

1 Introduction

Swisscom defines the economic, environmental and social principles for its operating activities and both, its direct suppliers and subcontractors are required to adhere to them. In accordance with its corporate values and environmental and social policy, Swisscom expects its suppliers and in turn their subcontractors to assume their social and environmental responsibility. In this way, the focus is on the entire end-to-end supply chain from the manufacturers, delivery partners and users right through to the recycling companies. Swisscom's aim is to expose any corporate risk in order to be able to take action where necessary.

The requirements described below are also the evaluation criteria for the Swisscom supplier assessment and evaluation system. Regular assessment of the overall performance in the context of the "supplier evaluation" lays the foundations for joint advancement. These points are also checked by means of on-site audits.

Swisscom specifically demands the following behaviour from its suppliers:

2 Social responsibility

The supplier shall demonstrate the following social commitments:

- Legal compliance in the social field shall be checked on a regular basis
- The working conditions in accordance with the SA8000 standard, elements 1-8 (child labour, forced labour, health and safety, freedom of association and right to collective bargaining, discrimination, discipline, working hours, compensation) shall be complied with
- Young people with no specialist knowledge shall also be integrated into the workplace or receive initial on-the-job training
- Employees shall be offered various working-time options (e.g. part-time, teleworking, working from home)
- Employees shall have a say in decisions relating to their working conditions
- In the case of dismissals/large-scale dismissals, an industry-standard social plan shall be put in place
- Swisscom's "Guidelines concerning bribery" from the "Swisscom Procurement Policy" shall also be adhered to by the supplier

3 Environmental management

The supplier shall ideally operate a certified environmental management system according to ISO 14001 or EMAS.

During the contract term, the supplier shall inform Swisscom immediately and in writing:

- if there are any key changes in the EMS
- if any certificates have expired or have been acquired or revoked
- if the supplier fails to pass the repeat audit

If the supplier does not have an ISO 14001/EMAS certificate, he shall guarantee at least the following activities:

- Legal compliance in the area of the environment shall be checked on a regular basis
- Work processes and procedures which could have an impact on the environment shall be documented (e.g. processes, checklists, instructions)
- An environmental programme shall be put in place with proof of implementation
- Employees with environmentally-relevant tasks shall receive the appropriate training
- Ongoing improvement in the area of the environment shall be checked by means of internal or external audits
- The supplier shall designate a person responsible for all environmental matters
- The supplier shall enforce the abovementioned requirements with his subcontractors accordingly

The entire manufacturing process must also be checked for environmental risks and any relevant action taken. Swisscom must be informed of the results and the environmental risks.

4 Product ecology

General requirements for all products

- The supplier shall ensure that all applicable environmental ordinances are complied with in production operations and in the supply chain
- The supplier shall ensure that products comply fully with Swiss legislation (<http://www.admin.ch/ch/d/sr/sr.html>)
- Product and packaging must be recyclable and disposable in an environmentally-friendly manner. Where appropriate, recycled materials must be used
- The products may not contain any materials that are dangerous to health and must be environmentally friendly
- Energy consumption – both of the product (if applicable) and of the production process – must be optimised
- Emissions in the production process (gas, wastewater, noise) must be minimised
- Distribution and transport must be carried out in an environmentally-friendly and product-appropriate manner

Additional requirements for electrical and electronic devices and systems

- ICT and CE products should be designed according to the principles of environmentally-friendly design. The following standards can provide assistance on this matter: ECMA-341 (Environmental Design Considerations for ICT & CE Products), or DIN IEC 62430; VDE 0042-2:2007-08 (environmentally-conscious design of electrical and electronic products and systems)
- Special attention should be paid to the following:
 - All plastic components that are heavier than 25 grams must be labelled in accordance with ISO 11469 and may not contain any halogenated flame retardants
 - For devices or applications for which an EU Code of Conduct (CoC) on energy consumption exists, this must be adhered to (e.g. EU Code of Conduct on Energy Consumption of Broadband Equipment)
 - Any electromagnetic radiation must be reduced to a minimum (values agreed in consultation with Swisscom)

5 Right of audit

The supplier shall guarantee Swisscom the right to carry out an audit in accordance with ISO 19011 (second-party audit) with regard to itself and subcontractors.

Swisscom shall send the audit request in writing to the supplier's quality contact person including the following:

- Audited area
- Requested deadline
- Audit team

The detailed audit programme shall be drawn up by Swisscom and agreed by both parties. The supplier shall guarantee feasibility in accordance with the audit programme. The audit team shall be accompanied by representatives of the supplier.