

GRI Index

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

Indicators	Status	Reference MC = Management Commentary, SR = Sustainability Report, CG = Corporate Governance, RR = Remuneration Report, FS = Financial Statements or Website Swisscom
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1 Strategy and Analysis		
G4-1	Explanation from the most senior decision maker	<input checked="" type="checkbox"/> MC P. 35 Shareholders' letter; MC P. 46 Company profile; MC P. 28 Corporate strategy and objectives; SR P. 3 Stakeholders' Letter; SR P. 11 Strategic priorities and objectives; SR P. 16 Corporate Responsibility – governance and implementation
G4-2	Key implications, risks and opportunities	<input checked="" type="checkbox"/> MC P. 33 General conditions; MC P. 28 Corporate strategy and objective; MC P. 90 Risks (Concern); SR P. 5 Value chain and main aspects of Corporate Responsibility; SR P. 11 Corporate Responsibility strategy; SR P. 61 Main risk factors in the supply chain
2 Organisational Profile		
G4-3	Name of organisation	<input checked="" type="checkbox"/> FS P. 145 Notes to the consolidated financial statements 1 General information
G4-4	Brands, products and services	<input checked="" type="checkbox"/> MC P. 47 Swisscom brand; SR P. 37 Work and life
G4-5	Head office of the organisation	<input checked="" type="checkbox"/> See G4-3
G4-6	Countries of business	<input checked="" type="checkbox"/> MC P. 24 Group structure and organisation; FS P. 210 40 List of Group companies
G4-7	Ownership structure	<input checked="" type="checkbox"/> CG P. 99 2 Group structure and shareholders; FS P. 145 Notes to the consolidated financial statements 1 General information
G4-8	Markets	<input checked="" type="checkbox"/> MC P. 40 Market trends in telecoms and IT services
G4-9	Size of organisation	<input checked="" type="checkbox"/> MC P. 14 KPIs of Swisscom Group; MC P. 18 Business Overview; MC P. 64 Financial review; CG P. 99 2 Group structure and shareholders
G4-10	Workforce in numbers	<input checked="" type="checkbox"/> SR P. 53 Employees in figures
G4-11	Percentage of total employees with CEA	<input checked="" type="checkbox"/> SR P. 53 Employees in figures
G4-12	Description of the supply chain	<input checked="" type="checkbox"/> SR P. 5 Value chain and main aspects of Corporate Responsibility; SR P. 56 Fair supply chain
G4-13	Changes in size, structure or ownership	<input checked="" type="checkbox"/> MC P. 24 Group structure and organisation
G4-14	Precautionary principle	<input checked="" type="checkbox"/> SR P. 18 Precautionary principle; SR P. 38 Certification of the quality assurance system for compliance with ONIR limits; SR P. 46 Employee training in general and in the area of corporate responsibility
G4-15	Supporting charters, principles	<input checked="" type="checkbox"/> SR P. 10 Mission statement; SR P. 64 Memberships and partnerships
G4-16	Memberships of associations	<input checked="" type="checkbox"/> See G4-15
3 Identified Material Aspects and Boundaries		
G4-17	Organisational structure	<input checked="" type="checkbox"/> MC P. 24 Group structure and organisation; FS P. 210 40 List of Group companies
G4-18	Procedure for determining the content of the report	<input checked="" type="checkbox"/> See G4-24
G4-19	Aspects for defining report content	<input checked="" type="checkbox"/> SR P. 8 Material issues
G4-20	Report boundary within the organization	<input checked="" type="checkbox"/> MC P. 24 Group structure and organisation (Scope of sustainability report); SR P. 70 Scope of the report
G4-21	Report boundary outside the organization	<input checked="" type="checkbox"/> SR P. 70 Scope of the report
G4-22	New presentation of information	<input checked="" type="checkbox"/> No new presentation from old reports.
G4-23	Changes in the scope, report boundaries or measurement methods used	<input checked="" type="checkbox"/> See G4-20, G4-21
4 Stakeholder Engagement		
G4-24	Stakeholder groups	<input checked="" type="checkbox"/> SR P. 6 Dialogue with stakeholder groups and strategic priorities
G4-25	Selecting the stakeholder groups	<input checked="" type="checkbox"/> See G4-24
G4-26	Involvement of stakeholder groups	<input checked="" type="checkbox"/> SR P. 6 Stakeholder involvement; See G4-18, G4-24
G4-27	Stakeholder questions and concerns	<input checked="" type="checkbox"/> See G4-18, G4-24

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5 Report Profile

G4-28	Reporting period	☑	01.01.2015–31.12.2015
G4-29	Publication of the last report	☑	www.swisscom.ch/report2014
G4-30	Reporting cycle	☑	Yearly
G4-31	Contact partner	☑	FS P. 237 Publishing details
G4-32	GRI Content Index and the chosen option	☑	It is structured in line with the Comprehensive option under GRI.
G4-33	Confirmation by external third party	☑	SR P. 76 SGS certification

6 Governance

G4-34	Management structure of the organisation	☑	MC P. 24 Group structure and organisation; SR P. 18 Corporate responsibility governance and implementation; CG P. 103 4 Board of Directors; CG P. 102 4.4 Internal organisation; CG P. 104 4.6 Assignment of powers of authority; CG P. 107 5 Group Executive Board
G4-35	Process for delegating authority	☑	See G4-34
G4-36	Responsibility for sustainability topics	☑	See G4-34
G4-37	Report processes for consultation between stakeholders and the highest governance body	☑	CG P. 112 7.3 Convocation of the Annual General Meeting; CG P. 112 7.4 Agenda items; Link: http://www.swisscom.ch/en/about/investors/contact.html ; See also under the link: www.sherpany.ch for registered shareholder's from Swisscom
G4-38	Composition of the highest governance body	☑	CG P. 103 4 Board of Directors; CG P. 113 5 Group Executive Board
G4-39	Chair of the highest governance body	☑	CG P. 103 4 Board of Directors; CG P. 113 5 Group Executive Board
G4-40	Nomination and selection processes for the highest governance body	☑	CG P. 107 4.3 Election and term of office; CG P. 108 4.5 Committees of the Board of Directors: Nomination Committee
G4-41	Mechanisms for avoiding conflicts of interest	☑	Link: www.swisscom.ch/basicprinciples – Organisational Regulations; CG P. 111 4.7 Information instruments of the Board of Directors vis-à-vis the Group Executive Board
G4-42	Highest governance body's and senior executives' roles	☑	Link: www.swisscom.ch/basicprinciples – Organisational Regulations; See G4-34
G4-43	Development and enhancements of collective knowledge of the highest governance body in sustainability topics	☑	CG P. 107 4.4 Internal organisation
G4-44	Procedure for evaluating the sustainability performance of the most senior management body	☑	See G4-45, G4-47; Group Executive Board members were nominated as internal sponsors for the strategic priorities of the CR strategy; SR P. 16 Corporate Responsibility – governance and implementation
G4-45	Procedure of the most senior management body for monitoring sustainability performance	☑	See G4-34, G4-38; SR P. 16 Corporate Responsibility – governance and implementation; CG P. 111 4.8 Controlling instruments of the Board of Directors vis-à-vis the Group Executive Board
G4-46	Reviewing the effectiveness of the organization's risk management processes	☑	CG P. 111 4.8 Controlling instruments of the Board of Directors vis-à-vis the Group Executive Board; CG P. 111 4.8.1 Risk Management; CG P. 111 4.8.4 Internal audit
G4-47	Frequency of the examination of risks and opportunities	☑	CG P. 111 4.7 Information instruments of the Board of Directors vis-à-vis the Group Executive Board: annual; CG P. 111 4.8.1 Risk Management: quarterly at the Audit Committee; CG P. 111 4.8.2 Financial reporting internal control system (ICS): quarterly at the Audit Committee; CG P. 112 4.8.3 Compliance management: quarterly at the Audit Committee; CG P. 112 4.8.4 Internal audit: quarterly at the Audit Committee In urgent cases: contemporary
G4-48	Validation of the report from the highest governance body	☑	The Audit Committee from the Board of Directors is validating the report in two steps before the publication: An independent proxy is validating the Remuneration Report; The report is released by the Board of Directors; See G4-34
G4-49	Communication of critical concerns	☑	CG P. 111 4.7 Information instruments of the Board of Directors vis-à-vis the Group Executive Board: The Chairman of the Audit Committee is informed in real time in urgent cases on new essential risks.
G4-50	Total number of critical concerns	☒	As a basic principle of the Whistleblowing anonymity is guaranteed, for this reason, Swisscom communicates neither the number nor other details about concerns.

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G4-51	Remuneration policies for the highest governance body	☑ RR P. 128 4 Remuneration paid to the Group Executive Board
G4-52	Determining remuneration	☑ RR P. 128 4 Remuneration paid to the Group Executive Board
G4-53	Stakeholders' views	☑ SR P. 6 Dialogue with stakeholder groups and strategic priorities; CG P. 118 7.3 Convocation of the Annual General Meeting; CG P. 119 7.4 Agenda items; Protocol
G4-54	Ratio of the highest-paid to the median annual total compensation	☑ SR P. 53 Employees in figures
G4-55	Ratio of percentage increase of the highest-paid to the increase median annual total compensation	☑ SR P. 53 Employees in figures

7 Ethics and Integrity

G4-56	Principles, standards and norms of behavior	☑ Link: www.swisscom.ch/basicprinciples – Code of Conduct ; SR P. 10 Mission statement; CG P. 112 4.8.3 Compliance management; SPAG: http://www.public-affairs.ch/de/standeskommission/standesregeln Codex from Lissabon: http://www.prsuisse.ch/sites/all/files/Kodex_von_Lissabon_Verhaltensno1863.pdf
G4-57	Advice on ethical and lawful behavior	☑ SR P. 18 Compliance management; CG P. 112 4.8.3 Compliance management; CG P. 112 4.8.4 Internal audit
G4-58	Reporting concerns about unethical or unlawful behavior	☑ See G4-57

Generic Disclosures on Management Approach

G4-DMA	Generic Disclosures on Management Approach	☑ SR P. 18 Management approaches
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Economic Performance Indicators

	Management approach and objectives	☑ MC P. 28 Corporate strategy and objectives; MC P. 85 Financial Outlook
G4-EC1	Directly generated and distributed economic value	☑ MC P. 83 Statement of added value
G4-EC2	Financial consequences of climate change	☑ MC P. 93 Risks: risk factors: Environment and health; Siehe G4-EN5, G4-EN6, G4-EN7, G4-EN18 und G4-EN26; Link: www.cdproject.net/en-US
G4-EC3	Scope of company's benefits plan	☑ FS P. 167 10 Post-employment benefits; SR P. 52 Pension fund: comPlan; See LA3
G4-EC4	Significant financial contributions from the government	∅ From a Group standpoint there were no matters in 2015 requiring disclosure in accordance with IAS 20 and no government grants at all.
G4-EC5	Entry-level salaries in relation to local minimum wage	☑ MC P. 57 Employee remuneration; SR P. 53 Employees in figures
G4-EC6	Location-based choice of staff	∅ There is no location-based staff selection.
G4-EC7	Investment in infrastructure and services for the good of the community	☑ MC P. 35 Telecommunications Act (TCA); SR P. 64 Basic service provision; SR P. 43 "Internet for Schools" initiative
G4-EC8	Indirect economic effects	☑ MC P. 35 Telecommunications Enterprise Act (TEA) and relationship with the Swiss Confederation; SR P. 62 Networked Switzerland
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	☑ There is a location-based supplier selection for the location Switzerland.

Ecological Performance Indicators

	Management approach and objectives	☑ SR P. 21 Environment, objectives and management approach
G4-EN1	Materials used	☑ SR P. 34 Environmental performance indicators in Switzerland; SR P. 31 Other environmental aspects in the company; Cables, optical fibres and wooden poles
G4-EN2	Recycling material	☑ SR P. 34 Environmental performance indicators in Switzerland; SR P. 31 Other environmental aspects in the company; Cables, optical fibres and wooden poles
G4-EN3	Internal energy consumption	☑ SR P. 26 Consumption of electricity (green electricity, networks, data centres and buildings); SR P. 24 Efficiency measures when using fossil fuels to generate heat and reduce CO ₂ emissions; SR P. 24 Efficiency measures in fuel consumption, mobility and CO ₂ reduction; SR P. 34 Environmental performance indicators in Switzerland Separate climate report Swisscom, 2015, available online at the link: www.swisscom.ch/climatereport2015
G4-EN4	External energy consumption	☑ SR P. 27 CO ₂ savings by customers thanks to sustainable ICT services separate climate report Swisscom 2015, § 2.2 Energy consumption by customers Scope 3 cat. 11 (use of the products) online under: www.swisscom.ch/climatereport2015
G4-EN5	Energy intensity	☑ SR P. 21 Energy efficiency and climate protection (Target 2:1); SR P. 14 The most important indicators for the achievement of Swisscom's CR targets

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G4-EN6 Energy saving	<input checked="" type="checkbox"/>	SR P. 22 Energy efficiency: energy consumption and savings; SR P. 34 Environmental performance indicators in Switzerland
G4-EN7 Initiatives for reducing indirect energy consumption	<input checked="" type="checkbox"/>	SR P. 27 CO ₂ savings by customers thanks to sustainable ICT services; SR P. 26 Energy savings for customers thanks to improved devices; SR P. 34 Environmental performance indicators in Switzerland
G4-EN8 Total water withdrawal	∅	SR P. 34 Environmental performance indicators in Switzerland; SR P. 31 Other environmental aspects in the company: water
G4-EN9 Impact of water consumption	∅	Not relevant, as water is only used for sanitary purposes.
G4-EN10 Recycled water	<input checked="" type="checkbox"/>	Household water only.
G4-EN11 Property in or on the edge of protected areas	<input checked="" type="checkbox"/>	SR P. 32 Other environmental aspects in the company: Soil and biodiversity
G4-EN12 Effects on biodiversity	<input checked="" type="checkbox"/>	SR P. 32 Other environmental aspects in the company: Soil and biodiversity
G4-EN13 Protected or recreated natural habitats	<input checked="" type="checkbox"/>	SR P. 32 Other environmental aspects in the company: Soil and biodiversity
G4-EN14 Endangered species	<input checked="" type="checkbox"/>	Not collected as not relevant.
G4-EN15 Direct Greenhouse gas (GHG) emissions (Scope 1)	<input checked="" type="checkbox"/>	SR P. 22 Energy efficiency: energy consumption and savings; SR P. 34 Environmental performance indicators in Switzerland; separate climate report Swisscom 2015, available online at the link: www.swisscom.ch/climatereport2015
G4-EN16 Energy indirect greenhouse gas (GHG) emissions (Scope 2)	<input checked="" type="checkbox"/>	SR P. 22 Energy efficiency: energy consumption and savings; SR P. 34 Environmental performance indicators in Switzerland; separate climate report Swisscom 2015, available online at the link: www.swisscom.ch/climatereport2015
G4-EN17 Other indirect greenhouse gas (GHG) emissions (Scope 3)	<input checked="" type="checkbox"/>	SR P. 22 Energy efficiency: energy consumption and savings; SR P. 34 Environmental performance indicators in Switzerland; separate climate report Swisscom 2015, available online at the link: www.swisscom.ch/climatereport2015
G4-EN18 Greenhouse gas (GHG) emissions intensity	<input checked="" type="checkbox"/>	SR P. 13 The most important indicators for the achievement of Swisscom's CR targets; separate climate report Swisscom 2015, available online at the link: www.swisscom.ch/climatereport2015
G4-EN19 Reduction of greenhouse gas (GHG) emissions	<input checked="" type="checkbox"/>	SR P. 27 CO ₂ savings by customers thanks to sustainable ICT services; SR P. 26 Energy savings for customers thanks to improved devices; SR P. 34 Environmental performance indicators in Switzerland separate climate report Swisscom 2015, available online at the link: www.swisscom.ch/climatereport2015
G4-EN20 Emissions of ozone-reducing substances	<input checked="" type="checkbox"/>	SR P. 31 Cooling systems and cooling agents
G4-EN21 NO _x , SO ₂ and other air emissions	<input checked="" type="checkbox"/>	SR P. 34 Environmental performance indicators in Switzerland
G4-EN22 Waste water discharge	<input checked="" type="checkbox"/>	Water is only used for sanitary purposes.
G4-EN23 Waste by type and method of disposal	<input checked="" type="checkbox"/>	SR P. 34 Environmental performance indicators in Switzerland; SR P. 32 Other environmental aspects in the company; Waste and recycling
G4-EN24 Significant releases	<input checked="" type="checkbox"/>	No significant releases known.
G4-EN25 Dangerous waste according to the Basel Convention	∅	Not relevant. Swisscom did not transport in 2015 waste classified under the Basle Convention.
G4-EN26 Impact of waste water on biodiversity	∅	Not relevant Waste water is discharged into municipal sewage treatment plants.
G4-EN27 Initiatives to minimise environmental impacts	<input checked="" type="checkbox"/>	SR P. 27 CO ₂ savings by customers thanks to sustainable ICT services; SR P. 26 Energy savings for customers thanks to improved devices; SR P. 34 Environmental performance indicators in Switzerland; separate climate report Swisscom 2015, available online at the link: www.swisscom.ch/climatereport2015
G4-EN28 Packaging materials	<input checked="" type="checkbox"/>	SR P. 32 Other environmental aspects in the company; Packaging
G4-EN29 Penalties for environmental offences	<input checked="" type="checkbox"/>	No fines or penalties were imposed for non-Compliance Management System with legal requirements in 2015. SR P. 18 Compliance management
G4-EN30 Effects of transportation	<input checked="" type="checkbox"/>	SR P. 24 Efficiency measures in fuel consumption, mobility and CO ₂ reduction
G4-EN31 Expenditure on environmental protection	<input type="checkbox"/>	No separate expenditure collected.
G4-EN32 Percentage of new suppliers that were screened using environmental criteria	<input checked="" type="checkbox"/>	SR P. 59 Audits
G4-EN33 Environmental impacts in the supply chain	<input checked="" type="checkbox"/>	SR P. 59 Audits; SR P. 63 Main risk factors in the supply chain
G4-EN34 Grievances about environmental impacts	<input checked="" type="checkbox"/>	No grievances about environmental impacts known in 2015. See SR P. 38 Advice and information on wireless technologies and the environment

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Social Performance Indicators: Labour practices and humane employment conditions

	Management approach and objectives	<input checked="" type="checkbox"/>	MC P. 57 Employee remuneration; SR P. 45 Environment, objectives and management approach; SR P. 46 Staff development
G4-LA1	New hiring and employee turnover	<input checked="" type="checkbox"/>	SR P. 53 Employees in figures
G4-LA2	Benefits for full-time employees	<input checked="" type="checkbox"/>	MC P. 56 Employee representation and union relations; SR P. 52 Fringe benefits
G4-LA3	Maternity and paternity leave (days)	<input checked="" type="checkbox"/>	SR P. 53 Employees in figures
G4-LA4	Notification deadline(s) in relation to key operational changes	<input checked="" type="checkbox"/>	CEA § 3.3 negotiations should be engaged early enough with the contracting unions
G4-LA5	Employees represented on workplace safety committees	<input checked="" type="checkbox"/>	MC P. 56 Employee representation and union relations (100% of staff); SR P. 48 Health and workplace safety
G4-LA6	Occupational illness, days lost due to illness and work-related deaths	<input checked="" type="checkbox"/>	SR P. 53 Employees in figures
G4-LA7	Workers with high incidence or high risk of diseases	<input checked="" type="checkbox"/>	SR P. 48 Employee health; SR P. 48 Health and workplace safety; not relevant for Swisscom
G4-LA8	Work and safety agreements with unions	<input checked="" type="checkbox"/>	SR P. 48 Employee health; SR P. 48 Health and workplace safety
G4-LA9	Employee training	<input checked="" type="checkbox"/>	SR P. 46 Staff development
G4-LA10	Lifelong learning programmes	<input checked="" type="checkbox"/>	SR P. 46 Staff development; Language courses/language skills and training opportunities on new media: partnership with the swiss education-portal www.ausbildung-weiterbildung.ch .
G4-LA11	Performance evaluation and development planning for employees	<input checked="" type="checkbox"/>	SR P. 53 Employees in figures; MC P. 56 Collective employment agreement (CEA)
G4-LA12	Composition of management bodies and distribution of employees by category	<input checked="" type="checkbox"/>	CG P. 103 4 Board of Directors; CG P. 113 5 Group Executive Board; SR P. 53 Employees in figures
G4-LA13	Salary differences between genders	<input checked="" type="checkbox"/>	MC P. 57 Employee remuneration; SR P. 52 Equal pay; SR P. 53 Employees in figures
G4-LA14	New suppliers that were screened using labor practices criteria	<input checked="" type="checkbox"/>	SR P. 59 Audits
G4-LA15	Impacts for labor practices in the supply chain	<input checked="" type="checkbox"/>	SR P. 59 Audits; SR P. 61 Main risk factors in the supply chain
G4-LA16	Grievances about labor practices	<input checked="" type="checkbox"/>	SR P. 50 Diversity; No incidents known of discrimination in the year 2015.

Social Performance Indicators: Human Rights

	Management approach and objectives	<input checked="" type="checkbox"/>	SR P. 56 Fair supply chain; SR P. 56 Environment, objectives and management approach; Link: www.swisscom.ch/suppliers
G4-HR1	Investment agreements	<input checked="" type="checkbox"/>	The Corporate Responsibility Contract Appendix (CRV) is part of all contracts.
G4-HR2	Training on human rights	<input checked="" type="checkbox"/>	SR P. 46 Employee training in general and in the area of corporate responsibility
G4-HR3	Incidents of discrimination	<input checked="" type="checkbox"/>	SR P. 59 Audit result – Example of commitments with suppliers; Table with problems
G4-HR4	Freedom of association and collective bargaining	<input checked="" type="checkbox"/>	Covered by the mutually agreed obligation to avoid industrial action under collective employment agreement (CEA).
G4-HR5	Child labour	<input checked="" type="checkbox"/>	SR P. 61 Fair supply chain: main risk factors in the supply chain
G4-HR6	Forced labour	<input checked="" type="checkbox"/>	SR P. 61 Fair supply chain: main risk factors in the supply chain
G4-HR7	Training of security staff in human rights	∅	Not relevant: Sub-contracted to Securitas.
G4-HR8	Violation of indigenous rights	∅	Not relevant for company locations, see List of Group companies (MC P. 210 note 40).
G4-HR9	Operations that have been subject to human rights	∅	No new company locations in 2015.
G4-HR10	New suppliers that were screened using human right criteria	<input checked="" type="checkbox"/>	SR P. 59 Audits
G4-HR11	Human right impacts in the supply chain	<input checked="" type="checkbox"/>	SR P. 59 Audits; SR P. 61 Main risk factors in the supply chain
G4-HR12	Grievances about human right impacts	<input checked="" type="checkbox"/>	No grievances about human right impacts in 2015.

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Social Performance Indicators: Society

	Management approach and objectives	<input checked="" type="checkbox"/>	SR P. 18 Management approaches
G4-SO1	Integration of local communities	<input checked="" type="checkbox"/>	MC P. 49 Swisscom's network and IT infrastructure; SR P. 63 Basic service provision; SR P. 41 Media protection for minors and promoting media skills; SR P. 43 "Internet for Schools" initiative; SR P. 64 Social and cultural commitments
G4-SO2	Operations with impacts on local community	<input checked="" type="checkbox"/>	SR P. 41 Media protection for minors and promoting media skills; Media protection for minors and guidelines on media content
G4-SO3	Corruption risks	<input checked="" type="checkbox"/>	SR P. 13 The most important indicators for the achievement of Swisscom's CR targets; SR P. 18 Compliance management; Consultation: http://www.bakom.admin.ch/dokumentation/gesetzgebung/00909/05004/index.html?lang=de
G4-SO4	Training on anti-corruption policy	<input checked="" type="checkbox"/>	SR P. 13 The most important indicators for the achievement of Swisscom's CR targets; SR P. 18 Compliance management;
G4-SO5	Incidents of corruption and measures taken	<input checked="" type="checkbox"/>	SR P. 18 Compliance management; No corruption case known in 2015.
G4-SO6	Contributions to parties and politicians	<input checked="" type="checkbox"/>	SR P. 20 Swisscom's responsibility towards the public; Swisscom is politically and confessional neutral and doesn't support financially political party.
G4-SO7	Legal action as a result of anticompetitive behaviour	<input checked="" type="checkbox"/>	MC P. 35 General conditions: Legal and regulatory environment; FS P. 156 4 Significant accounting judgments, estimates and assumptions in applying accounting policies; FS P. 156 4 and P. 190 28 Provisions: Provisions for regulatory and competition-law proceedings; FS P. 192 29 Contingent liabilities and contingent assets
G4-SO8	Penalties for breaching legal requirements	<input checked="" type="checkbox"/>	SR P. 18 Compliance management; See G4-SO7
G4-SO9	New suppliers that were screened using criteria for impact on society	<input checked="" type="checkbox"/>	SR P. 59 Audits
G4-SO10	Impact on society in the supply chain	<input checked="" type="checkbox"/>	SR P. 59 Audits; SR P. 61 Main risk factors in the supply chain
G4-SO11	Grievances about impacts on society	<input checked="" type="checkbox"/>	No grievances about impacts on society known in 2015. Not relevant for Swisscom.

Social Performance Indicators: Product responsibility

	Management approach and objectives	<input checked="" type="checkbox"/>	SR P. 18 Management approaches
G4-PR1	Percentage of product for which health and safety impacts are assessed for improvement	<input checked="" type="checkbox"/>	SR P. 65 Projects carried out as part of Swisscom's corporate responsibility; SR P. 38 Low-radiation communications technology; SR P. 41 Media protection for minors and guidelines on media content
G4-PR2	Violations of health standards	<input checked="" type="checkbox"/>	Relevant health standards for the mobile network are contained in the ICNIRP Guidelines and, in particular, the ONIR See IO5 Standards for radiation from base station; SR P. 18 Compliance management; No violations of relevant health standards or standards on product labelling detected in 2015.
G4-PR3	Product information	∅	SR P. 39 Duty to provide information on products offered at points of sale; Not relevant for Switzerland, except with respect to Ordinance on the Disclosure of Prices.
G4-PR4	Violations of standards on product labelling	<input checked="" type="checkbox"/>	SR P. 18 Compliance management; No violations of standards on product labelling detected in 2015.
G4-PR5	Customer satisfaction	<input checked="" type="checkbox"/>	MC P. 54 Customer satisfaction
G4-PR6	Standards in relation to advertising	<input checked="" type="checkbox"/>	SR P. 65 Projects carried out as part of Swisscom's corporate responsibility; SR P. 19 Responsible marketing
G4-PR7	Violations of marketing standards	<input checked="" type="checkbox"/>	SR P. 19 Responsible marketing. No violations of marketing standards detected in 2015.
G4-PR8	Infringement of the protection of customer data	<input checked="" type="checkbox"/>	SR P. 18 Compliance management; There were no known reports, complaints or claims resulting of a violation of the protection of customer data in 2015.
G4-PR9	Sanctions due to product and service requirements	<input checked="" type="checkbox"/>	SR P. 18 Compliance management; There were no known breaches of product and service provisions in 2015. No fines were imposed.

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GRI Telecommunications Sector Supplement: Capital expenditure

IO1	Capital invested in infrastructure-measures by region	☑	MC P. 79 Capital expenditure
IO2	Net costs for extending service to remote geographic locations and low-income groups which are not profitable. Describe relevant legal requirement in Switzerland	☑	MC P. 49 Network Infrastructure in Switzerland; MC P. 35 Telecommunications Act (TCA); SR P. 63 Basic service provision; Detailed cost calculations for the basic services are not available because Swisscom has not claimed these costs resp. renounced to activate the compensation fund of the Swiss Confederation.

Health and Safety

IO3	Practices to ensure health and safety of field personnel engaged in installing infrastructure	☑	SR P. 48 Employee health; SR P. 48 Health and workplace safety
IO4	Compliance Management System with the ICNIRP standards for radiation from terminal devices	∅	Not relevant, terminal devices suppliers' responsibility.
IO5	Compliance Management System with the ICNIRP standards	☑	SR P. 38 Certification of the quality assurance system for compliance with ONIR limits; Swisscom complies with the ONIR limits 2015.
IO6	Measures relating to the SAR values of terminal devices	☑	SR P. 38 Research and development in the area of electromagnetic fields; SR P. 39 Duty to provide information on products offered at points of sale (last sentence)

Infrastructure

IO7	Measures relating to the placement of masts	☑	See under Network planning / coverage: www.swisscom.ch/networkcoverage MC P. 49 Network Infrastructure in Switzerland
IO8	Number of stand-alone and shared transmitter masts	☑	MC P. 49 Network Infrastructure in Switzerland

Providing access to telecommunications products and services: Bridging the digital divide

PA1	Strategies and measures in sparsely populated areas	☑	MC P. 35 Telecommunications Act (TCA); SR P. 63 Basic service provision
PA2	Strategies and measures for overcoming barriers to access and use	☑	MC P. 35 Telecommunications Act (TCA); SR P. 63 Basic service provision; SR P. 65 Swisscom offerings for people with health problems; SR P. 41 Media protection for minors and promoting media skills; SR P. 43 "Internet for Schools" initiative
PA3	Strategies and measures to ensure availability and reliability of products and services	☑	MC P. 92 Business interruption; SR P. 63 Basic service provision
PA4	Distribution area and market shares for products and services	☑	MC P. 40 Market trends in telecoms and IT services
PA5	Number and types of products and services available for low-earners and people without any income	☑	SR P. 65 Offerings for people with limited financial resources
PA6	Programmes and measures for the provision and maintenance of services in emergency situations	☑	MC P. 92 Business interruption; Free call number: emergency number 112; fire brigade 118; sanitarian number 144 Number with costs: REGA 1414, Air Glacier 1415; road help 140

Access to Content

PA7	Strategies and measures to guarantee human rights issues in relation to access and use of telecommunications products and services	∅	Not relevant for the reporting boundary in Switzerland.
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Indicators	Status	Reference MC = Management Commentary, SR = Sustainability Report, CG = Corporate Governance, RR = Remuneration Report, FS = Financial Statements or Website Swisscom
Key: Indicator according to GRI 4 (within scope of the report) ∅ = not relevant ☒ = not covered ☐ = partially covered ☑ = totally covered		

Customer Relations

PA8	Strategies and measures for communicating EMF- related issues to the public	☑	SR P. 38 Low-radiation communications technologies; www.swisscom.ch/radiation
PA9	Investments in activities for research on electromagnetic fields	☑	SR P. 38 Research and development in the area of electromagnetic fields; See www.swisscom.ch/innovation ; See www.swisscom.ch/radiation ; FS P. 149 3.9 Research and development costs (aggregate)
PA10	Initiatives to guarantee transparent fees and tariffs	☑	Swisscom discloses its tariff structure and also offers consulting services for optimising customers' fees and tariffs; Link: www.swisscom.ch/mobiletariffs
PA11	Initiatives to advise customers on responsible, efficient and environmentally friendly product use	☑	SR P. 27 CO ₂ savings by customers thanks to sustainable ICT services; SR P. 26 Energy savings for customers thanks to improved devices; See G4-EN27

Technology Applications: Resource Efficiency

TA1	Examples of the resource efficiency of telecommunications products and services	☑	SR P. 27 CO ₂ savings by customers thanks to sustainable ICT services; SR P. 26 Energy savings for customers thanks to improved devices; See G4-EN27
TA2	Examples of the replacement of physical objects with telecommunications	☑	SR P. 27 CO ₂ savings by customers thanks to green ICT services; SR P. 26 Energy savings for customers thanks to improved devices; See G4-EN27
TA3	Change in customer behaviour through the use of the above-mentioned products and services	☑	SR P. 27 CO ₂ savings by customers thanks to green ICT services; SR P. 26 Energy savings for customers thanks to improved devices; See G4-EN27; See Survey on Green ICT at www.swisscom.ch/greenict
TA4	Effects of the use of the above-mentioned products and services and lessons learned for future development	☑	SR P. 27 CO ₂ savings by customers thanks to green ICT services; SR P. 26 Energy savings for customers thanks to improved devices; See G4-EN27; See Survey on Green ICT at www.swisscom.ch/greenict
TA5	Practices in relation to copyright laws	☑	SR P. 19 Practices in relation to copyright laws