




GRI-Index









See
www.swisscom.com/GRI-2013

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








Indicators	Status	Reference: 2013 Swisscom Annual Report, Appendix or Website Swisscom
Key: Indicator according to GRI 3.1 (within scope of the report) ∅ = not relevant ☒ = not covered ☐ = partially covered ☑ = totally covered		
1 Strategy and Analysis		
1.1	☑	Page 08–12 Shareholders' Letter; Page 15 Company profile; Page 33–35 Corporate strategy; Page 74–75 Strategic priorities; Page 76–77 Targets; Page 79–80 Corporate Responsibility Governance and implementation
1.2	☑	Page 19–26 General conditions; Page 34–35 Corporate strategy; Page 67–70 Risks; Page 94–97 Risks in the Supply Chain
2 Organisational Profile		
2.1	☑	Page 156 1 General information
2.2	☑	Page 16 Swisscom brand; Page 81–86 Sustainable living and working
2.3	☑	Page 31–32 Group structure and organisation; Page 220–221 41 List of Group companies
2.4	☑	See 2.1
2.5	☑	Page 31–32 Group structure and organisation; Page 220–221 41 List of Group companies
2.6	☑	Page 117 1 Corporate structure and shareholders; Page 156 1 General information
2.7	☑	Page 27–30 Market trend for telecommunications and IT services
2.8	☑	Page 02 Facts & figures; Page 03 KPIs of Swisscom Group; Page 06–07 Business Overview; Page 52–60 Operating segment results; Page 117 1 Corporate structure and shareholders
2.9	☑	Page 31–32 Group structure and organisation
2.10	☑	www.swisscom.ch/ratings
3 Report Parameters		
3.1	☑	01.01.2013–31.12.2013
3.2	☑	www.swisscom.ch/report2012
3.3	☑	Yearly
3.4	☑	Page 247 Publishing details
3.5	☑	See 4.14
3.6	☑	Page 31–32 Group structure and organisation (Scope of sustainability report); Appendix § 3 Scope of the report
3.7	☑	See 3.6
3.8	☑	See 3.6
3.9	☑	See 3.6
3.10	☑	No new presentation from old reports
3.11	☑	See 3.6
3.12	☑	The Index is available online at the following link: www.swisscom.ch/GRI-2013
3.13	☑	Page 114 SGS certification

Indicators	Status	Reference: 2013 Swisscom Annual Report, Appendix or Website Swisscom
		Key: Indicator according to GRI 3.1 (within scope of the report) ∅ = not relevant  = not covered  = partially covered  = totally covered




4 Governance, Obligations and Commitments

4.1	Management structure of the organisation		Page 31–32 Group structure and organisation; Page 79–80 Corporate Responsibility Governance and implementation; Page 120 3 Board of Directors; Page 124 3.5 Internal organisation; Page 127 3.7 Assignment of powers of authority; Page 130 4 Group Executive Board
4.2	Information on whether the Chairman is also the CEO		Page 120 3 Board of Directors; Page 130 4 Group Executive Board
4.3	Independent members of the most senior management body		Page 120 3 Board of Directors; Page 130 4 Group Executive Board
4.4	Mechanisms for shareholders and employees to address recommendations to the most senior management body		Page 133 6.3 Convocation of the Annual General Meeting; Page 134 6.4 Agenda items; Contact management body per Internet www.swisscom.ch/en/about/investors/contact.html
4.5	Relationship between remuneration paid to the most senior management body and sustainability performance		Page 142 Remuneration paid to the Group Executive Board
4.6	Mechanisms for avoiding conflicts of interest		Link: www.swisscom.ch/basicprinciples – Organisational Regulations Page 127 3.8 Information instruments of the Board of Directors vis-à-vis the Group Executive Board
4.7	Qualification and experience of members of the most senior management body		Page 120 3.1 Members of the Board of Directors; Page 130 4.1 Members of the Group Executive Board
4.8	Mission Statement, Code of Conduct and Principles		Link: www.swisscom.ch/basicprinciples , Appendix § 4 Code of Conduct
4.9	Procedure of the most senior management body for monitoring sustainability performance		See 4.1 Page 79 Corporate Responsibility Governance and implementation; Page 128 3.9 Controlling instruments of the Board of Directors vis-à-vis the Group Executive Board
4.10	Procedure for evaluating the sustainability performance of the most senior management body		See 4.9; Group Executive Board members were nominated as internal sponsors for the strategic priorities of the CR strategy
4.11	Precautionary principle		Page 85 Certification of quality assurance system for compliance with ONIR limits; Page 104 Employee training in general and in the area of corporate responsibility; Appendix § 5.2 Precautionary principle
4.12	External agreements, principles and initiatives		Page 78 Memberships and partnerships; Appendix § 10 Memberships and partnerships
4.13	Memberships		See 4.12
4.14	Stakeholder groups		Page 24–25 Dialogue with stakeholder groups and strategic priorities
4.15	Selecting the stakeholder groups		See 4.14
4.16	Involvement of stakeholder groups		See 3.5 et 4.14
4.17	Stakeholder questions and concerns		See 3.5 et 4.14


Economic Performance Indicators

	Management approach and objectives		Page 33–35 Corporate strategy; Page 66 Outlook
EC1	Directly generated and distributed economic value		Page 37 Added value calculation
EC2	Financial consequences of climate change		Page 72 Risks: risk factor Environment and health See EN5, EN6, EN7, EN18 and EN26 Link: www.cdproject.net/en-US
EC3	Scope of company's benefits plan		Page 176 10 Post-employment benefits; Appendix § 8.2 Pension fund; See LA3
EC4	Significant financial contributions from the government	∅	From a Group standpoint there were no matters in 2013 requiring disclosure in accordance with IAS 20 and no government grants at all
EC5	Entry-level salaries in relation to local minimum wage		Page 45 Employee remuneration; Appendix § 8.5 Employees in figures (addendum)
EC6	Location-based choice of suppliers	∅	There is no location-based supplier selection
EC7	Location-based choice of staff	∅	There is no location-based supplier selection
EC8	Investment in infrastructure and services for the good of the community		Page 21 Telecommunications Act; Page 98 Basic service provision; Page 102 Internet for Schools initiative
EC9	Indirect economic effects		Page 21 Telecommunications Enterprise Act and relationship with the Swiss Confederation







Indicators	Status	Reference: 2013 Swisscom Annual Report, Appendix or Website Swisscom
Key: Indicator according to GRI 3.1 (within scope of the report) ∅ = not relevant <input checked="" type="checkbox"/> = not covered <input type="checkbox"/> = partially covered <input checked="" type="checkbox"/> = totally covered		
Ecological Performance Indicators		
Management approach and objectives	<input checked="" type="checkbox"/>	Page 81 and 87 Environment and objectives
EN1 Materials used	<input checked="" type="checkbox"/>	Page 93 Environmental key figures in Switzerland; Appendix § 6.1 Paper, 6.2 cables, optical fibres and telephone poles
EN2 Recycling material	<input checked="" type="checkbox"/>	Page 93 Environmental key figures in Switzerland; Appendix § 6.1 Paper, 6.2 cables, optical fibres and telephone poles
EN3 Direct primary energy consumption	<input checked="" type="checkbox"/>	Page 88 Saving and efficiency measures when using fossil fuel to generate heat; Page 89 Saving and efficiency measures in fuel consumption and mobility; Page 93 Environmental key figures in Switzerland
EN4 Indirect primary energy consumption	<input checked="" type="checkbox"/>	Page 89 Electricity consumption savings and efficiency measures; Page 93 Environmental key figures in Switzerland
EN5 Energy saving	<input checked="" type="checkbox"/>	Page 88 Saving and efficiency measures when using fossil fuel to generate heat; Page 89 Saving and efficiency measures in fuel consumption and mobility; Page 93 Environmental key figures in Switzerland
EN6 Initiatives for energy efficiency	<input checked="" type="checkbox"/>	See EN5; Page 82 Climate-friendly products and services for residential customers; Page 83 Green ICT for business customers; Page 88 Energy management at Swisscom; Page 88 Consumption of electricity from renewable sources and green electricity; Page 90 Generating Electricity; Page 90 Utilising waste heat
EN7 Initiatives for reducing indirect energy consumption	<input checked="" type="checkbox"/>	Page 82 Climate-friendly products and services for residential customers; Page 83 Green ICT for business customers
EN8 Total water withdrawal	<input checked="" type="checkbox"/>	Page 93 Environmental key figures in Switzerland; Appendix § 6.3 water
EN9 Impact of water consumption	∅	Not relevant, as water is only used for sanitary purposes
EN10 Recycled water	<input checked="" type="checkbox"/>	Household water only
EN11 Property in or on the edge of protected areas	<input checked="" type="checkbox"/>	Appendix § 6.8 Soil and biodiversity
EN12 Effects on biodiversity	<input checked="" type="checkbox"/>	Appendix § 6.8 Soil and biodiversity
EN13 Protected or recreated natural habitats	<input checked="" type="checkbox"/>	Appendix § 6.8 Soil and biodiversity
EN14 Strategies to protect biodiversity	<input checked="" type="checkbox"/>	Appendix § 6.8 Soil and biodiversity
EN15 Endangered species	∅	Not collected as not relevant
EN16 Greenhouse gas emissions	<input checked="" type="checkbox"/>	Page 91 Climate; Page 93 Environmental key figures in Switzerland
EN17 Other greenhouse gas emissions	<input checked="" type="checkbox"/>	Page 92 Other air emissions; separate climate report Swisscom, 2013, available online at the link: www.swisscom.ch/GRI-2013
EN18 Initiatives to reduce greenhouse gas emissions	<input checked="" type="checkbox"/>	Page 82 Climate-friendly products and services for residential customers; Page 83 Green ICT for business customers
EN19 Emissions of ozone-reducing substances	<input checked="" type="checkbox"/>	Page 89 Electricity consumption savings and efficiency measures; Appendix § 6.4 Cooling systems and cooling agents
EN20 NO _x , SO ₂ and other air emissions	<input checked="" type="checkbox"/>	Page 93 Environmental key figures in Switzerland
EN21 Waste water discharge	<input checked="" type="checkbox"/>	Water is only used for sanitary purposes
EN22 Waste by type and method of disposal	<input checked="" type="checkbox"/>	Page 93 Environmental key figures in Switzerland; Appendix § 6.7 Waste and recycling
EN23 Significant releases	<input checked="" type="checkbox"/>	No significant releases known
EN24 Dangerous waste according to the Basel Convention	∅	Not relevant. Swisscom did not transport in 2013 waste classified under the Basle Convention
EN25 Impact of waste water on biodiversity	∅	Not relevant Waste water is discharged into municipal sewage treatment plants
EN26 Initiatives to minimise environmental impacts	<input checked="" type="checkbox"/>	Page 82 Climate-friendly products and services for residential customers; Page 83 Green ICT for business customers; Page 88–90 Energy-efficient infrastructure; Page 91 Climate
EN27 Packaging materials	<input checked="" type="checkbox"/>	Appendix § 6.6 Packaging
EN28 Penalties for environmental offences	<input checked="" type="checkbox"/>	No fines or penalties were imposed for non-compliance with legal requirements in 2013. Appendix § 5.1 Compliance
EN29 Effects of transportation	<input checked="" type="checkbox"/>	Page 89 Saving and efficiency measures in fuel consumption and mobility
EN30 Expenditure on environmental protection	<input type="checkbox"/>	No separate expenditure collected

Indicators	Status	Reference: 2013 Swisscom Annual Report, Appendix or Website Swisscom
		Key: Indicator according to GRI 3.1 (within scope of the report) ∅ = not relevant  = not covered  = partially covered  = totally covered

Social Performance Indicators: Labour practices and humane employment conditions

Management approach and objectives		Page 45 Employee remuneration; 103 Environment and objectives; Page 104 Employee development
LA1 Employees by employment type and region		Page 110 Employees in figures, Appendix § 8.5 Employees in figures (addendum)
LA2 Staff turnover		Page 110 Employees in figures; Appendix § 8.5 Employees in figures (addendum)
LA3 Benefits for full-time employees		Page 44 Employee representation and union relations; Appendix § 8.3 Fringe benefits
LA4 Employees with collective employment agreements		Page 44 Collective Employment Agreement; Appendix § 8.5 Employees in figures (addendum)
LA5 Notification deadline(s) in relation to key operational changes		CEA § 3.3 negotiations should be engaged early enough with the contracting unions
LA6 Employees represented on workplace safety committees		Page 44 Employee representation (100% of staff); Page 106 Occupational safety and FCOS
LA7 Occupational illness, days lost due to illness and work-related deaths		Page 110 Employees in figures; Appendix § 8.5 Employees in figures (addendum)
LA8 Training and advice for employees in relation to serious illnesses		Page 106 Employee Health; Page 106 Occupational safety
LA9 Work and safety agreements with unions		Page 106 Employee Health; Page 106 Occupational safety
LA10 Employee training		Page 104 Employee development; Appendix § 8.5 Employees in figures (addendum)
LA11 Lifelong learning programmes		Page 104 Employee development; Page 104 language courses/language skills and training opportunities on new media
LA12 Performance evaluation and development planning for employees		Page 110 Employees in figures; Appendix: 8.5 Employees in figures (addendum)
LA13 Composition of management bodies and distribution of employees by category		Page 120 3 Board of Directors; Page 130 4 Group Executive Board; Page 110 Employees in figures; Appendix § 8.5 Employees in figures (addendum)
LA14 Salary differences between genders		Page 45 Employee remuneration; Page 109 Equal pay; Page 110 Employees in figures; Appendix § 8.5 Employees in figures (addendum)
LA15 Maternity and paternity leave (days)		Appendix § 8.5 Employees in figures (addendum)

Social Performance Indicators: Human Rights

Management approach and objectives		Page 94 Swisscom's responsibility in the supply chain; Link: www.swisscom.ch/suppliers
HR1 Investment agreements		The Corporate Responsibility Contract Appendix (CRV) is part of all contracts
HR2 Checking suppliers re. human rights aspects		Page 94 Swisscom's responsibility in the supply chain; Page 94 Supplier risk management
HR3 Training on human rights		Page 104 Employee training in general and in the area of corporate responsibility
HR4 Incidents of discrimination		Page 107 Diversity. No known incidents of discrimination in 2013
HR5 Freedom of association and collective bargaining		Covered by the mutually agreed obligation to avoid industrial action under collective employment agreement (CEA)
HR6 Child labour		Page 97 Swisscom's responsibility in the supply chain, main risk factors in the supply chain
HR7 Forced labour		Page 97 Swisscom's responsibility in the supply chain, main risk factors in the supply chain
HR8 Training of security staff	∅	Not relevant: Sub-contracted to Securitas
HR9 Violation of indigenous rights	∅	Not relevant for the reporting boundary in Switzerland

Indicators	Status	Reference: 2013 Swisscom Annual Report, Appendix or Website Swisscom
		Key: Indicator according to GRI 3.1 (within scope of the report) ∅ = not relevant ☒ = not covered ☐ = partially covered ☑ = totally covered

Social Performance Indicators: Society




Management approach and objectives	☑	Page 98 Environment and objectives
SO1 Effects on the local community	☑	Page 17 Network Infrastructure in Switzerland; Page 98 Basic service provision; Page 99–101 Protecting minors in the media and promoting media skills; S, 102 Internet for Schools initiative; Appendix § 9 Social and cultural commitments
SO2 Corruption risks	☑	Page 79 The most important Indicators of Swisscom's CR-targets; Appendix § 5.1 Compliance
SO3 Training on anti-corruption policy	☑	Page 79 The most important Indicators of Swisscom's CR-targets
SO4 Incidents of corruption and measures taken	☑	Appendix § 5.1 Compliance. No corruption case in 2013
SO5 Lobbying	☑	Page 78 Swisscom's responsibility towards the public
SO6 Contributions to parties and politicians	☑	Page 78 Swisscom's responsibility towards the public
SO7 Legal action as a result of anticompetitive behaviour	☑	Page 22 Regulatory developments in Switzerland in 2013; Page 168–171 4 Significant accounting judgments, estimates and assumptions in applying accounting policies; Page 169 & 199 Provisions for regulatory proceedings; Page 200 29 Contingent liabilities
SO8 Penalties for breaching legal requirements	☑	Appendix § 5.1 Compliance; See SO7

Social Performance Indicators: Product responsibility




Management approach and objectives	☑	Page 81 Environment and objectives
PR1 Effects on health throughout the product life cycle	☑	Page 81 Ecological, socially acceptable product innovation; Page 85 Low-radiation communications technologies; Page 98 Protecting minors in the media and promoting media skills
PR2 Violations of health standards	☑	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 Appendix § 5.1 Compliance. No violations of relevant health standards or standards on product labelling in 2013
PR3 Product information	∅	Page 85 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
PR4 Violations of standards on product labelling	☑	Appendix § 5.1 Compliance. No violations of standards on product labelling in 2013
PR5 Customer satisfaction	☑	Page 86 Customer satisfaction
PR6 Standards in relation to advertising	☑	Page 81 Ecological, socially acceptable product innovation; Appendix § 5.3 Responsible marketing
PR7 Violations of marketing standards	☑	Appendix § 5.3 Responsible marketing. No violations of marketing standards in 2013
PR8 Infringement of the protection of customer data	☑	Appendix § 5.1 Compliance. There were no known reports, complaints or claims resulting of a violation of the protection of customer data in 2013
PR9 Sanctions due to product and service requirements	☑	Appendix § 5.1 Compliance There were no known breaches of product and service provisions in 2013. No fines were imposed

GRI Telecommunications Sector Supplement: Capital expenditure

IO1 Capital invested in infrastructure-measures by region	☑	Page 65 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	☑	Page 17–18 Network infrastructure in Switzerland; Page 21 Telecommunications Act; Page 98 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

Indicators	Status	Reference: 2013 Swisscom Annual Report, Appendix or Website Swisscom
		Key: Indicator according to GRI 3.1 (within scope of the report) ∅ = not relevant  = not covered  = partially covered  = totally covered







Health and Safety

IO3	Practices to ensure health and safety of field personnel engaged in installing infrastructure		Page 106 Employee health; Page 106 Occupational safety
IO4	Compliance with the ICNIRP standards for radiation from terminal devices	∅	Not relevant, terminal devices suppliers' responsibility
IO5	Compliance with the ICNIRP standards		Page 85 Certification of quality assurance system for compliance with ONIR limits. Swisscom complies with the ONIR limits
IO6	Measures relating to the SAR values of terminal devices		Page 85 Research and development in the area of electromagnetic fields; Page 85 Shares of the terminals devices portfolio under a SAR of 0.8 W/kg and under a SAR of 0.6 W/kg

Infrastructure

IO7	Measures relating to the placement		See Network planning: www.swisscom.ch/radiation ; Page 17–18 Swisscom's network infrastructure
IO8	Number of stand-alone and shared transmitter masts		Page 17–18 Swisscom's network infrastructure





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

PA1	Strategies and measures in sparsely populated areas		Page 21 Telecommunications Act; Page 98 Basic service provision
PA2	Strategies and measures for overcoming barriers to access and use		Page 21 Telecommunications Act; Page 98 Basic service provision; Page 98–99 Protecting minors in the media and promoting media skills; Page 102 Internet for Schools Initiative; Appendix § 9.6 Offerings for people with disabilities
PA3	Strategies and measures to ensure availability and reliability of products and services		Page 69 Business interruption Page 98 Basic service provision
PA4	Distribution area and market shares for products and services		Page 27 Market trend for telecommunications and IT services
PA5	Number and types of products and services available for low-earners and people without any income		Appendix § 9.6 two offerings for people with limited financial resources
PA6	Programmes and measures for the provision and maintenance of services in emergency situations		Page 69 Business interruption

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
-----	--	---	--

Customer Relations

PA8	Strategies and measures for communicating EMF-related issues to the public		Page 85 Low-radiation communications technologies; www.swisscom.ch/radiation
PA9	Investments in activities for research on electromagnetic fields		Page 85 Research and development in the area of electromagnetic fields See www.swisscom.ch/innovation/en See www.swisscom.ch/lowradiation Page 217 36 Research and development (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		Page 82 Climate-friendly products and services for residential customers; Page 83 Green ICT for business customers; See EN26

Indicators	Status	Reference: 2013 Swisscom Annual Report, Appendix or Website Swisscom
Key: Indicator according to GRI 3.1 (within scope of the report) ∅ = not relevant <input checked="" type="checkbox"/> = not covered <input type="checkbox"/> = partially covered <input checked="" type="checkbox"/> = totally covered		

Technology Applications
Resource Efficiency

TA1	<input checked="" type="checkbox"/>	Page 82 Climate-friendly products and services for residential customers; See EN26
TA2	<input checked="" type="checkbox"/>	Page 82 Climate-friendly products and services for residential customers; See EN26
TA3	<input checked="" type="checkbox"/>	Page 83 Green ICT for business customers. See Survey on Green ICT at www.swisscom.ch/greenict
TA4	<input checked="" type="checkbox"/>	Page 83 Green ICT for business customers
TA5	<input checked="" type="checkbox"/>	Appendix § 5.4 Practices in relation to copyright laws