

GRI Index

www.swisscom.com/gri-2014  See

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 4 (within scope of the report) ∅ = not relevant <input type="checkbox"/> = not covered <input type="checkbox"/> = partially covered <input checked="" type="checkbox"/> = totally covered		
1 Strategy and Analysis		
G4-1	Explanation from the most senior decision maker	<input checked="" type="checkbox"/> MC Shareholders' letter; MC P. 43 Company profile; MC P. 26 Corporate strategy and objectives; SR P. 4 Stakeholders' Letter; SR P. 12 Strategic priorities and targets; SR P. 17 Corporate Responsibility Governance and implementation
G4-2	Key implications, risks and opportunities	<input checked="" type="checkbox"/> MC P. 31 General conditions; MC SP. 26 Corporate strategy and objective; MC P. 85 Risks (Concern); SR P. 5 Value chain and essential aspects of CR; SR P. 12 Corporate Responsibility strategy; SR P. 63 Main risk factors in the supply chain
2 Organisational Profile		
G4-3	Name of organisation	<input checked="" type="checkbox"/> FS P. 137 Notes to the consolidated financial statements 1 General information
G4-4	Brands, products and services	<input checked="" type="checkbox"/> MC P. 44 Swisscom brand; SR P. 37 Work-life balance
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. 200 41 List of Group companies
G4-7	Ownership structure	<input checked="" type="checkbox"/> CG P. 93 1 Group structure and shareholders; FS P. 137 Notes to the consolidated financial statements 1 General information
G4-8	Markets	<input checked="" type="checkbox"/> MC P. 38 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. 59 Financial review; CG P. 93 1 Group structure and shareholders
G4-10	Workforce in numbers	<input checked="" type="checkbox"/> SR P. 56 Employees in figures
G4-11	Percentage of total employees with CEA	<input checked="" type="checkbox"/> SR P. 56 Employees in figures
G4-12	Description of the supply chain	<input checked="" type="checkbox"/> SR P. 5 Value chain and essential aspects of CR; SR P. 58 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. 20 Precautionary principle; SR P. 40 Certification of the quality assurance system for Compliance Management System with ONIR limits; SR P. 47 Employee training in general and in the area of corporate responsibility
G4-15	Supporting charters, principles	<input checked="" type="checkbox"/> SR P. 11 Mission statement; SR P. 73 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. 200 41 List of Group companies
G4-18	Procedure for determining the content of the report	<input checked="" type="checkbox"/> See G4-24
G4-19	Aspekte zu Berichtsinhalte	<input checked="" type="checkbox"/> SR P. 8 Swisscom materiality matrix 2014
G4-20	Report boundary within the organization	<input checked="" type="checkbox"/> MC P. 24 Group structure and organisation (Scope of sustainability report); SR P. 10 Scope of the report
G4-21	Report boundary outside the organization	<input checked="" type="checkbox"/> SR P. 10 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. 5 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	☑ 01.01.2014–31.12.2014
G4-29	Publication of the last report	☑ www.swisscom.ch/report2013
G4-30	Reporting cycle	☑ Yearly
G4-31	Contact partner	☑ FS P. 225 Publishing details
G4-32	GRI Content Index and the chosen option	☑ It is structured in line with the Comprehensive option under GRI. The Index is available online at the following link: www.swisscom.ch/GRI-2014.
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. 17 Corporate responsibility governance and implementation; Governance and implementation; CG P. 97 3 Board of Directors; CG P. 102 3.4 Internal organisation; CG P. 104 3.6 Assignment of powers of authority; CG P. 107 4 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 6.3 Convocation of the Annual General Meeting; CG P. 112 6.4 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. 97 3 Board of Directors; CG P. 107 4 Group Executive Board
G4-39	Chair of the highest governance body	☑ CG P. 97 3 Board of Directors; CG P. 107 4 Group Executive Board
G4-40	Nomination and selection processes for the highest governance body	☑ CG P. 101 3.3 Composition, election and term of office CG P. 103 3.5 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. 105 3.7 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. 102 3.4 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. 17 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. 17 Corporate responsibility governance and implementation; CG P. 105 3.8 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. 105 3.8 Controlling instruments of the Board of Directors vis-à-vis the Group Executive Board; CG P. 105 3.8.1 Risk Management; CG P. 106 3.8.4 Internal auditing
G4-47	Frequency of the examination of risks and opportunities	☑ CG P. 105 3.7 Information instruments of the Board of Directors vis-à-vis the Group Executive Board: annual; CG P. 105 3.8.1 Risk Management: quarterly at the Audit Committee; CG P. 105 3.8.2 Financial reporting internal control system (ICS): quarterly at the Audit Committee; CG P. 106 3.8.3 Compliance management: quarterly at the Audit Committee; CG P. 106 3.8.4 Internal auditing: 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. 105 3.7 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	☑	RR P. 121 4 Remuneration paid to the Group Executive Board
G4-52	☑	RR P. 121 4 Remuneration paid to the Group Executive Board
G4-53	☑	SR P. 6 Dialogue with stakeholder groups and strategic priorities; CG P. 112 6.3 Convocation of the Annual General Meeting; CG P. 112 6.4 Agenda items; Protocol
G4-54	☒	Swisscom introduces a new job classification and wage architecture in 2015. For reasons of comparability, the ratio of the highest wage to median wage will be disclosed from 2015.
G4-55	☒	Swisscom introduces a new job classification and wage architecture in 2015. For reasons of comparability, the ratio of the highest wage to median wage will be disclosed from 2015.
7 Ethics and Integrity		
G4-56	☑	Link: www.swisscom.ch/basicprinciples – Code of Conduct ; SR P. 13 Mission statement; CG P. 101 3.9.3 Compliance Management System management
G4-57	☑	SR P. 21 Compliance Management System; CG P. 106 3.8.3 Compliance management; CG P. 106 3.8.4 Internal auditing
G4-58	☑	See G4-57
Generic Disclosures on Management Approach		
G4-DMA	☑	SR P. 19 Management approaches
Economic Performance Indicators		
	☑	Management approach and objectives MC P. 26 Corporate strategy and objectives; MC P. 79 Outlook
G4-EC1	☑	Directly generated and distributed economic value MC P. 78 Statement of added value
G4-EC2	☑	Financial consequences of climate change MC P. 87 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. 157 10 Post-employment benefits; SR P. 55 Pension fund; See LA3
G4-EC4	∅	Significant financial contributions from the government From a Group standpoint there were no matters in 2014 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. 52 Employee remuneration; SR P. 55 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. 33 Telecommunications Act (TCA); SR P. 64 Basic service provision; SR P. 45 "Internet for Schools" initiative
G4-EC8	☑	Indirect economic effects MC P. 33 Telecommunications Enterprise Act (TEA) and relationship with the Swiss Confederation; SR P. 64 A 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. 23 Environment, objectives and management approach
G4-EN1	☑	Materials used SR P. 35 Environmental performance indicators in Switzerland; SR P. 32 Other environmental aspects in the company; Cables, optical fibres and wooden poles
G4-EN2	☑	Recycling material SR P. 35 Environmental performance indicators in Switzerland; SR P. 32 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. 28 Savings and efficiency measures when using fossil fuel to generate heat; SR P. 28 Saving and efficiency measures in fuel consumption and mobility; SR P. 35 Environmental performance indicators in Switzerland Separate climate report Swisscom, 2014, available online at the link: www.swisscom.ch/GRI-2014
G4-EN4	☑	External energy consumption separate climate report Swisscom 2014, online under: www.swisscom.ch/GRI-2014
G4-EN5	☑	Energy intensity MC P. 14 Energy efficiency; SR P. 22 Energy efficiency and climate protection (Target 2:1) SR P. 14 The most important indicators for achievement of Swisscom's CR targets

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G4-EN6 Energy saving	<input checked="" type="checkbox"/>	SR P. 26 CO ₂ emissions and energy consumption: Energy-efficient infrastructure; SR P. 35 Environmental performance indicators in Switzerland
G4-EN7 Initiatives for reducing indirect energy consumption	<input checked="" type="checkbox"/>	SR P. 23 CO ₂ savings by customers thanks to green ICT services; SR P. 30 CO ₂ and energy savings for customers thanks to improved devices; SR P. 36 Environmental performance indicators in Switzerland
G4-EN8 Total water withdrawal	∅	SR P. 36 Environmental performance indicators in Switzerland; SR P. 33 Other environmental aspects in the company: water
G4-EN9 Impact of water consumption	<input checked="" type="checkbox"/>	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. 35 Other environmental aspects in the company: Soil and biodiversity
G4-EN12 Effects on biodiversity	<input checked="" type="checkbox"/>	SR P. 35 Other environmental aspects in the company: Soil and biodiversity
G4-EN13 Protected or recreated natural habitats	<input checked="" type="checkbox"/>	SR P. 35 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. 26 CO ₂ emissions and energy consumption: Energy-efficient infrastructure; SR P. 35 Environmental performance indicators in Switzerland; separate climate report Swisscom, 2014, available online at the link: www.swisscom.ch/GRI-2014
G4-EN16 Energy indirect greenhouse gas (GHG) emissions (Scope 2)	<input checked="" type="checkbox"/>	SR P. 26 CO ₂ emissions and energy consumption: Energy-efficient infrastructure; SR P. 36 Environmental performance indicators in Switzerland; separate climate report Swisscom, 2014, available online at the link: www.swisscom.ch/GRI-2014
G4-EN17 Other indirect greenhouse gas (GHG) emissions (Scope 3)	<input checked="" type="checkbox"/>	SR P. 26 CO ₂ emissions and energy consumption: Energy-efficient infrastructure; SR P. 35 Environmental performance indicators in Switzerland; separate climate report Swisscom, 2014, available online at the link: www.swisscom.ch/GRI-2014
G4-EN18 Greenhouse gas (GHG) emissions intensity	<input checked="" type="checkbox"/>	SR P. 14 The most important indicators for achievement of Swisscom's CR targets; Separate climate report Swisscom, 2014, available online at the link: www.swisscom.ch/GRI-2014
G4-EN19 Reduction of greenhouse gas (GHG) emissions	<input checked="" type="checkbox"/>	SR P. 23 CO ₂ savings by customers thanks to green ICT services; SR P. 30 CO ₂ and energy savings for customers thanks to improved devices; SR P. 35 Environmental performance indicators in Switzerland Separate climate report Swisscom, 2014, available online at the link: www.swisscom.ch/GRI-2014
G4-EN20 Emissions of ozone-reducing substances	<input checked="" type="checkbox"/>	SR P. 33 Refrigerators and refrigerants
G4-EN21 NO _x , SO ₂ and other air emissions	<input checked="" type="checkbox"/>	SR P. 36 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. 35 Environmental performance indicators in Switzerland; SR P. 34 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 2014 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. 23 CO ₂ savings by customers thanks to green ICT services; SR P. 30 CO ₂ and energy savings for customers thanks to improved devices; SR P. 35 Environmental performance indicators in Switzerland Separate climate report Swisscom, 2014, available online at the link: www.swisscom.ch/GRI-2014
G4-EN28 Packaging materials	<input checked="" type="checkbox"/>	SR P. 33 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 2014. SR P. 20 Compliance Management System.
G4-EN30 Effects of transportation	<input checked="" type="checkbox"/>	SR P. 28 Saving and efficiency measures in fuel consumption and mobility
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. 61 Audits
G4-EN33 Environmental impacts in the supply chain	<input checked="" type="checkbox"/>	SR P. 61 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 in 2014 See SR P. 39 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. 52 Employee remuneration; SR P. 46 Environment, objectives and management approach; SR P. 47 Staff development
G4-LA1	New hiring and employee turnover	<input checked="" type="checkbox"/>	SR P. 56 Employees in figures
G4-LA2	Benefits for full-time employees	<input checked="" type="checkbox"/>	MC P. 51 Employee representation and union relations; SR P. 55 Fringe benefits
G4-LA3	Maternity and paternity leave (days)	<input checked="" type="checkbox"/>	SR P. 56 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. 51 Employee representation and union relations (100% of staff); SR P. 50 Occupational safety
G4-LA6	Occupational illness, days lost due to illness and work-related deaths	<input checked="" type="checkbox"/>	SR P. 56 Employees in figures
G4-LA7	Workers with high incidence or high risk of diseases	<input checked="" type="checkbox"/>	SR P. 49 Employee health; SR P. 50 Occupational safety not relevant for Swisscom
G4-LA8	Work and safety agreements with unions	<input checked="" type="checkbox"/>	SR P. 49 Employee Health; SR P. 50 Occupational safety
G4-LA9	Employee training	<input checked="" type="checkbox"/>	SR P. 47 Staff development
G4-LA10	Lifelong learning programmes	<input checked="" type="checkbox"/>	SR P. 47 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. 56 Employees in figures; MC P. 51 Collective employment agreement (CEA)
G4-LA12	Composition of management bodies and distribution of employees by category	<input checked="" type="checkbox"/>	CG P. 97 3 Board of Directors; CG P. 107 4 Group Executive Board; SR P. 56 Employees in figures
G4-LA13	Salary differences between genders	<input checked="" type="checkbox"/>	MC P. 52 Employee remuneration; SR P. 54 Equal pay; SR P. 56 Employees in figures
G4-LA14	New suppliers that were screened using labor practices criteria	<input checked="" type="checkbox"/>	SR P. 61 Audits
G4-LA15	Impacts for labor practices in the supply chain	<input checked="" type="checkbox"/>	SR P. 61 Audits; SR P. 63 Main risk factors in the supply chain
G4-LA16	Grievances about labor practices	<input checked="" type="checkbox"/>	SR P. 52 Diversity. No incidents known of discrimination in the year 2014

Social Performance Indicators:
Human Rights

	Management approach and objectives	<input checked="" type="checkbox"/>	SR P. 58 Fair supply chain; SR P. 58 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. 47 Employee training in general and in the area of corporate responsibility
G4-HR3	Incidents of discrimination	<input checked="" type="checkbox"/>	SR P. 61 Audit result. 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. 63 Fair supply chain: main risk factors in the supply chain
G4-HR6	Forced labour	<input checked="" type="checkbox"/>	SR P. 63 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. 200 note 41)
G4-HR9	Operations that have been subject to human rights	∅	No new company locations in 2014
G4-HR10	New suppliers that were screened using human right criteria	<input checked="" type="checkbox"/>	SR P. 61 Audits
G4-HR11	Human right impacts in the supply chain	<input checked="" type="checkbox"/>	SR P. 61 Audits; SR P. 63 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 2014

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Social Performance Indicators: Society

	Management approach and objectives	<input checked="" type="checkbox"/>	SR P. 19 Management approaches
G4-SO1	Integration of local communities	<input checked="" type="checkbox"/>	MC P. 45 Swisscom's network and IT infrastructure; SR P. 65 Basic service provision; SR P. 42 Protecting minors in the media and promoting media skills; SR P. 45 "Internet for Schools" initiative; SR P. 66 Social and cultural commitments
G4-SO2	Operations with impacts on local community	<input checked="" type="checkbox"/>	SR P. 42 Protecting minors in the media and promoting media skills: Protecting minors in the media and guidelines on media content
G4-SO3	Risks of corruption	<input checked="" type="checkbox"/>	SR P. 14 The most important indicators for achievement of Swisscom's CR targets; SR P. 21 Compliance Management System
G4-SO4	Training on anti-corruption policy	<input checked="" type="checkbox"/>	SR P. 14 The most important indicators for achievement of Swisscom's CR targets; SR P. 21 Compliance Management System
G4-SO5	Incidents of corruption and measures taken	<input checked="" type="checkbox"/>	SR P. 21 Compliance Management System; No corruption case in 2014
G4-SO6	Contributions to parties and politicians	<input checked="" type="checkbox"/>	SR P. 21 Swisscom's responsibility towards the public; Swisscom is politically and confessional neutral and doesn't support financially political parties.
G4-SO7	Legal action as a result of anticompetitive behaviour	<input checked="" type="checkbox"/>	MC P. 32 General conditions: Legal and regulatory environment; FS P. 148 4 Significant accounting judgments, estimates and assumptions in applying accounting policies; FS P. 148 4 and P. 181 28 Provisions for regulatory proceedings; FS P. 181 29 Contingent liabilities
G4-SO8	Penalties for breaching legal requirements	<input checked="" type="checkbox"/>	SR P. 21 Compliance Management System; See G4-SO7
G4-SO9	New suppliers that were screened using criteria for impact on society	<input checked="" type="checkbox"/>	SR P. 61 Audits
G4-SO10	Impact on society in the supply chain	<input checked="" type="checkbox"/>	SR P. 61 Audits; SR P. 63 Main risk factors in the supply chain
G4-SO11	Grievances about impacts on society	<input checked="" type="checkbox"/>	No grievances about impacts on society in 2014 Not relevant for Swisscom.

Social Performance Indicators: Product responsibility

	Management approach and objectives	<input checked="" type="checkbox"/>	SR P. 19 Management approaches
G4-PR1	Percentage of product for which health and safety impacts are assessed for improvement	<input checked="" type="checkbox"/>	SR P. 25 Eco points; SR P. 25 Ecological and socially acceptable product innovation; SR P. 39 Low-radiation communications technology; SR P. 42 Protecting minors in the media 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 IOS Standards for radiation from base station SR P. 21 Compliance Management System. No violations of relevant health standards or standards on product labelling in 2014
G4-PR3	Product information	∅	SR P. 40 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. 21 Compliance Management System. No violations of standards on product labelling in 2014
G4-PR5	Customer satisfaction	<input checked="" type="checkbox"/>	MC P. 49 Customer satisfaction
G4-PR6	Standards in relation to advertising	<input checked="" type="checkbox"/>	SR P. 25 Ecological and socially acceptable product innovation; SR P. 20 Responsible marketing
G4-PR7	Violations of marketing standards	<input checked="" type="checkbox"/>	SR P. 20 Responsible marketing. No violations of marketing standards in 2014
G4-PR8	Infringement of the protection of customer data	<input checked="" type="checkbox"/>	SR P. 21 Compliance Management System; Compliance Management System. There were no known reports, complaints or claims resulting of a violation of the protection of customer data in 2014;
G4-PR9	Sanctions due to product and service requirements	<input checked="" type="checkbox"/>	SR P. 21 Compliance Management System; There were no known breaches of product and service provisions in 2014. No fines were imposed