.6	34.9

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 100% FTE of Swisscom in Switzerland per day

Development of waste quantities

In tonnes	2021	2022	2023	**2024**	**Share in %**
Recycling (including network dismantling)	3,185	2,769	2,618	2,408	69.0%
Domestic waste disposal in incineration plants [1]	534	160	161	148	4.2%
Operational waste disposal in incineration plants	393	1,065	1,099	685	19.6%
Hazardous waste (specific treatments)	50	154	245	248	7.1%
Total waste [2]	**4,163**	**4,148**	**4,123**	**3,489**	**100.0%**

1   Extrapolation from measurements from six major Swisscom locations.
2   Exluding waste from underground constructions of Cablex which will be included from next year onwards.

Nature and biodiversity

Alongside mitigating climate change, the preservation of biodiversity is considered one of the greatest challenges of our time. That's why we began analysing the impacts and interdependencies of our operations on biodiversity in the reporting year and plan to continue this work in the coming year. Although we do not currently consider biodiversity as a material topic for us, we are, nevertheless, actively committed to the protection and promotion of local natural areas. With a series of targeted measures, we contribute to maintaining and strengthening biodiversity in Switzerland.

Environmental Give2Grow work
As part of our corporate volunteering programme Give2Grow, we offer our employees the opportunity to invest one working day a year in sustainable projects. Volunteering opportunities range from maintaining dry grasslands in the Jura region to removing invasive plants from urban areas. These projects, some of which are carried out in collaboration with the WWF, are designed to raise our employees' awareness of biodiversity and to make an active contribution to preserving Switzerland's natural environment.
▫ See also 'Employer attractiveness'

Protection of the landscape and building land
The base and transmitter stations form the backbone of our mobile networks and ensure that the whole of Switzerland has access to telecommunications, radio and TV service. 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 be approved by the authorities. In the reporting year there are 96 stations (1.57% 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.

Promoting insects and bees
The bee@swisscom project is still going strong. Fifteen Swisscom beekeepers now look after around 65 bee colonies. We also further developed and co-financed the BEESmart app, a useful tool to check bee colonies and organise work in the apiary.

We support wild bees by establishing nesting habitats in our operations centres. We do this by building wild bee hotels and participating 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 bees and wild bees. Employees 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 so that 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. Invasive plants are identified and systematically 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
We have invested in the 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	2021	2022	2023	**2024**
Land/buildings					
Net floor space (NFS)	Million m²	0.88	0.84	0.81	0.78
Paper consumption					
Paper consumption	Tonnes	2,233	2,014	1,374	1,457
Water/sewage					
Water consumption	m³	111,801	139,954	151,123	135,411
Waste					
Amount of waste	Tonnes	4,163	4,148	4,123	3,489
Mobility					
Vehicles	Number	2,536	2,552	2,460	2,372
Kilometres driven	Million km	43.3	39.8	45.1	45.6
Average CO_2 emissions	g per km	179	181	167	141
Energy, electricity					
Electrical energy consumption [1,2]	Terajoule	1,699	1,734	1,749	1,763
	GWh	472	482	486	490
Of which electricity for the heat pumps	GWh	1.4	1.2	1.3	1.3
Of which electricity for cooling (district cooling)	GWh	0.8	0.9	1.0	1.1
Energy, thermal [3]					
Heating oil (incl. emergency power systems)	Terajoules	74.1	57.1	51.0	48.6
Natural gas	Terajoules	27.7	18.3	16.1	15.0
Biomass	Terajoules	1.3	1.0	1.0	1.0
District heating [4]	Terajoules	46.0	35.7	34.4	37.2
Total thermal	Terajoules	149.2	112.1	102.5	101.8

	Unit	2021	2022	2023	**2024**
Energy, vehicle fuels [5]					
Petrol	Terajoule	14.5	15.4	19.4	14.2
Diesel fuel	Terajoule	89.5	81.2	81.4	71.9
Total vehicle fuels	Terajoule	104.0	96.6	100.8	86.1
Energy, total					
Energy consumption	Terajoule	1,952	1,942	1,953	1,953
	GWh	542	540	542	542
Nature and Biodiversity					
Working days for nature conservation	Working days	n/a	n/a	634	837
Air emissions					
CO_2 eq. according to Scope 1 of the GHG Protocol	Tonnes	14,832	12,861	12,467	10,927
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	47,366	47,989	48,342	42,997
CO_2 eq. according to Scope 3 of the GHG Protocol	Tonnes	329,330	312,569	307,259	320,866
Nitrous gases NO_x [7]	Tonnes	15.3	13.5	17.7	18.3
Sulphur dioxide SO_2 [8]	Tonnes	0.9	0.7	0.4	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 50.4% in 2024). 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 New figure for employee volunteering in nature as part of Give 2 Grow.
7 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.
8 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

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

10 REDUCED INEQUALITIES

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 residential 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. With our high-performance networks, we will be able to provide the entire population with bandwidths in the gigabit range and make a significant contribution to the attractiveness of the Swiss business community.

We are expanding the fibre-optic network into homes and businesses and want to complete this in all Swiss municipalities by 2035. We are decommissioning the copper access network wherever high-speed internet is available. More information can be found in the Annual Report in the chapter on infrastructure and network expansion.
🌐 **www.swisscom.ch/annual-report2024**

Network expansion by 2030

	2021	2022	2023	**2024**	Goals 2025	Goals 2030
3G, 4G mobile communications network coverage [1, 3]	99%	99%	99%	99%	n/a	n/a
5G mobile communications network coverage [1]	96%	98%	99%	99%	n/a	n/a
5G+ mobile communications network coverage [1]	60%	73%	81%	86%	90%	n/a
Optical fibre expansion [2]	36.6% with up to 10 Gbit/s	42.7% with up to 10 Gbit/s	46.1% with up to 10 Gbit/s	51.6% 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. Values 2023, 2024 and target 2025 reflect all built optical-fiber 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.

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

Developments in 2024
This situation worsened in the year under review. In decision 1C_506/2023 of 23 April 2024, the Federal Court stated that a regular building permit procedure is necessary for the first-time activation of the correction factor on adaptive antennas. In decision 1C_414/2022 of 29 August 2024, the Federal Court decided that the change from a conventional antenna to an adaptive antenna leads to a change in the spatial distribution of radiation and a possible increase in the electric field strength, which means that the public and neighbours could have an interest in a prior review of this replacement through a regular building permit procedure.

Ultimately, the Federal Court's view is that any adjustments to mobile phone installations always require a regular building permit procedure. This has the consequence that Swisscom had to submit more than 1,000 retrospective building applications for the activation of the correction factor, even if the limits were complied with at all times. Although primarily a formal legal question, it increased the number of building permit applications for mobile communications systems pending with the relevant authorities across the sector from around 2,500 to more than 3,000. Accordingly, further 5G expansion in Switzerland is likely to be further delayed.

This increases the pressure on the Federal Council to quickly and effectively implement motion 20.3237 submitted by Parliament in September 2023 that calls for rapid expansion of the 5G network. Implementation of this motion would allow outdated regulations for calculating transmission power to be adapted to reflect developments and findings over the last 20 years and building permit procedures to be simplified.

ONIR limits
In Switzerland, the legal obligation to limit emissions from mobile communications systems is set out in the ⊘ Ordinance on

Protection Against Non-Ionising Radiation (ONIR). For sensitive locations (places of sensitive use) where people spend longer periods of time, the ONIR sets precautionary limits that are ten times stricter than those recommended by the WHO for prevention. The Federal Office for the Environment has published the third report on non-ionising radiation. According to the report, the median exposure of the population is below 1% of the emission limit value. The very restrictive regulation in Switzerland, therefore, leads to extremely low exposure to non-ionising radiation.

Strict limits are not being exhausted
The enforcement regulations for these limits contain further precautionary reserves. These mean that even the already very restrictive limits can hardly be fully exhausted. 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. With the submitted motion 20.3237, Parliament is calling for practical simplifications and improvement of the framework conditions for mobile telecommunication. In this way, we were able to efficiently adapt the mobile network to the ever-increasing data volumes and Switzerland could fully utilise the possibilities of mobile communications.

▤ See 'Actor in public debates'

Electromagnetic fields and local communities
As a provider, we want to operate mobile communications responsibly for people and the environment. When operating the mobile communications systems, we ensure that we comply with the national environmental requirements and the cantonal and communal building standards at all times. For Swisscom, it is important to provide objective information and to engage in a constructive dialogue with local communities who may have further questions and concerns in this regard (e.g. dialogue with Swiss municipalities).

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 and the Swiss Research Foundation for Electricity and Mobile Communication at ETH Zurich, among others.

In 2024, we once again fulfilled all statutory requirements. As stipulated by the Confederation, we operate and monitor all mobile communications systems in an ISO 33002:2015-certified quality assurance system (QAS). In the year under review, we passed the monitoring audit with our targeted capability rating of three out of a maximum of five.

We regularly send the relevant transmission data of all mobile communications systems 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.

WHO research results
The World Health Organization (WHO) published various research reviews in 2024. The results are rather pleasing; the key findings of these meta-studies are:
- There is no evidence for or against harmful effects of High Frequency-Electro Magnetic Fields (RF-EMF) below the limit values on pregnancy and birth outcomes.
- There is no increased risk of brain tumours from RF-EMF.
- RF-EMF does not cause non-specific symptoms.
- There is no evidence for or against oxidative stress from RF-EMF.

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, as a result, good connections reduce overall exposure.

Basic service provision

We are responsible for providing basic telecoms 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 offering. The coverage primarily includes voice telephony and broadband internet access.

Thanks to the competition, we have outstanding telecommunications services in Switzerland. Where optimal services are missing from a region for technical or commercial reasons, the basic service provision guarantees all households and businesses a reliable and affordable minimum telephony and internet offering. The basic service provision therefore comes into play wherever the market does not provide high broadband coverage. Here, we offer 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 disabilities.
⊟ See 'Accessibility'
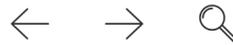
Emergency calls
In thousands

3,556   4,147   **3,392**

2022   2023   **2024**
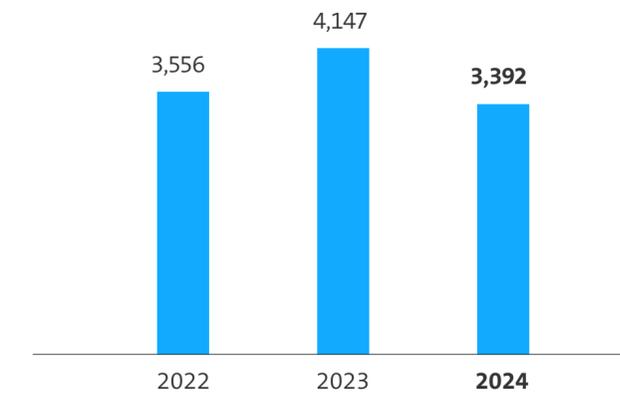
Calls to the service for visually and hearing-impaired persons
In thousands

270   243   **221**

2022   2023   **2024**
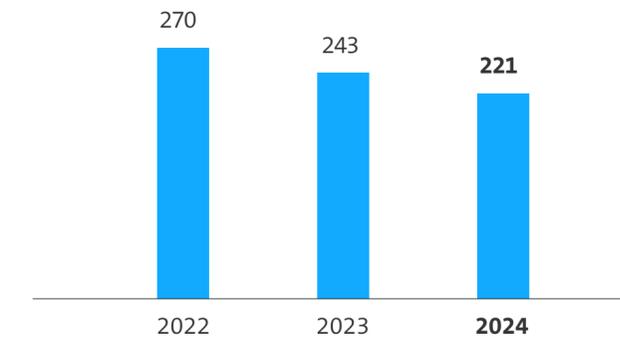
Youth media protection and promoting media competence

Management approach

We want to promote digitalisation in Switzerland. This changes the nature, intensity, form and effectiveness of communication in day-to-day life, and it is based in large parts on our infrastructure and services. We see it as our duty to help our information society become value-adding and secure in the long term.

That is why we raise awareness and train various target groups (young people, parents, working people, teachers, seniors) on digital media's risks and opportunities and dealing competently with digital media. Children and young people are exposed to particular dangers. In dialogue with interest groups, we are constantly looking for effective solutions and design our own products in such a way that our young people are as well protected from the risks of digital media use as possible.

By 2025, we want to reach two million people a year with our messages and measures. 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. In the year under review, an online parents' evening, the digital media guide *enter* and a significant increase in the reach of social media posts helped to exceed the target for the second year running.
⊟ 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 on the Protection of Minors in relation to Films and Video Games (JSFVG and the associated ordinance).
⊟ See 'Actor in public debates'

Various user communities

Swisscom is committed to supporting stakeholder communities that are affected by its activities. This includes several 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
We make opportunities provided by the digital transformation accessible to everyone, support equal opportunities in the labour market (employability), provide education and promote social relationships in individuals' leisure time:
- New guides on 'Digital inheritance', 'Fake news' and 'Artificial intelligence' on our Swisscom Campus platform
- In-person and online courses

- Background information, classifications and tips on social media
- Brochures and columns in target-group-oriented media
- Participation in events, including various network events

2. Protection of children and young people in the media
We protect young media users with appropriate functions (e.g. age PIN on blue TV, blocking set for erotic value-added services) and tools (Swisscom My Security with parental control functions). At the same time, we support children, young people, parents, legal guardians and teachers in the safe and responsible use of smartphones, the internet and social media:
- Guides on 'Sharenting', 'My child's first mobile phone' and many other topics on our Swisscom Campus platform.
- 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.
- Articles in the parents' magazine *Fritz und Fränzi*.
- Digital media guide *enter* – the series that focused on the topic of artificial intelligence in the year under review.
- New: training course for teachers on the secure and value-adding use of artificial intelligence in teaching.
- Our second online parents' evening – this year on 'Sharenting'– has so far recorded 160,000 viewers.

3. Data and internet security
We provide information about the dangers of the internet, work in a responsible and reflective way, and protect personal data. The focus is on adults in the private and business environment:
- 'Cyber security' Campus guide
- Campus guide for schools and their tasks on security in particular
- Tips and help on social media

Guide
In 2024, Swisscom launched the free 'Artifical Intelligence' guide for parents and teachers, which features tips and answers to frequently asked questions.

Online parents' evening
Our online parents' evening on 'Sharenting' has so far recorded 160,000 viewers.

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. The eighth edition of the basic study was published in the year under review.
🌐 www.swisscom.com/james (english n/a)

Swisscom Campus: new offerings in 2024

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. The number of visits to the topic pages reached 182,736 in 2024, adding to a cumulative total of 471,021 visits since the launch of the platform in 2022. In particular, the following new offerings were created in the year under review.

Artificial intelligence – from phenomenon to meaningful use
In the reporting year, we expanded on and updated the information, risks and opportunities prepared in 2023. Visitors gain a comprehensible overview of the functions and options but are also urged to deal sensibly and safely with them.
🌐 www.swisscom.com/campus (english n/a)

Artificial intelligence training course for teachers
In a training course specially created for teachers, we demonstrate the didactic and methodological possibilities for the use of AI tools and encourage the teachers to experiment.
🌐 www.swisscom.ch/ai-course (english n/a)

Security in the school environment
Many schools have developed an ICT policy in the past few years. However, security aspects are rarely included with sufficient depth. In the school environment, where a large quantity of sensitive data accumulates, consciously dealing with dangers

from the internet is important. A three-part series raises awareness of risks at school level, in teachers' daily lives and in the use of digital tools in teaching.

Technical youth media protection

We consider the promotion of media competency to be the most promising way to protect children and young people from the risks of digital media, including in the long term. 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 (0906 numbers and value-added services) for young people and give parents the option of setting surfing times for their children via the Internet-Box.

In the reporting year, we updated our sales staff about the services and options available so that they can answer questions from parents, teachers or other interested parties regarding the protection of young people in media usage. In addition, we have begun to integrate our content on youth media protection and on the promotion of media competency in Swisscom's help portal. The portal is visited by our customers millions of times — making it a valuable platform for disseminating tips and information on healthy media usage at the same time.

Filtering 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. In the sales process for the blue Kids Mobile phone subscription, which is aimed at children and young people, we recommend adding My Security.
🌐 www.swisscom.ch/mysecurity

Ask Michael
Our youth media protection officer Michael In Albon represents the topic to the outside world and is in dialogue with authorities, parents' organisations, parents and schools. Feel free to contact him by e-mail and you'll receive a competent response.
🌐 frag.michael@swisscom.com

Regulatory initiatives and projects

Regulatory plans of the Confederation
In autumn 2022, the Swiss parliament passed the Act on the Protection of Minors in relation to Films and Video Games (JSFVG), and in the year under review, the associated ordinance was enacted into law by the Federal Council as of 1 January 2025. With a transition period of two years, the industry members (cinemas, media libraries, VoD providers and the film industry) are required to organise themselves in an overarching industry organisation and submit an implementation plan to the Federal Social Insurance Office (FSIO). In the year under review, the first steps with stakeholders already took place on the initiative of the Jugendschutz im Film association.

Industry Initiative of the Swiss Association of Telecommunications (asut)
Following the introduction of the JSFVG and its ordinance (JSFVV), 👁 asut's code of conduct governing youth media protection is being updated to incorporate the new legal provisions. As an industry organisation whose members include the largest VoD provider based in Switzerland, asut was part of the aforementioned talks.
🌐 www.asut.ch/jugendmedienschutz (english n/a)

My Security customer development

2021	2022	2023	2024
254,976	268,739	315,025	**311,126**
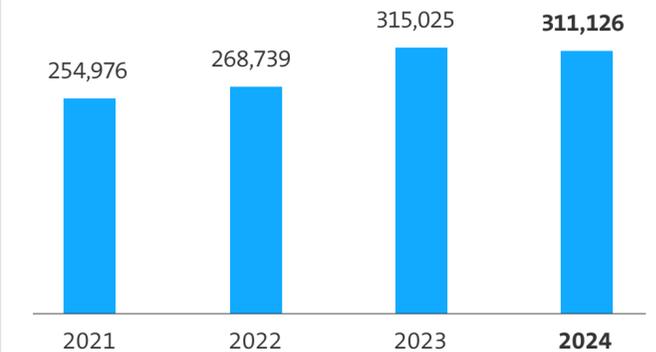
Visitors to the Swisscom Campus media skills hub

2021	2022	2023	2024
20,000	87,711	200,574	**182,736**
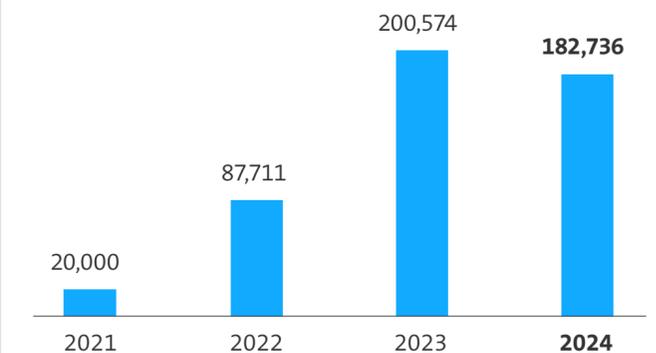
Protection of children and children's rights

We are committed to protecting children along our 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 a member of the Global Child Forum NGO and as part of the 👁 **JAC** initiative.

- Swisscom is committed to protecting children from exploitative labour and will provide direct and sustainable remediation for children and young people working in artisanal and small-scale cobalt mines. In a coalition of four telecom operators, Swisscom supports the Child Labour Remediation Hub project with an amount of CHF 100,000 per year. The project, carried out by Save the Children and the Centre for Child Rights and Business, is taking measures to combat child labour in artisanal cobalt mines in the Democratic Republic of the Congo. It focuses on long-term solutions to get young people back into education and meaningful employment. The focus is on educational integration, housing scholarships and health and psychosocial support for affected children and their families.
  ⊕ www.faircobaltalliance.org/blog/child-labour-remediation-hub

- In Switzerland, all regulatory measures are implemented in a way that child labour can be excluded. Various safety aspects make the exploitation of minors as labour impossible. We can also report that no violations of children's rights or cases of child labour were reported in our whistle-blower channel. Swisscom therefore focuses on measures in countries where child labour is a latent and explicit risk.

- 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 take suitable precautions 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 refurbished and resold, 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

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 on our networks child pornography sites reported by the Swiss Federal Police 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 interface between the Swiss Federal Police and Swisscom automatically tracks all changes.

The Kinderschutz Schweiz child protection foundation's campaign on cybersexual abuse aims to raise awareness among the population throughout Switzerland over several years. We very much welcome this plan and are offering our support, like our competitors Sunrise and Salt.

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

Our contributions to communities

Outside our core business and outside the central contact groups of our economic activities, we go further and drive forward various projects. In doing so, we are making important contributions to communities throughout Switzerland.

- Promoting media literacy with our diverse training programmes for different age groups.
  ⊕ www.swisscom.com/campus (english n/a)

- The Internet for Schools initiative — an initiative that offers all public and private K12 schools a free internet connection and a security solution.
  ⊕ www.swisscom.com/sai

- Corporate volunteering programme in the areas of ecology and social affairs. Swisscom employees support aid organisations and NGOs.

- Mobile Aid: Donations from the recycling programme for old smartphones benefit an SOS Children's Village project in Nicaragua.
  ⊕ www.swisscom.com/mobileaid

- RLA helps: Property owners whose land we use to build our network are invited to donate the offered fee to a good cause (collaboration with crowdfunding platform 'There for you').
  ⊕ www.there-for-you.com

- The organisation Swiss Solidarity launched the Rapid Response Network in 2024 to make emergency aid an even faster reality. Swisscom is part of this network and is proud to continue its almost 80-year collaboration with Swiss Solidarity.

Accessibility

Management approach

We attach great importance to our products and services being accessible for everyone and adhere to the Swiss Disability Discrimination Act (DDA). 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 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. The realisation of barrier-free access is based on three pillars:

1. Monitoring
Since 2023, the employees in the various teams who are responsible for accessibility 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 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. Employees whose tasks and roles involve improving barrier-free access (e.g. graphic designers) are regularly informed about the topic through training sessions. These are organised in collaboration with or by the Access for all foundation.

Accessible services

Our ambition is to achieve level AA of the Web Content Accessibility Guidelines for our websites and apps. We already fulfil this goal with the My Swisscom App and the online customer portal. Currently, we are working on making all elements of the official Swisscom library for web components, the SDX Style Guide, accessible.

Basically, we want to make it as easy as possible for all our customers to get in touch with us. In 2024, we therefore produced videos in sign language to show customers how to use WhatsApp as a channel to interact with Swisscom. We also launched an innovative project to translate the general terms and conditions of Swisscom's contracts into clear and simple language. The aim is to remove any obstacles to understanding that may arise from the use of abstract legal language and to make it understandable for everyone.
⊕ www.swisscom.ch/sign-language-video (english n/a)

As part of our basic services, we offer the following services for people with disabilities: by dialling the phone number 1145, they will be connected directly and free of charge to a contact person of their choice. Together with the PROCOM foundation, we offer the deaf and hard of hearing a free online translation service into sign language for phone calls with hearing people.
⊕ www.swisscom.ch/accessibility

New Alliance for Digital Inclusion Switzerland
Together with 29 other companies and institutions, Swisscom founded the Digital Inclusion Switzerland Alliance in 2024. At a time when digital skills are becoming increasingly important, the alliance aims to narrow the digital divide that excludes many citizens from the benefits of digitalisation. The aim of this alliance is to break down digital barriers and create an inclusive digital future for all (eliminating the digital divide, accessibility, professional integration).
⊕ www.adis.ch

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 do is who we are', we pursue a strategy of attracting, promoting 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 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.

The collective employment agreement valid from 2024 offers attractive conditions such as a flexible working time model, generous maternity, paternity and adoption leave, and parental leave for same-sex couples.

In addition, there are 28 days of annual leave for all employees and 30 days for employees aged 50 and over. Managers also receive five 'flex days' each year 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, which 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. Some areas have already been redesigned, while further offices will gradually be redesigned in the next few years 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 their colleagues sporting or creative activities.

Innovative talent attraction

In response to the shortage of skilled workers, we rely on innovative and award-winning approaches in talent attraction. Application methods are being systematically simplified: 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. In order to reach and attract our target group, we rely on creative recruitment approaches, such as gaming and specific recruitment campaigns. So that they can get a picture of Swisscom and the various careers in ICT, we offer various event formats for managers, university students and school pupils, such as the Digital Days for Girls, TechTalks and taster days. To make these happen, we work with external partners such as ecole42 Lausanne and other higher education institutions and universities.

15,905
is the total number of employees in Switzerland

7,269
employees in agile organisations

3,189
part-time employees

3,232
Management employees

Labour market skills and training

Management approach

Successfully utilising the opportunities presented by the digital transformation requires the continuous development of our skills. With Level Up, we are shaping the transformation, promoting the skills of our employees and are strengthening 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, and 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 improve 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 reporting year, 97 apprentices started an information technology apprenticeship at Swisscom – a new record for us. In a pilot project with 34 IT apprentices, we provide a nine-month onboarding programme developed especially for these apprentices, which prepares them even better for the IT market so that they can work more quickly and independently on their projects after starting their apprenticeship. In this way, we help to train qualified IT specialists for the Swiss market.

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 and aims to establish this culture of learning at our company. The internal leadership training launched last year, which is mandatory for all leaders, was continued, and in-depth practical measures were added.

Talent development

Attracting, developing and retaining talent is one of our core goals, as it is people who make us successful now and in the future, and the labour market is highly competitive. Talented individuals are nominated and re-validated annually on the basis of clear criteria and benefit from personalised development support. As part of the Internals First initiative, we offer them development prospects with the aim of filling up to 75% of vacancies for management positions internally in the future.

820

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

2,308

managers took part in leadership training in 2023 and 2024.

Apprentices in numbers as of 31.8.2023/2024

	Total trainees	Apprenticeships started	Apprenticeships completed	Success rate
2023	856	220	227	99%
2024	820	245	261	98%
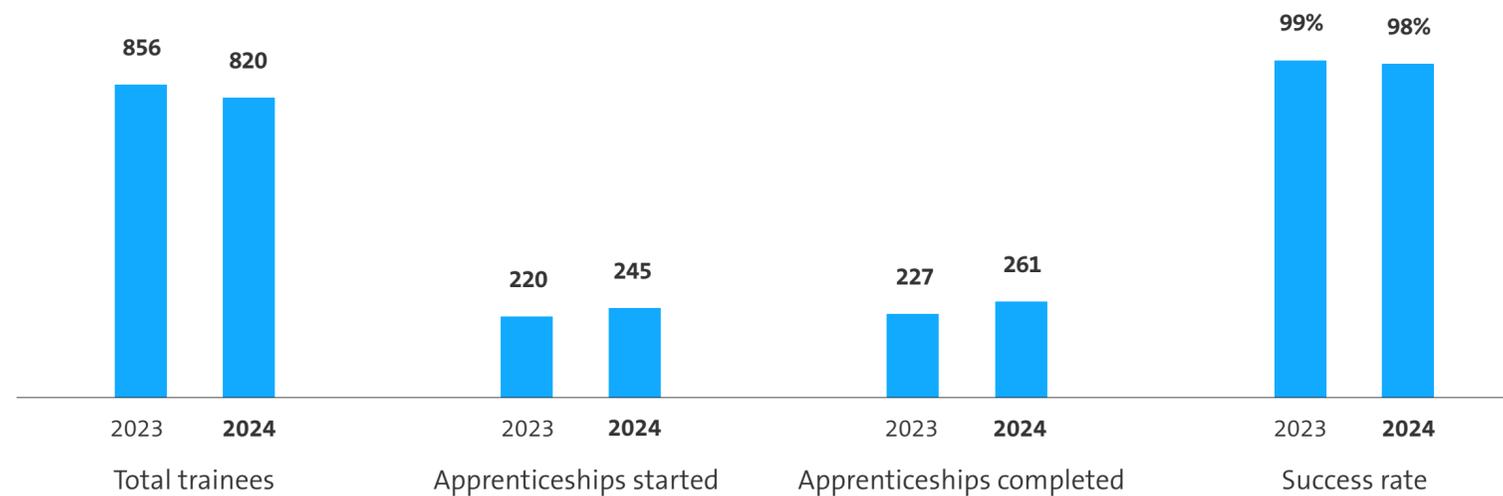
Work stress and resilience

Management approach

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

We create a safe and trusting working environment and promote resilience:
- Competence centre for health and care expertise (awareness, courses, Care Gate as anonymous contact and advice centre).
- Internal 'Empower Yourself' campaign, with monthly contributions on well-being, health topics and prevention.
- Courses on 'mental health first aid'.
- 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

We proactively look after the health and well-being of our employees by practising a holistic prevention culture. By signing our latest Safety & Health Charter, our commitment has been adapted to the latest developments in the working world. Protecting the physical and mental integrity of customers, employees and partners in our buildings and plants and when carrying out work for Swisscom is of key importance.

The systematic implementation of occupational health and safety is regulated by a safety system certified by the Federal Coordination Commission for Occupational Safety (FCOS) (valid until 30 June 2026 — comparable with the ISO 45001:2018 standard).

With regard to the absenteeism rate, we fell just short of our 3% target in the reporting year. Despite a large number of preventive measures, we can only influence this rate to a limited extent.

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

3.1%

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

1,376

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

247

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 or with a refugee background.

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. All the categories are gradually improving due to this active management. This is demonstrated by, among other things, the fact that we were again awarded the 'Swiss LGBTI Label' in the year under review. In addition, we are seeing more diversity among candidates, among new hires and in the talent pool.

Nationality and language

Four national languages and cultural diversity are Switzerland's trademark – and great assets. Employees from around 100 countries work together to make Swisscom a success, and our linguistic diversity is correspondingly high. English is therefore growing in significance as a common language. We also promote this language diversity 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 too few applications are submitted by women for technical job profiles. In order to spark interest in Swisscom and in technical professions among young female talent, we offer, for example, Digital Days for Girls. 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 obtained recertification as a 'family-friendly company' for the third time in a row in the year under review, and are permitted to use the 'Family Score' label from Pro Familia Switzerland for another three years.

Communities

Swisscom is committed to supporting stakeholder communities that are affected by its activities. This includes networks of employees with concerns about diversity. Internal communities, including WoMen's Empowerment, Neurodiversity and Proud@Swisscom, together boast more than 1,800 participants. Joint networking events and talks bring committed employees together and thus make a significant contribution to an inclusive corporate culture.

Equal pay

We review the salary structure for differences between the genders' wages each year 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 exchange and collaboration that takes place between the generations are valuable and enriching. We encourage these through diverse teams and programmes such as cross-generational mentoring. In addition, we piloted the Senior Professionals project in the year under review, which is intended to promote the health and motivation of employees aged over 50 through a preventive approach.

Inclusion

At least 1% of jobs at Swisscom are reserved for employees with physical or intellectual disabilities and for the social integration of refugees. To achieve this, we work with organisations such as Compasso and Powercoders. In this way, we have employed 13 people with a refugee background as interns.

Our Diversity, Equity and Inclusion Report has been published for the first time in 2024. In this report, we provide transparent and detailed information about our DE&I engagement with figures, ambitions and measures.
⊕ **www.swisscom.ch/diversity**

23.1%

This is the current proportion of women at Swisscom.

1.22%

Employees with health impairments that work at Swisscom.

102

This is how many countries our employees come from.

Overall balance in Switzerland

Number respectively as indicated	2022 Male	Female	Total	2023 Male	Female	Total	2024 Male	Female	Total
Overall balance in Switzerland									
Average workforce FTE			15,884			15,979			16,097
Workforce end of year FTE			15,750			16,050			15,905
Reporting limit in Switzerland according to the personnel information system									
Coverage report limit			91%			89%			89%
Average workforce FTE	11,313	3,145	14,458	11,214	3,087	14,301	11,223	3,061	14,284
Employees in FTE	11,160	3,123	14,283	11,251	3,078	14,330	11,139	3,028	14,167
In headcount (HC)	11,456	3,604	15,060	11,556	3,537	15,093	11,473	3,451	14,924
Temporary positions (HC)	612	141	753	500	129	629	462	125	587
Temporary work contracts (HC)	102	87	189	114	77	191	120	65	185
Permanent work contracts (HC)	11,354	3,517	14,871	11,442	3,460	14,902	11,353	3,386	14,739
Gender ratio (HC)	76.3%	23.7%	100.0%	76.6%	23.4%	100.0%	76.9%	23.1%	100.0%
Average age	44.4	42.1	43.8	44.3	42.2	43.8	44.4	42.3	43.9
KPI: % of employees with non-German language of communication	25.3%	23.5%	24.8%	25.9%	23.5%	25.3%	27.0%	23.7%	26.2%
Full-time employment (HC)	9,884	1,872	11,756	9,926	1,856	11,782	9,792	1,897	11,689
Part-time employment (HC)	1,470	1,644	3,114	1,516	1,604	3,120	1,681	1,554	3,235
Ratio full-time employees (HC)	87.1%	53.2%	79.1%	86.8%	53.6%	79.1%	85.3%	55.0%	78.3%
Ratio part-time employees (HC)	12.9%	46.8%	20.9%	13.2%	46.4%	20.9%	14.7%	45.0%	21.7%
Employees in collective employment agreement (CEA) (HC)	8,824	3,167	11,991	8,844	3,081	11,925	8,719	2,963	11,682
Rate collective labour agreement (CEA) to total workforce	77.0%	87.9%	79.6%	76.5%	87.1%	79.0%	76.0%	85.9%	78.3%
Top Management (HC)	65	9	74	59	10	69	56	12	68
Management (HC)	2,632	437	3,069	2,706	454	3,160	2,698	476	3,174
Rate of employees within Management (HC)	85.8%	14.2%	100.0%	85.6%	14.4%	100.0%	84.9%	15.1%	100.0%

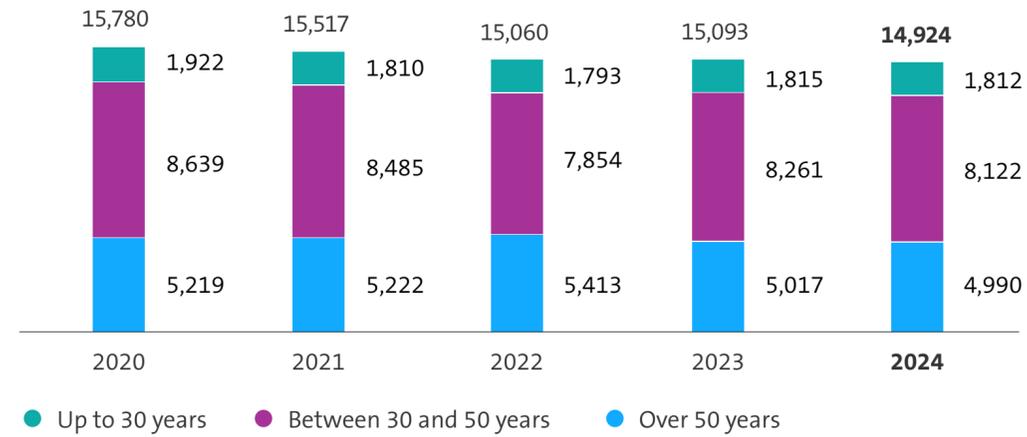| Number respectively as indicated	2022 Male	Female	Total	2023 Male	Female	Total	2024 Male	Female	Total
Fluctuation in Switzerland									
Leavers [1]	1,348	415	1,763	997	345	1,342	946	327	1,273
Leavers < 30 years [1]	222	86	308	190	78	268	170	64	234
Leavers 30–50 years [1]	561	182	743	449	164	613	412	157	569
Leavers > 50 years [1]	565	147	712	358	103	461	364	106	470
Rate of leavers < 30 years	16.5%	20.7%	17.5%	19.1%	22.6%	20.0%	18.0%	19.6%	18.4%
Rate of leavers 30–50 years	41.6%	43.9%	42.1%	45.0%	47.5%	45.7%	43.6%	48.0%	44.7%
Rate of leavers > 50 years [2]	41.9%	35.4%	40.4%	35.9%	29.9%	34.4%	38.5%	32.4%	36.9%
New starters [1]	998	280	1,278	1,003	248	1,251	828	228	1,056
New starters < 30 years [1]	358	108	466	358	103	461	301	101	402
New starters 30–50 years [1]	542	156	698	574	133	707	459	115	574
New starters > 50 years [1]	98	16	114	71	12	83	68	12	80
Rate of new starters < 30 years	35.9%	38.6%	36.5%	35.7%	41.5%	36.9%	36.4%	44.3%	38.1%
Rate of new starters 30–50 years	54.3%	55.7%	54.6%	57.2%	53.6%	56.5%	55.4%	50.4%	54.4%
Rate of new starters > 50 years [2]	9.8%	5.7%	8.9%	7.1%	4.8%	6.6%	8.2%	5.3%	7.6%
Further KPIs									
Education and training days			58,384			62,753			58,344
Education and training days per headcount			3.8			4.2			3.9
Maternity and paternity leave	315	124	439	330	118	466	347	105	452
CEO total compensation in CHF thou.			1,806			1,854			1,972
Median salary in CHF thou.			142			146			149
Ratio CEO compensation / median salary			13			13			13
Variation of CEO compensation			−7.8%			2.7%			6.4%
Variation of median salary			0.7%			2.8%			2.1%
Minimum full time salary in CHF thousand according to the CEA			52			52			55
Performance dialogues [3]			91.1%			92.0%			n/a

1 Without fixed-term employment contracts.
2 Without retirements.
3 Without apprentices. Value 2024 not yet available as the process is still ongoing.

Employee age structure
In headcount

Year	Up to 30 years	Between 30 and 50 years	Over 50 years	Total
2020	1,922	8,639	5,219	15,780
2021	1,810	8,485	5,222	15,517
2022	1,793	7,854	5,413	15,060
2023	1,815	8,261	5,017	15,093
2024	1,812	8,122	4,990	**14,924**

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

Illness and accidents

Number respectively as indicated	2022 Male	2022 Female	2022 Total	2023 Male	2023 Female	2023 Total	2024 Male	2024 Female	2024 Total
Illness and accidents (S+A)									
Regular working days in FTE	2,948,094	921,930	3,870,024	2,895,333	892,411	3,787,744	2,914,246	884,714	3,798,960
Days lost due to illness (w/o work-related illness)	80,947	36,907	117,854	72,839	33,172	106,011	72,933	31,131	104,064
Days lost due to work-related illness	–	–	–	16	–	16	–	86	86
Days lost due to work-related accidents	2,308	131	2,438	2,501	74	2,575	2,652	111	2,763
Days lost due to non-work-related accidents	10,653	2,357	13,010	10,223	2,117	12,340	10,096	2,276	12,372
Days lost total (S+A)	93,907	39,395	133,302	85,579	35,363	120,942	85,767	33,518	**119,285**
Number of cases of illness	18,701	7,418	26,119	16,878	6,608	23,486	16,528	6,457	22,985
Number of work-related accidents	201	24	225	235	33	268	207	40	247
Number of non-work-related accidents	1,684	493	2,177	1,676	433	2,109	1,655	446	2,101
Total cases [1]	20,586	7,935	28,521	18,789	7,074	25,863	18,390	6,943	**25,333**
Share of days lost due to illness (w/o work-related illness)	2.7%	4.0%	3.0%	2.5%	3.7%	2.8%	2.5%	3.5%	2.7%
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%	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	0.4%	0.3%	0.3%	0.4%	0.2%	0.3%	0.4%	0.3%	0.3%
Share of days lost total (S+A) in %	3.2%	4.3%	3.4%	3.0%	4.0%	3.2%	2.9%	3.8%	**3.1%**
Work-related deaths	–	–	–	–	–	–	–	–	**–**
FTE performance (net presence in FTE)	7,586	1,952	9,523	7,524	1,909	9,418	7,393	1,857	9,236
Total productive hours performed	15,815,226	4,576,840	20,392,066	15,541,468	4,414,900	19,956,367	15,357,676	4,293,527	**19,651,203**
Productive time per FTE in hours	1,398	1,455	1,410	1,386	1,430	1,395	1,368	1,402	1,376

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 78 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 future, Swisscom will be part of Swiss Solidarity's Rapid Response Network and, together with other companies, will provide immediate aid in the event of disasters.
⊟ See 'Our contributions to communities'

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 600 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 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. Data and AI ethics are 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 digital transformation in particular. In the year under review, key measures were implemented to strengthen ethical practice at Swisscom.
⊕ www.swisscom.ch/basicprinciples

Developments in the year under review

In the year under review, corporate ethics were broadly embedded, and data ethics were supplemented with an AI governance framework.

Ethics management
The Ethics Working Group (Ethics WG) discusses specific cases relating to corporate ethics using a systematic questionnaire. The Ethics WG is advised by an external expert from ethix. A white paper with guidelines and a questionnaire were developed as tools for assessing the cases. This allows systematic and comparable processing of individual cases. In the year under review, two cases were analysed and recommendations were made to the project teams. One case concerned the use of a sustainability label, the other was referring to the enforcement of the applicable attendance regulations by analysing the presence of employees in the office.

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. It is made up of four members from different areas of Swisscom and is chaired by the Chief Communication Officer, who is also responsible for ethics. Diversity is considered in the composition of the Board. In the reporting year, two meetings were held on the use of generative artificial intelligence in customer service. One meeting considered a use case, which had already been reviewed and recommended for revision in 2023. The updated scenario was approved by the Board. The second meeting discussed a framework for data processing in the customer service environment. This framework was rejected for revision. Furthermore, as part of the new AI governance, a questionnaire that deals with the principle of fairness in the Data Ethics Board along the six ethical principles was developed for high-risk AI systems.

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, all employees received e-learning training on the topic of trust and ethics.

In the second quarter, senior management were trained on the topic of trust and ethics through 'Trust Workshops' in connection with the implementation of the 'Innovators of Trust' vision. In addition, a Swisscom Switzerland-wide online ethics training

programme was rolled out in connection with compliance and the vision. The training programme is mandatory for all employees, including part-time and external staff. It is also used for new employees in the onboarding process.

Measurement
When measuring corporate ethics, the focus is on two key indicators: the degree of internal awareness and external perception. Internal awareness is measured by the proportion of internal employees who have completed ethics training, which was at 91% as of the end of 2024. The Group Executive Board has set a target of 100%. Monthly reputation measurement using the RepTrak survey tool shows the extent to which Swisscom's conduct is perceived externally as being ethical. We have 67.6 points for the governance aspect at the end of 2024 (previous year: 67.9 points). The Group Executive Board has set the target of achieving 70 points by 2025.
⊕ www.reptrak.com

Communication
Our ethical conduct deserves to be recognised. Internal communication takes place via the Ethics Intranet Hub, which was revised in the year under review. We publish guidelines and Group policies on ethical behaviour and compliance externally 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**
  This was updated slightly in the reporting year. It 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. In 2024, they were supplemented by a point on the responsible use of artificial intelligence.
  🌐 www.swisscom.ch/principlesofcommunication

- **Whistleblowing**
  Employees can anonymously report suspicious activity via a publicly accessible whistleblowing platform.
  🌐 www.swisscom.ch/en/about/whistleblower.html

Actor in public debates

We are committed to maintaining transparent and trusting relationships with politicians, public authorities and associations in all regions of Switzerland.

We also represent our interests through memberships in various Swiss associations and the European Telecommunications Network Operators' Association (ETNO). We participate in public hearings, events and play a constructive part in the political process. First and foremost, we provide information on infrastructure, security and IT issues, and on the necessary general 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 do not make any financial contributions to political parties.

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, cybersecurity 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. For example, in these matters:

- **Management measures in the event of a power shortage**
  Here, the industry used a proactively developed solution to ensure that specific industry rules apply to it in the event of power quotas. These are now being developed at regulation level.

- **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. The deadline for submissions ended on 16 February 2024. 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 consultation showed a major discrepancy between the position of the mobile communications industry, other consultation participants and the proposal by the Federal Council. Therefore, on 2 September 2024 a roundtable with representatives of the telecommunications and energy sectors took place. It was agreed to pursue matters on a technical level.

- **Award of mobile spectrum in 2027**
  The Swiss Confederation held a consultation on the award of the existing frequency range (licences from the auction in 2012) and new frequencies (6, 26 and 40 GHz). We have completed the relevant questionnaire on this. In July, the Federal Communications Commission provided information on what will happen next: a public tender of the existing frequencies is expected to open in 2026, and frequency bands will be awarded by means of an auction if there is a shortage of frequencies.

Political deliberations

In the context of political deliberations, the implementation of the identical motions by Caroni (Mo 20.3531) and Rieder (Mo 20.3532) 'Fair competition vis-à-vis state-owned enterprises', and the proposals by Grossen (Parl Iv 23.462, Mo 22.4563) 'Distortions of competition by state-owned enterprises' are of great importance and have gained momentum in the year under review.

We continue to follow the work to implement any measures in the context of the postulate 'Federal high-bandwidth strategy' (21.3461) and the still 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 or to other political institutions, and, in some cases, also within a broader alliance of providers and industry:

- **Greenwashing** with the introduction of a special offence in the Unfair Competition Act (UCA Art. 3 x)
- **Overview on the possible regulation of artificial intelligence** on the occasion of the 'Plateforme Tripartite' events
- **Protection of critical infrastructure from geopolitical interests** (Mo 22.3414 and Po 20.3984), where it is a matter of prohibiting certain manufacturers and providers of network components in Switzerland, as has already been decided in other countries.

The topic of ⊙ roaming repeatedly generates new proposals (Mo 23.3402 and Mo 23.4045). We support the topic in our political work.

Work to implement the 'Strengthening the public service' motion (20.4328) is still expected. The motion calls for adjustments to the political administration of federally related companies.

Open regulatory issues

The following business relating to Swisscom is currently being discussed in Parliament, is in preparation or pending:

- Following the announcement of our acquisition of Vodafone Italy, proposals were submitted that deal either with a privatisation or split-up of Swisscom (Mo 24.3358), or – alternatively – a parliament's right to have a say in foreign business activities of state-affiliated companies. The latter (Mo 24.3191) has already been rejected by the National Council. The Federal Council is also requesting that the proposal for privatisation/split-up should be rejected.
- The digital sovereignty issue is gaining weight in the political debate, not least because of a postulate (Po 22.4411), which calls for a corresponding strategy for Switzerland. Several proposals also call for the adoption of EU regulations or an adaptation of Swiss legislation in regard 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 in the near future.
- Beyond Parliament, the topic of mobile communication expansion is likely to remain part of the broader public political debate. Many building applications are still pending in the municipalities. Not least also due to a Federal Supreme Court decision in 2024, which leads to the fact, that the application of the correction factor for adaptive antennas must be subsequently authorised as part of an ordinary construction procedure. This leads to additional work for both Swisscom and the authorities, especially the municipalities, which assess the planning applications.
- The Federal Act on Electronic Identity Credentials and Other Electronic Credentials (e-ID Act) was passed in the Parliament in the reporting year. It sets the course for electronic identity (e-ID). We welcome a swift, clear regulation to guide our technical innovations.

Fair supply chains

Management approach

As a leading Swiss ICT company, we are committed to fair procurement and supply chains. The most important risks in the ICT sector's supply chains include not only environmental impacts but also human rights issues. Respecting and protecting these rights in accordance with the relevant ILO, OECD and SA 8000 standards is a key element of our sustainability strategy and corporate responsibility. Our guidelines on children and human rights are published on our website.

⊕ www.swisscom.ch/humanrights

Risks to workers and communities can arise throughout the supply and value chains of the products and services Swisscom provides. These risks can materialise in the area of employee health and safety, as well as human rights challenges such as child labour, forced labour and unsafe working conditions in the mining of metals and minerals essential for electronic components.

Our efforts to ensure fair and sustainable supply chains are risk-based and prioritise the following topics:
- Prohibition of child and forced labour
- Protection of the rights to health, safety, collective bargaining and freedom of association
- Setting reasonable limits on working hours
- Ensuring fair remuneration

These risks are often hidden in the lower levels of our value chain, in which we have 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 all purchasing transactions with elevated risks (around 30%) and procurements with our top 100 suppliers. In 2024, we have rolled out our new ESG Supplier Code of Conduct to 86/117 of our high-risk suppliers, covering 83% of our total spend.

Our risk assessment is based on a global corporate responsibility standard and is integrated into our 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

We have taken the following 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 us. In 2024, Swisscom updated its ESG Contract Annex. Currently, 83% of our spend falls under those requirements and we work to further expand this coverage.

- **Risk and impact analysis**
  Transparency is the key to fair supply chains. We use UNICEF's 'Children's Rights in the Workplace Index' via our Supply Chain Risk 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.

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

	Total score	Environment	Labour & human rights	Ethics	Sustainable procurement
Swisscom portfolio (222)	64.7	68.5	65.6	62.6	59.1
All Telco companies rated on the EcoVadis platform (756)	52.7	53.2	55.0	51.9	44.3
All companies rated on the EcoVadis platform (150,000)	47.4	47.8	50.3	44.7	38.8

		Average improvement in points compared with the initial assessment			
	New ratings[1,2]	Total score	Environment	Labour & human rights	Ethics	Sustainable procurement
Swisscom portfolio	95%	17.0	20.2	16.6	15.3	18.9
All Telco companies rated on the EcoVadis platform	88%	19.7	21.3	20.3	15.9	23.0
All companies rated on the EcoVadis platform	40%	4.9	5.5	5.2	4.0	3.1

1   95% 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%.
2   Base year 2019
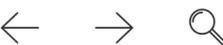
ESG risk management along the supply chain (SCRM360°)
Use of a wide range of tools to identify and mitigate risks at an early stage

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 — **99%**

Validated self-assessments with **sustainability ratings** for implementing social and environmental standards — **61%**

Joint Alliance for CSR: On-site audits in risk commodity groups in association with 26 international telecoms providers — 5 audits initiated by Swisscom in 2024, total of 139 in the network

CO_2 **transparency** (CDP) and **ambitious climate targets** as a requirement for our preferred and strategic partners — **58%**

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**

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 'Protection of children and children's right'

⊡ See 'Risk management system'

We are 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 7.4 points, we are significantly above the industry average (5.2 points).

⊕ www.globalchildforum.org

This year, we also started co-chairing the 👁 JAC Initiative's 'Supply Chain Due Diligence' working group, which is developing a collective approach to combating child labour in the 👁 ICT sector.

Raw materials, conflict minerals and metals

We do 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 the enormous complexity involved. We recognise our responsibility in this regard and take the following measures:

We require our suppliers to make the origin of their raw materials traceable, report suspected cases of human rights violations to us and take effective measures to end and remedy these incidents. This obligation is set out 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.

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.

Whistleblowing

Our whistleblowing channel is based on the UN Guiding Principles on Business and Human Rights (UNGP No. 29). The channel guarantees anonymous, transparent and legally compliant whistleblowing 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 whistleblowers. The channel is a valuable learning resource when it comes to guaranteeing our duty of care. In the 2024 financial year, we received no reports via this channel. To further strengthen the visibility of the channel we plan to introduce a sector wide channel on JAC level.

⊕ www.bkms-system.ch/speakuptoswisscom

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 turns out and it's proven 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 subcontractors 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 industry-level audits.

- Health and safety: emergency exits, emergency lights and the handling and storage of hazardous substances
- Rights of employees and dealing with them: freedom of association, discrimination, disciplinary measures
- 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: checking the minimum age and hazardous work, night shifts
- Forced labour: lack of employment contracts
- Business ethics: conflict minerals, data security, anti-competitive practices, corruption and bribery

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, 139 audits were carried out in the JAC network; in the previous year, 149 were carried out. A total of 622 (previous year: 883) vulnerabilities were uncovered, of which 163 were corrected through mitigation measures.

JAC audits since 2010

Number of audits performed, total	**1,109**[1]
Countries	**55**
Total number of employees recorded	**>2.1 m**
Number of identified deviations	**6,988**
Number of pending deviations	**675**[2]

1 Of which 84% in Asia.
2 Of which 536 from 2024, 139 from 2021–2023.

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 subcontractors as part of our Supplier Development Programme (SDP). This two-year programme aims to improve environmental and working conditions along the supply chain. The programme fosters cultural change within the partner companies, enabling them to establish best practice procedures with their suppliers and achieve disseminator effects in their own supply chain. Following an initial CSR assessment, we support and assist suppliers with the concrete implementation of an action plan.

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 two sub-suppliers of components for our new TV-Box.

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 (english n/a)

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 our 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. They can now also request automated information about how we process 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 requirements, a particular focus is put on guaranteeing data security. To ensure the best possible protection for customers, partners, employees and the company, we rely on state-of-the-art and secure infrastructure in addition to highly qualified security experts.

The three pillars of prevention, detection and response form the basis of our security policy. In view of the continuing increase in 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 sensitive 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 the last six months of 2024, the average monthly figures were

409,688,485
blocked attempted attacks on Swisscom infrastructure

761
private customers contacted about hacked customer accounts
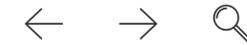
421
phishing attacks detected and avoided

789
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 2024. A list of Group companies, comprising all the subsidiaries, associates and joint ventures, is provided in the Notes to the consolidated financial statements 2024.
🌐 www.swisscom.ch/annual-report2024

Personnel information system
The following Swiss subsidiaries were not included in the central personnel information system in the year under review 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 Solu-

tions 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: 89%).

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.

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).
⊟ See also 'Material issues'

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.

ASSURANCE

SGS assurance of Swisscom Ltd. GRI Sustainability Impact Report (SIR) 2024

SCOPE

SGS was commissioned by Swisscom to conduct an independent assurance of the GRI-based disclosure on sustainability in 2024. Our limited assurance scope included the GRI disclosure obligations and figures in accordance with the GRI Index included in the sustainability impact report. The scope of the assurance, based on the SGS Sustainability Report Assurance methodology, included all texts and 2024 data in accompanying tables contained in the Sustainability Impact Report 2024 and referenced information in the Annual Report 2024 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 Report 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.

STATEMENT OF INDEPENDENCE AND COMPETENCE

The SGS Group of companies is the world leader in inspection, testing and verification, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social and ethical auditing and training; environmental, social and sustainability report assurance. SGS affirm our independence from Swisscom, being free from bias and conflicts of interest with the organisation, its subsidiaries and stakeholders. The assurance team was assembled based on their 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 and the guidance on levels of assurance contained within the standard ISAE3000.

SGS has also certified the environmental management systems of Swisscom 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 14064-3 and GHG Protocol. 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.

ASSURANCE 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 2024. The implementation of the GRI-relevant instructions was carried out at those parties involved, where Swisscom regarded them to be significant or feasible.

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 Zurich

Andreas Stäubli, Lead Auditor

Jan Meemken, Sub Regional Manager D-A-CH

Zurich, 30.01.2025

www.SGS.COM

GP5008 Issue 1

**Greenhouse Gas Verification Statement Number
CCP.ISO1406401(1500615)2025/02/05**

The inventory of Greenhouse Gas emissions in the period
01/01/2024 – 31/12/2024 for
Swisscom AG

Alte Tiefenaustrasse 6, CH-3050 Bern

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

WRI/WBCSD GHG Protocol – A Corporate Accounting and Reporting Standard

To represent a total amount of:
53'924 t CO_2 equivalent
(Scope 1+2; gross location-based scope 2 emissions)
10'927 t CO_2 equivalent
(Scope 1+2; gross market-based scope 2 emissions)
320'866 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: Abdullah Buhidma

Authorised by:

Pamela Chadwick
Business Manager
SGS United Kingdom Ltd

Verification Statement Date 5 February 2025

This Statement is not valid without the full verification scope, objectives, criteria and conclusion available
on pages 2 to 4 of this Statement.

Schedule Accompanying Greenhouse Gas Verification Statement Number CCP.ISO1406401(1500615)2025/02/05

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 01/01/2024 – 31/12/2024.

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 2024 to January 2025.

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 21/01/2025.

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 "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 WRI/WBCSD GHG Protocol.

- *The organizational boundary was established following the operational control approach.*
- *Title or description of activities: Network and transmission infrastructure for telecommunication operation, data centre and administration*
- *Location/boundary of the activities: Switzerland*
- *Physical infrastructure, activities, technologies and processes of the organization: Network and transmission infrastructure for telecommunication operation, data centre and administration.*
- *GHG sources, sinks and/or reservoirs included:*
  Scope 1 - stationary combustion, mobile combustion, fugitive emissions.
  Scope 2 – purchased electricity and district heat;
  Scope 3 – purchased goods and services, capital goods, fuel & energy related activities not included in scope 1 or scope 2, , upstream

transportation and distribution, waste generated in operations, business travel, employee commuting, upstream leased assets, 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: 01/01/2024 – 31/12/2024*
- *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 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 and 10% for Scope 3, based on the needs of the intended user of the GHG Assertion

Conclusion
Swisscom provided the GHG assertion based on the requirements WRI/WBCSD GHG Protocol – A Corporate Accounting and Reporting Standard . The GHG information for the period 01/01/2024 – 31/12/2024 disclosing Scope 1 and scope 2 emissions of 53'924 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 320'866 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 01/01/2024 to 31/12/2024, and in addition to scope 1 and scope 2 emissions of 53'924 metric tonnes CO_2 equivalent (including scope 2 location-based emissions), is a disclosure of emissions of 10'927 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. Quality criteria of WRI/WBCSD GHG Protocol for market-based instruments are fulfilled for electricity, but not fully complied for district heat.

Included in the GHG assertion for the period 01/01/2024 to 31/12/2024 is the climate contributing claim of purchase of Verified Emission Reduction Certificates (VER) amounting to 219'779 metric tons of CO_2e.

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.
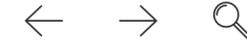
SGS concludes with reasonable assurance for Scope 1 and Scope 2 emissions that the presented CO_2 equivalent assertion is materially correct and is a fair representation of the CO_2 equivalent data and information and is prepared following the requirements of WRI/WBCSD GHG Protocol

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 01/01/2024 – 31/12/2024 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 2024 to 31 December 2024.

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 details

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 organisation'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	●	01.01.2024–31.12.2024 Annually
2-3 b	Reporting period for financial reporting	●	01.01.2024–31.12.2024 Annually
2-3 c	Publication date of the report or reported information	●	13.02.2025
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 2024
2-4 a	Explanation of the reasons and effects	✕	No 'restatements' in 2024

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 2024
2-6 b	Value chain (including activities, products, services and markets served; supply chain; entities downstream from the organisation; 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 2024

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 changes in 2024
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
			SIR: A short preview on our sustainability strategy 2030
2-23	Policy commitments	●	AR: Report on non-financial matters chapter
			SIR: Responsible business activities
			SIR: Fair supply chains
			SIR: Corporate ethics
2-24	Embedding policy commitments	●	SIR: Responsible business activities
			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
			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	●	AR: 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 2024

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
205-1	Operations assessed for risks related to corruption	●	All business activities are monitored within the scope of the CMS by means of control processes and an IT system.
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. 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
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 organisation	●	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	✕	No water discharge
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 3.9 days = 31.2 hours per year and per employee
404-2	Programmes for upgrading employee skills and transition assistance programmes	●	SIR: Employer attractiveness
404-3	Percentage of employees receiving regular performance and career envelopment reviews	●	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: Equal pay 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 confirmed cases of discrimination in 2024. |

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 programmes	×	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 2024. 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 Labelling

417-1	Requirements for product and service information and labelling	◑	Not relevant for Switzerland, except with respect to Ordinance on the Disclosure of Prices. In addition, circular economy is promoted for example with recycling and repair of mobile phones.
417-2	Incidents of non-compliance concerning product and service information and labelling	●	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 In the year under review , Swisscom distanced itelf from the term 'climate neutral' due to developments in the handling of green claims in Europe and Switzerland

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 four cases a well-founded complaint was made concerning breaches of customer privacy. There was no relation to cases of the preceding years.

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 behavioural advertising and customer privacy	AR: Report on non-financial matters (Data protection and data security) SIR: Conduct (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: Conduct (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 2024 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: Conduct (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: Conduct (Data protection and data security)

Product End-of-life Management		
TC-TL-440a.1.	(1) Materials recovered through take-back programmes, percentage of recovered materials that were (2) reused, (3) recycled, and (4) landfilled	SIR: Environment (Circular economy)
Competitive Behaviour & Open Internet		
TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behaviour 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 2024 financial year and therefore comprises the period from 1 January 2024 to 31 December 2024. Figures from previous years are provided for information purposes. Our greenhouse gas inventory is in accordance with the following standards:

Greenhouse Gas Protocol: GHG Protocol Corporate Accounting and Reporting Standard)
• GHG Protocol Scope 2 Guidance
• GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard
• GHG Protocol Technical Guidance for Calculating Scope 3 Emissions (Supplement to the GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard)

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

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

The following standard provides guidance for our greenhouse gas inventory and its verification:

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

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 (stake > 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 emissions from downstream leased assets (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. Furthermore, Scope 3, Categories 10 (processing of sold products) and 14 (franchises) are not relevant, as we do not manufacture any products or have any franchises. Scope 1 and Scope 2 are determined by the infrastructure we operate in Switzerland that consume energy and emit CO_2, as well as by our activities 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	< 6%	●
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 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 years that have been published and verified.

Changes to the calculation of emissions
In the past reporting year 2023, adjustments to the calculation of emissions that resulted in a change in greenhouse gas emissions by more than 5% led to a recalculation of the emissions up to and including the 2018 reporting year. The main adjustments can be found in last year's report.
⊕ www.swisscom.ch/sir2023

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 132 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 (like in the case of 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. IPCC Sixth Assessment Report. 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.

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.

Emission factors
Emission factors for Scope 1 emissions:
Since 2015, we have used the emission factors of the ecoinvent life cycle inventory database (version 3.10 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_2eq. (IPCC Sixth Assessment Report, 2021).

Emission factors for Scope 2 emissions:
The emission factor for the consumer electricity mix was calculated by external experts (treeze ltd) based on existing studies (Frischknecht et al (2020); KBOB, ecobau and IPB (2023) and Krebs L. and Frischknecht R. (2020)) in 2024. It represents the electricity supplied to Swiss end customers. It corresponds to the standard Swiss electricity mix, which is to be used in life cycle assessments in accordance with the accounting rules of KBOB if the specific electricity product is not known or an average 👁 **electricity mix** is to be used. It is determined based on domestic production and commercial trade (see also Frischknecht et al. 2020; Krebs & Frischknecht 2020). Firstly, the amount of electricity produced domestically and available to domestic consumers is determined for each hour of the year by subtracting the commercial export volume from the production volume. The domestic production mix for the same hour is then allocated to this electricity volume. The commercial imports from the neighbouring countries Germany, France, Italy and Austria are modelled with the respective national hourly production mixes of these countries and added to the domestic production remaining in Switzerland. The data on electricity production, pumped storage pump consumption and electricity trading are taken from the ENTSO-E transparency platform. The data used on electricity consumption in Switzerland in 2022 were published by Swissgrid.

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 3.10.

- **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.

Greenhouse gas balance, categorized by ISO 14064

In tonnes CO_2 eq.	GHG Category	2023	2024
Category 1: direct GHG emissions and direct GHG removal			
	Scope 1	12,467	10,927
Category 2: indirect GHG emissions from imported energy			
	Scope 2[1]	48,342	42,997
	Scope 3, Cat. 3	11,135	11,046
Category 3: indirect GHG emissions from transport			
	Scope 3, Cat. 4	11,914	6,757
	Scope 3, Cat. 6	2,888	3,170
	Scope 3, Cat. 7	4,826	4,654
Category 4: indirect GHG emissions from goods used by the organisation			
	Scope 3, Cat. 1	224,419	240,044
	Scope 3, Cat. 2	3,327	3,283
	Scope 3, Cat. 5	1,838	2,314
	Scope 3, Cat. 8	10,206	10,377
Category 5: indirect GHG emissions associated with the use of the organisation's products			
	Scope 3, Cat. 11	4,681	35,263
	Scope 3, Cat. 12	102	94
	Scope 3, Cat. 15	2,809	3,865
Category 6: indirect GHG emissions from other sources			

1   Location-based approach.

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 3.10 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
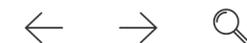
Detailed list of Scope 1 emissions

In tonnes of CO_2, CH_4 or N_2O	CO_2	CH_4	N_2O
Vehicle fuel consumption, petrol	1,080.0	0.09	0.04
Vehicle fuel consumption, diesel	5,317.1	0.06	0.08
Heating oil consumption (emergency power systems)	566.3	–	0.01
Heating energy consumption, heating oil	3,031.3	0.01	0.03
Heating energy consumption, natural gas	820.7	0.03	0.01
Emissions from refrigerants	–	–	–[1]
Emissions from biomass	–	0.01	0.00[2]
Total Scope 1 emissions	**10,815.5**	**0.19**	**0.17**

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.
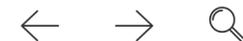
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Further reports
Annual Report 2024:
www.swisscom.ch/en/about/investors/reports.html

Sustainability Impact Report 2023:
www.swisscom.ch/en/about/investors/reports.html
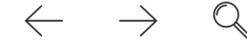
Regulations and guidelines
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- **Swiss Federal Act** of 13 June 2021 on the Reduction of CO_2 Emissions (CO_2 Act); https://t1p.de/CO2act
- **Swiss Ordinance** of 30 November 2012 on the Reduction of CO_2 Emissions; SR 641.711; https://t1p.de/CO2ordinance
- **Swiss Federal Energy Act** of 30 September 2016 (EnG); SR 730.0; german only: https://t1p.de/Energiegesetz
- **Guideline:** Target agreements with the Swiss Confederation to boost energy efficiency, Bern, 30 June 2018; german only: https://t1p.de/Energieeffizienz

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- **ecoinvent eco-balance database: Version 2.2 (2010) and Version 3.10.** www.ecoinvent.org
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- **Swisscom's supply chain greenhouse gas emissions 2021 (Scope 3):** Methodology report (11 January 2023). Joséphine Zumwald & Livia Ramseier/EBP AG
- **Methodology report on avoided emissions:** www.swisscom.ch/avoided-emissions-methodology

Other references
- **Carbon Disclosure Project (CDP):** www.cdp.net
- **Information on the topic of target agreements to boost energy efficiency and reduce CO_2 emissions:** https://t1p.de/ZVEnergie
- **EnAW(Energy Agency for Industry):** www.enaw.ch
- **EEC (Exemplary Energy and Climate):** https://t1p.de/EEC_
- **SBTi (Science Based Targets initiative):** https://sciencebasedtargets.org/
- **Energy Strategy 2050 of the Swiss federal government:** https://t1p.de/energystrategy
- **Climate change in Switzerland:** https://t1p.de/climateeffects
- **TCFD:** Recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) of the Financial Stability Board (FSB); www.fsb-tcfd.org/
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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.

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.

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.

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 and 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.

Beyond Value Chain Mitigation: BVCM refers to mitigation activities that reduce the impact of climate change outside (beyond) of a company's value chain. This includes, for example, financing climate and nature projects that avoid GHG emissions from entering the atmosphere or actively remove GHGs from the atmosphere.

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.

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.

EEC: 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.

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.

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

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.

Greenhouse gas (GHG): Greenhouse gases, also referred to as 'climate gases', such as CO_2, methane, sulphur hexafluoride, N_2O and F-gases, refer to those gases that cause the 'greenhouse effect' by reflecting the sun's rays within the atmosphere.

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.

Location-based or market-based: The location-based method models emissions from the electricity consumption based on the Swiss power grid's average emission intensity (before offsetting trough RECs). The market-based method models the emissions from the electricity purchased e.g. through energy attribute certificates like renewable energy certificates RECs (after offsetting trough RECs).

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.

ONIR: The Swiss Ordinance on Protection against Non-Ionising Radiation (ONIR) 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.

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.

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.

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.

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

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)**.
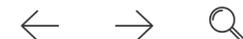
Legal disclosure

Key dates

- **13 February 2025**
  Publication of 2024 Annual Results and Annual Report

- **26 March 2025**
  General Meeting

- **28 March 2025**
  Ex dividend date

- **1 April 2025**
  Dividend payment date

- **8 May 2025**
  2025 First-Quarter Results

- **7 August 2025**
  2025 Second-Quarter Results

- **6 November 2025**
  2025 Third-Quarter Results

- **12 February 2026**
  Publication of 2025 Annual Results and Annual Report

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