

## 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
Key: Indicator according to GRI Standards (within scope of the report) ∅ = not relevant <input checked="" type="checkbox"/> = not covered <input type="checkbox"/> = partially covered <input checked="" type="checkbox"/> = totally covered		
<b>102 General Disclosures</b>		
<b>Organizational profile</b>		
102-1	Name of the organization	<input checked="" type="checkbox"/> FS P. 166 Notes to the consolidated financial statements: Other disclosures
102-2	Activities, brands, products and services	<input checked="" type="checkbox"/> MC P. 32 Brands, products and services
102-3	Location of headquarters	<input checked="" type="checkbox"/> See 102-1, CH-3048 Worblaufen
102-4	Location of operations	<input checked="" type="checkbox"/> CG P. 68 2 Group structure and shareholders; FS P. 165 5.4 Group companies
102-5	Ownership and legal form	<input checked="" type="checkbox"/> FS P. 166 Notes to the consolidated financial statements: Other disclosures
102-6	Markets served	<input checked="" type="checkbox"/> MC P. 20 Swiss market trends in telecoms and IT services
102-7	Scale of the organization	<input checked="" type="checkbox"/> MC P. 4 KPIs of Swisscom Group; MC P. 5 Business overview; MC P. 44 Financial review; CG P. 68 2 Group structure and shareholders
102-8	Information on employees and other workers	<input checked="" type="checkbox"/> MC P. 27 Employees; SR P. 35 Total workforce in Switzerland; SR P. 61 Scope of the report: Personnel information system
102-9	Supply Chain	<input checked="" type="checkbox"/> SR P. 8 Value chain, supply chain and key aspects of Corporate Responsibility; SR P. 36 Fair supply chain
102-10	Significant changes to the organization and its supply chain	<input checked="" type="checkbox"/> MC P. 68 2 Group structure and shareholders; No significant changes in the supply chain.
102-11	Precautionary principle or approach	<input checked="" type="checkbox"/> MC P. 65 Health and the environment; CG P. 105 Pension fund and fringe benefits; FS P. 156 Pension plans; SR P. 23 The Group's Precautionary principle; SR P. 29 comPlan pension fund; SR P. 37 Supplier risk management
102-12	External initiatives	<input checked="" type="checkbox"/> <a href="http://www.swisscom.ch/cr-partnerships">www.swisscom.ch/cr-partnerships</a>
102-13	Membership of associations	<input checked="" type="checkbox"/> SR P. 58 Memberships and Partnerships; <a href="http://www.swisscom.ch/cr-partnerships">www.swisscom.ch/cr-partnerships</a>
<b>Strategy</b>		
102-14	Statement from senior decision maker	<input checked="" type="checkbox"/> MC P. 6 Shareholders' letter; SR P. 5 Stakeholders' letter
102-15	Key impacts, risks, and opportunities	<input checked="" type="checkbox"/> Context: MC P. 18 General conditions; SR P. 7 Sustainable environment; Risks: MC P. 63 Risks; SR P. 36 Main risk factors in the supply chain; Chances: MC P. 32 Brands, products and services; Goals and strategy: MC P. 14 Corporate strategy; SR P. 15 Sustainability strategy
<b>Ethics and integrity</b>		
102-16	Values, principles, standards, and norms of behaviour	<input checked="" type="checkbox"/> <a href="http://www.swisscom.ch/basicprinciples">www.swisscom.ch/basicprinciples</a> – Code of Conduct; SR P. 13 Vision; CG P. 84 Compliance management; SPAG: <a href="http://www.public-affairs.ch/de/standeskommission/standesregeln">http://www.public-affairs.ch/de/standeskommission/standesregeln</a> ; Codex from Lisbon: <a href="https://prsuise.ch/sites/default/files/basicfiles/kodex_von_lissabon_verhaltensno256.pdf">https://prsuise.ch/sites/default/files/basicfiles/kodex_von_lissabon_verhaltensno256.pdf</a> SR P. 22 Corporate ethics
102-17	Mechanisms for advice and concerns about ethics	<input checked="" type="checkbox"/> SR P. 23 Compliance management; CG P. 84 Compliance management; CG P. 84 Internal auditing

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 Standards (within scope of the report) ∅ = not relevant <input checked="" type="checkbox"/> = not covered <input type="checkbox"/> = partially covered <input checked="" type="checkbox"/> = totally covered		
<b>Governance</b>		
102-18	Governance structure	<input checked="" type="checkbox"/> SR P. 21 Sustainability – governance and implementation; CG P. 68 2 Group structure and shareholders; CG P. 72 4 Board of Directors; CG P. 79 4.9 Internal organisation and modus operandi; CG P. 83 4.11 Assignment of powers of authority; CG P. 86 5 Group Executive Board
102-19	Delegating authority	<input checked="" type="checkbox"/> See GRI 102-18
102-20	Executive level responsibility for economic, environmental, and social topics	<input checked="" type="checkbox"/> See GRI 102-18
102-21	Consulting stakeholders on economic, environmental, and social topics	<input checked="" type="checkbox"/> CG P. 92 7.3 Convocation of the Annual General Meeting and agenda items; Internet contact page <a href="http://www.swisscom.ch/de/about/investoren/kontakt.html">www.swisscom.ch/de/about/investoren/kontakt.html</a> ; See also Website <a href="https://ip-ho.computershare.ch/swisscom">https://ip-ho.computershare.ch/swisscom</a> for registered shareholders of Swisscom.
102-22	Composition of the highest governance body and its committees	<input checked="" type="checkbox"/> CG P. 72 4 Board of Directors; CG P. 86 5 Group Executive Board
102-23	Chair of the highest governance body	<input checked="" type="checkbox"/> CG P. 72 4 Board of Directors; CG P. 86 5 Group Executive Board
102-24	Nominating and selecting the highest governance body	<input checked="" type="checkbox"/> CG P. 78 4.5 Election and term of office; CG P. 81 4.10 Committees of the Board of Directors: Nomination Committee
102-25	Conflicts of interest	<input checked="" type="checkbox"/> <a href="http://www.swisscom.ch/basicprinciples">www.swisscom.ch/basicprinciples</a> – Organisational Regulations; CG P. 83 4.12 Information and controlling instruments of the Board of Directors vis-à-vis the Group Executive Board
102-26	Role of highest governance body in setting purpose, values, and strategy	<input checked="" type="checkbox"/> <a href="http://www.swisscom.ch/basicprinciples">www.swisscom.ch/basicprinciples</a> – Organisational Regulations; See 102-18
102-27	Collective knowledge of highest governance body	<input checked="" type="checkbox"/> CG P. 79 4.9 Internal organisation and modus operandi
102-28	Evaluating the highest governance body's performance	<input checked="" type="checkbox"/> See 102-29, 102-32; Group Executive Board members were nominated as internal sponsors for the strategic priorities of the sustainability strategy; SR P. 21 Sustainability – governance and implementation
102-29	Identifying and managing economic, environmental, and social impacts	<input checked="" type="checkbox"/> See 102-18, 102-22; SR P. 21 Sustainability – governance and implementation; CG P. 83 4.12 Information and controlling instruments of the Board of Directors vis-à-vis the Group Executive Board
102-30	Effectiveness of risk management processes	<input checked="" type="checkbox"/> CG P. 83 4.12 Information and controlling instruments of the Board of Directors vis-à-vis the Group Executive Board; CG P. 83 Risk management; CG P. 84 Internal auditing
102-31	Review of economic, environmental, and social topics	<input checked="" type="checkbox"/> CG P. 83 4.12 Information and controlling instruments of the Board of Directors vis-à-vis the Group Executive Board; CG P. 83 Risk management: quarterly at the Audit Committee; CG P. 84 Internal control system and financial reporting: quarterly at the Audit Committee; CG P. 84 Compliance management: quarterly at the Audit Committee; CG P. 84 Internal auditing: quarterly at the Audit Committee In urgent cases: contemporary
102-32	Highest governance body's role in sustainability reporting	<input checked="" type="checkbox"/> The Audit Committee from the Board of Directors is validating the report in two steps before the publication: An independent proxy is validating the Remuneration Report; The report is released by the Board of Directors; See 102-18
102-33	Communicating critical concerns	<input checked="" type="checkbox"/> CG P. 83 4.12 Information and controlling instruments of the Board of Directors vis-à-vis the Group Executive Board: The Chairman of the Audit Committee is informed in real time in urgent cases on new essential risk.
102-34	Nature and total number of critical concerns	<input checked="" type="checkbox"/> As a basic principle of the Whistleblowing anonymity is guaranteed, for this reason, Swisscom communicates neither the number nor other details about concerns.
102-35	Remuneration policies	<input checked="" type="checkbox"/> CG P. 101 3 Remuneration of the Group Executive Board
102-36	Process for determining remuneration	<input checked="" type="checkbox"/> FS P. 156 4.2 Key management compensation
102-37	Stakeholders' involvement in remuneration	<input checked="" type="checkbox"/> SR P. 9 Stakeholder involvement; SR P. 11 Stakeholders and strategic priorities CG P. 92 7.3 Convocation of the Annual General Meeting and agenda items; Protocol
102-38	Annual total compensation ratio	<input checked="" type="checkbox"/> SR P. 35 Total workforce in Switzerland
102-39	Percentage increase in annual total compensation ratio	<input checked="" type="checkbox"/> SR P. 35 Total workforce in Switzerland

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 Standards (within scope of the report) ∅ = not relevant <input checked="" type="checkbox"/> = not covered <input type="checkbox"/> = partially covered <input checked="" type="checkbox"/> = totally covered		
<b>Stakeholder engagement</b>		
102-40	List of stakeholder groups	<input checked="" type="checkbox"/> SR P. 11 Stakeholders and strategic priorities
102-41	Collective bargaining agreements	<input checked="" type="checkbox"/> SR P. 35 Total workforce in Switzerland
102-42	Identifying and selecting stakeholders	<input checked="" type="checkbox"/> See 102-40
102-43	Approach to stakeholder engagement	<input checked="" type="checkbox"/> SR P. 9 Stakeholder involvement; See 102-46, 102-40
102-44	Key topics and concerns raised	<input checked="" type="checkbox"/> See 102-46, 102-40
<b>Reporting practice</b>		
102-45	Entities included in the consolidated financial statements	<input checked="" type="checkbox"/> CG P. 68 2 Group structure and shareholders; FS P. 165 5.4 Group companies
102-46	Defining report content and topic boundaries	<input checked="" type="checkbox"/> SR P. 61 Scope of the report; SR P. 61 Reporting: procedure and organisation
102-47	List of material topics	<input checked="" type="checkbox"/> SR P. 9 Stakeholder involvement; SR P. 13 Material issues; SR P. 13 Swisscom materiality matrix 2019; SR P. 61 Reporting: procedure and organisation
102-48	Restatements of information	<input checked="" type="checkbox"/> No restatements in 2019
102-49	Changes in reporting	<input checked="" type="checkbox"/> none
102-50	Reporting period	<input checked="" type="checkbox"/> 01.01.2019–31.12.2019
102-51	Date of most recent report	<input checked="" type="checkbox"/> www.swisscom.ch/report2019
102-52	Reporting cycle	<input checked="" type="checkbox"/> annual
102-53	Contact point for questions regarding the report	<input checked="" type="checkbox"/> FS P. 191 Publishing details
102-54	Claims of reporting in accordance with the GRI Standards	<input checked="" type="checkbox"/> SR P. 61 Scope of the report: Principles This report has been prepared in accordance with the GRI Standards: Comprehensive option.
102-55	GRI content index	<input checked="" type="checkbox"/> SR P. 64 GRI Index
102-56	External assurance	<input checked="" type="checkbox"/> SR P. 63 SGS Certification
<b>200 Economic Topics</b>		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> MC P. 6 Shareholders' letter;
103-2	The management approach and its components	<input checked="" type="checkbox"/> MC P. 6 Shareholders' letter; Link: <a href="http://www.swisscom.ch/basicprinciples">www.swisscom.ch/basicprinciples</a> – Code of conduct MC P. 14 Corporate strategy; MC P. 60 Financial outlook
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> MC P. 6 Shareholders' letter
<b>201 Economic Performance</b>		
201-1	Direct economic value generated and distributed	<input checked="" type="checkbox"/> MC P. 59 Statement of added value
201-2	Financial implications and other risks and opportunities due to climate change	<input checked="" type="checkbox"/> MC P. 16 Sustainability strategy; See 302-3, 302-4, 302-5, 305-4 und 306-5; <a href="http://www.cdp.net">www.cdp.net</a>
201-3	Defined benefit plan obligations and other retirement plans	<input checked="" type="checkbox"/> FS P. 156 4.3 Post-employment benefits; SR P. 29 comPlan pension fund; See 401-3
201-4	Financial assistance received from government	<input type="checkbox"/> From a Group standpoint there were no matters in 2019 requiring disclosure in accordance with IAS 20 and no government grants at all.
<b>202 Market Presence</b>		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	<input checked="" type="checkbox"/> MC P. 28 Employee remuneration; SR P. 35 Total workforce in Switzerland
202-2	Proportion of senior management hired from the local community	<input type="checkbox"/> There is no location-based staff selection.
<b>203 Indirect Economic Impacts</b>		
203-1	Infrastructure investments and services supported	<input checked="" type="checkbox"/> MC P. 46 Capital expenditure; SR P. 68 Basic service provision; SR P. 58 Internet for Schools initiative
203-2	Significant indirect economic impacts	<input checked="" type="checkbox"/> SR P. 53 More for Switzerland

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 Standards (within scope of the report) ∅ = not relevant <input checked="" type="checkbox"/> = not covered <input type="checkbox"/> = partially covered <input checked="" type="checkbox"/> = totally covered		
<b>204 Procurement Practices</b>		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR P. 36 Fair supply chain – Management approach
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR P. 36 Fair supply chain – Management approach
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR P. 36 Fair supply chain – Management approach
204-1	Proportion of spending on local suppliers	<input checked="" type="checkbox"/> There is a location-based supplier selection for the location Switzerland.
<b>205 Anti-Corruption</b>		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR P. 23 The Group's precautionary principle SR P. 23 Compliance management
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR P. 23 Compliance management
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR P. 23 Compliance management
205-1	Operations assessed for risks related to corruption	<input checked="" type="checkbox"/> Risk-prone procedures are examined.
205-2	Communication and training about anti-corruption policies and procedures	<input checked="" type="checkbox"/> Annual anti-corruption training; SR P. 23 Compliance management
205-3	Confirmed incidents of corruption and actions taken	<input checked="" type="checkbox"/> No corruption cases have been identified.
<b>206 Anti-Competitive Behaviour</b>		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR P. 23 The Group's precautionary principle SR P. 23 Compliance management
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR P. 23 Compliance management
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR P. 23 Compliance management
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	<input checked="" type="checkbox"/> MC P. 18 Legal environment; MC P. 19 Federal Cartel Act (CartA); FS P. 153 Contingent liabilities for regulatory and competition law proceedings
<b>300 Environmental Topics</b>		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR P. 41 More for the environment – Management approach
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR P. 41 More for the environment – Management approach
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR P. 41 More for the environment – Management approach
<b>301 Materials</b>		
301-1	Materials used by weight or volume	<input checked="" type="checkbox"/> SR P. 47 Use of other resources
301-2	Recycled input materials used	<input checked="" type="checkbox"/> SR P. 49 Recycling
301-3	Recycled products and their packaging materials	<input checked="" type="checkbox"/> SR P. 47 Paper; SR P. 46 Circular economy
<b>302 Energy</b>		
302-1	Energy consumption within the organization	<input checked="" type="checkbox"/> SR P. 42 Energy efficiency in operations; SR P. 52 Environmental key figures in Switzerland; Separate climate report Swisscom 2019 available online at the link: <a href="http://www.swisscom.ch/climatereport2019">www.swisscom.ch/climatereport2019</a>
302-2	Energy consumption outside of the organization	∅ SR P. 44 Climate protection through customers and portfolio; separate climate report Separate climate report Swisscom 2019 available online at the link: <a href="http://www.swisscom.ch/climatereport2019">www.swisscom.ch/climatereport2019</a>
302-3	Energy intensity	<input checked="" type="checkbox"/> SR P. 41 Energy efficiency and climate protection; SR P. 50 CO <sub>2</sub> intensity;
302-4	Reduction of energy consumption	<input checked="" type="checkbox"/> SR P. 50 CO <sub>2</sub> savings due to ICT services; SR P. 51 Environmental key figures in Switzerland
302-5	Reductions in energy requirements of products and services	<input checked="" type="checkbox"/> SR P. 50 CO <sub>2</sub> savings due to ICT services; SR P. 44 Climate protection through customers and portfolio; SR P. 52 Environmental key figures in Switzerland

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 Standards (within scope of the report) ∅ = not relevant <input checked="" type="checkbox"/> = not covered <input type="checkbox"/> = partially covered <input checked="" type="checkbox"/> = totally covered		
<b>303 Water</b>		
303-1	Interactions with water as a shared resource	<input checked="" type="checkbox"/> SR P. 52 Environmental key figures in Switzerland; SR P. 47 Use of other resources: Water
303-2	Management of water discharge-related impacts	<input type="checkbox"/> Not relevant, as water is only used for sanitary purpose.
303-3	Water withdrawal	<input type="checkbox"/> Household water only.
<b>304 Biodiversity</b>		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	<input checked="" type="checkbox"/> SR P. 49 Use of other resources: Nature and landscape conservation
304-2	Significant impacts of activities, products, and services on biodiversity	<input checked="" type="checkbox"/> SR P. 49 Use of other resources: Nature and landscape conservation
304-3	Habitats protected or restored	<input checked="" type="checkbox"/> SR P. 49 Use of other resources: Nature and landscape conservation
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	<input type="checkbox"/> Not collected as not relevant.
<b>305 Emissions</b>		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR P. 41 Energy efficiency and climate protection – Management approach
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR P. 41 Energy efficiency and climate protection – Management approach
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR P. 41 Energy efficiency and climate protection – Management approach
305-1	Direct (Scope 1) GHG emissions	<input checked="" type="checkbox"/> SR P. 42 Energy efficiency in operations; SR P. 52 Environmental key figures in Switzerland; Separate climate report Swisscom 2019 available online at the link: <a href="http://www.swisscom.ch/climatereport2019">www.swisscom.ch/climatereport2019</a>
305-2	305-2 Energy indirect (Scope 2) GHG emissions	<input checked="" type="checkbox"/> SR P. 42 Energy efficiency in operations; SR P. 52 Environmental key figures in Switzerland; Separate climate report Swisscom 2019 available online at the link: <a href="http://www.swisscom.ch/climatereport2019">www.swisscom.ch/climatereport2019</a>
305-3	Other indirect (Scope 3) GHG emissions	<input checked="" type="checkbox"/> SR P. 42 Energy efficiency in operations; SR P. 52 Environmental key figures in Switzerland; Separate climate report Swisscom 2019 available online at the link: <a href="http://www.swisscom.ch/climatereport2019">www.swisscom.ch/climatereport2019</a>
305-4	GHG emissions intensity	<input checked="" type="checkbox"/> SR P. 19 The most important indicators for the achievement of Swisscom's sustainability targets; Separate climate report Swisscom 2019 available online at the link: <a href="http://www.swisscom.ch/climatereport2019">www.swisscom.ch/climatereport2019</a>
305-5	Reduction of GHG emissions	<input checked="" type="checkbox"/> SR P. 44 Climate protection through customers and portfolio; SR P. 52 Environmental key figures in Switzerland; Separate climate report Swisscom 2019 available online at the link: <a href="http://www.swisscom.ch/climatereport2019">www.swisscom.ch/climatereport2019</a>
305-6	Emissions of ozone-depleting substances (ODS)	<input checked="" type="checkbox"/> SR P. 48 Cooling systems and refrigerants
305-7	Nitrogen oxides (NOX), sulphur oxides (SOX), and other significant air emissions	<input checked="" type="checkbox"/> SR P. 52 Environmental key figures in Switzerland
<b>306 Effluents and waste</b>		
306-1	Water discharge by quality and destination	<input checked="" type="checkbox"/> Water is only used for sanitary purposes.
306-2	Waste by type and disposal method	<input checked="" type="checkbox"/> SR P. 48 Waste; SR P. 49 Recycling; SR P. 52 Environmental key figures in Switzerland
306-3	Significant spills	<input checked="" type="checkbox"/> No significant releases known.
306-4	Transport of hazardous waste	<input type="checkbox"/> Not relevant. Swisscom did not transport in 2019 waste classified under the Basle Convention.
306-5	Water bodies affected by water discharges and/or runoff	<input type="checkbox"/> Not relevant. Waste water is discharged into municipal sewage treatment plants.

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 Standards (within scope of the report) ∅ = not relevant <input checked="" type="checkbox"/> = not covered <input type="checkbox"/> = partially covered <input checked="" type="checkbox"/> = totally covered		
<b>307 Environmental compliance</b>		
307-1	Non-compliance with environmental laws and regulations	<input checked="" type="checkbox"/> No fines or penalties for non-compliance were imposed in 2019. SR P. 23 Compliance management
<b>308 Supplier Environmental Assessment</b>		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR P. 36 Fair supply chain – Management approach
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR P. 36 Fair supply chain – Management approach
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR P. 36 Fair supply chain – Management approach
308-1	New suppliers that were screened using environmental criteria	<input checked="" type="checkbox"/> SR P. 39 Audits
308-2	Negative environmental impacts in the supply chain and actions taken	<input checked="" type="checkbox"/> SR P. 39 Audits; SR P. 36 Main risk factors in the supply chain
<b>400 Social</b>		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR P. 26 More for the people – Management approach
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR P. 26 More for the people – Management approach
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR P. 26 More for the people – Management approach
<b>401 Employment</b>		
401-1	New employee hires and employee turnover	<input checked="" type="checkbox"/> SR P. 35 Total workforce in Switzerland; MC P. 28 Social plan
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<input checked="" type="checkbox"/> MC P. 27 Employees; SR P. 28 Remuneration: Fringe benefits
401-3	Parental leave	<input checked="" type="checkbox"/> SR P. 28 Remuneration: Paternity and maternity leave
<b>402 Labour/management relations</b>		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> MC P. 27 Employees in Switzerland
103-2	The management approach and its components	<input checked="" type="checkbox"/> MC P. 27 Employees in Switzerland
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> MC P. 27 Employees in Switzerland
402-1	Minimum notice periods regarding operational changes	<input checked="" type="checkbox"/> CEA § 3.3 Negotiations should be engaged early enough with the contracting unions.
<b>403 Occupational health and safety</b>		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR P. 32 Work stress and resilience – management approach
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR P. 32 Work stress and resilience – management approach
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR P. 32 Work stress and resilience – management approach
403-1	Occupational health and safety management system	<input checked="" type="checkbox"/> MC P. 27 Collective employment agreement (CEA); MC P. 27 Employees (100% of staff); SR P. 32 Occupational health and safety
403-2	Hazard identification, risk assessment, and incident investigation	<input checked="" type="checkbox"/> SR P. 35 Total workforce in Switzerland
403-3	Occupational health services	<input checked="" type="checkbox"/> Swisscom does not operate in areas or countries that are at high risk for communicable diseases or where communicable diseases are particularly common.
403-4	Health and safety issues covered by formal agreements with trade unions	<input checked="" type="checkbox"/> SR P. 32 Occupational health and safety

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 Standards (within scope of the report) ∅ = not relevant <input checked="" type="checkbox"/> = not covered <input type="checkbox"/> = partially covered <input checked="" type="checkbox"/> = totally covered		
<b>404 Training and education</b>		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR P. 28 Employability – Management approach
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR P. 28 Employability – Management approach
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR P. 28 Employability – Management approach
404-1	Average hours of training per year per employee	<input checked="" type="checkbox"/> SR P. 30 Average number of hours of training and further education per year and employee
404-2	Programs for upgrading employee skills and transition assistance programs	<input checked="" type="checkbox"/> SR P. 28 Employability
404-3	Percentage of employees receiving regular performance and career development reviews	<input checked="" type="checkbox"/> SR P. 30 Evaluating performance and professional development; SR P. 35 Total workforce in Switzerland; MC P. 27 Collective employment agreement (CEA)
<b>405 Diversity and equal opportunity</b>		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR P. 30 Diversity and equal opportunities – Management approach
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR P. 30 Diversity and equal opportunities – Management approach
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR P. 30 Diversity and equal opportunities – Management approach
405-1	Diversity of governance bodies and employees	<input checked="" type="checkbox"/> CG P. 72 4 Board of Directors; CG P. 86 5 Group Executive Board; SR P. 35 Total workforce in Switzerland
405-2	Ratio of basic salary and remuneration of women to men	<input checked="" type="checkbox"/> MC P. 28 Employee remuneration; SR P. 28 Remuneration, equal pay; SR P. 35 Total workforce in Switzerland
<b>406 Non-discrimination</b>		
406-1	Incidents of discrimination and corrective actions taken	<input checked="" type="checkbox"/> SR P. 31 Cases of discrimination and measures taken; SR P. 39 Audit results – number of issues; No incidents of discrimination reported.
<b>407 Freedom of association and collective bargaining</b>		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	<input checked="" type="checkbox"/> Covered mutually thanks to agreed peace obligation pursuant to CEA.
<b>408 Child labour</b>		
408-1	Operations and suppliers at significant risk for incidents of child labour	<input checked="" type="checkbox"/> SR P. 36 Main risk factors in the supply chain

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 Standards (within scope of the report) ∅ = not relevant <input checked="" type="checkbox"/> = not covered <input type="checkbox"/> = partially covered <input checked="" type="checkbox"/> = totally covered		
<b>409 Forced or compulsory labour</b>		
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	<input checked="" type="checkbox"/>	SR P. 36 Main risk factors in the supply chain
<b>412 Human rights assessment</b>		
412-1 Operations that have been subject to human rights reviews or impact assessments	<input checked="" type="checkbox"/>	No new company locations in 2019.
412-2 Employee training on human rights policies or procedures	<input checked="" type="checkbox"/>	SR P. 22 Corporate ethics
412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	<input checked="" type="checkbox"/>	The Corporate Responsibility Contract Appendix (CRV) is part of all contracts.
<b>414 Supplier social assessment</b>		
103-1 Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/>	SR P. 36 Fair supply chain – management approach
103-2 The management approach and its components	<input checked="" type="checkbox"/>	SR P. 36 Fair supply chain – management approach
103-3 Evaluation of the management approach	<input checked="" type="checkbox"/>	SR P. 36 Fair supply chain – management approach
414-1 New suppliers that were screened using social criteria	<input checked="" type="checkbox"/>	SR P. 39 Audits
414-2 Negative social impacts in the supply chain and actions taken	<input checked="" type="checkbox"/>	SR P. 39 Audits; SR P. 36 Main risk factors in the supply chain

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 Standards (within scope of the report) ∅ = not relevant <input checked="" type="checkbox"/> = not covered <input type="checkbox"/> = partially covered <input checked="" type="checkbox"/> = totally covered		
<b>415 Public policy</b>		
415-1	Political contributions	<input checked="" type="checkbox"/> SR P. 58 Responsibility towards the society; Swisscom is politically and confessional neutral and doesn't support financially political parties.
<b>416 Customer health and safety</b>		
416-1	Assessment of the health and safety impacts of product and service categories	<input checked="" type="checkbox"/> SR P. 55 Mobile telephony and society; SR P. 26 Media protection for minors and promoting media skills
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	<input checked="" type="checkbox"/> Relevant health standards for the mobile network are contained in the ICNIRP Guidelines and, in particular, the ONIR. SR P. 57 Compliance with ONIR limits and certification of the quality assurance system; SR P. 23 Compliance management; No violations of relevant health standards or standards on product labelling detected in 2019.
<b>417 Marketing and labelling</b>		
417-1	Requirements for product and service information and labelling	<input checked="" type="checkbox"/> SR P. 57 Duty to provide information on products offered at points of sale; Not relevant for Switzerland, except with respect to Ordinance on the Disclosure of Prices.
417-2	Incidents of non-compliance concerning product and service information and labelling	<input checked="" type="checkbox"/> SR P. 23 Compliance Management; Concerning labelling and user information, formal deficiencies were found for two products, which led to a warning.
417-3	Incidents of non-compliance concerning marketing communications	<input checked="" type="checkbox"/> SR P. 24 Responsible marketing; No violations in connection with marketing and communication detected in 2019.
<b>418 Customer privacy</b>		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR P. 57 Data protection
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR P. 57 Data protection
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR P. 57 Data protection
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<input checked="" type="checkbox"/> SR P. 57 Data protection In two incidents, there were substantiated complaints from external parties regarding breaches of customer data protection. An incident of data loss in connection with customer data.
<b>419 Socioeconomic compliance</b>		
103-1	Explanation of the material topics and its boundaries	<input checked="" type="checkbox"/> SR P. 23 The Group's precautionary principle
103-2	The management approach and its components	<input checked="" type="checkbox"/> SR P. 23 Compliance management
103-3	Evaluation of the management approach	<input checked="" type="checkbox"/> SR P. 23 Compliance management
419-1	Non-compliance with laws and regulations in the social and economic area	<input checked="" type="checkbox"/> SR P. 23 Compliance management MC P. 18 Legal environment