

employees' awareness conducted with the involvement of managers are having an effect.

The number and risk of occupational illnesses (pursuant to UVG) are minimal at Swisscom. In the current year, Suva recognised only one case at

Swisscom as an occupational disease, but it did not consider Swisscom, as the current employer, to be partly responsible for it. It is also pleasing to note that there were no fatal occupational accidents in the 2018 reporting period.

Number respectively as indicated	2016			2017			2018		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Illness and accidents (S+A)									
Regular working days in FTE	3,386,048	1,136,883	4,522,931	3,229,991	997,344	4,227,335	3,130,289	934,895	4,065,183
Days lost due to illness (w/o work-related illness)	70,686	48,164	118,850	68,977	40,240	109,217	66,143	38,138	104,281
Days lost due to work-related illness	—	—	—	19	—	19	8	180	188
Days lost due to work-related accidents	2,867	292	3,159	2,786	504	3,290	2,653	488	3,142
Days lost due to non-work-related accidents	12,871	3,632	16,503	12,838	3,991	16,829	12,764	3,862	16,626
Days lost total (S+A)	86,424	52,088	138,512	84,620	44,735	129,355	81,569	42,669	124,238
Number of cases of illness	17,236	9,841	27,077	15,408	8,272	23,680	15,401	7,629	23,030
Work-related accidents	238	36	274	261	38	299	248	30	278
Number of non-work-related accidents	1,933	634	2,567	1,896	619	2,515	1,877	568	2,445
Total cases¹	19,407	10,511	29,918	17,565	8,929	26,494	17,526	8,227	25,753
Share of days lost due to illness (w/o work-related illness)	2.09%	4.24%	2.63%	2.13%	4.03%	2.58%	2.12%	4.08%	2.57%
Share of days lost due to work-related illness	0.0000%	—	0.0000%	0.0000%	—	0.0010%	—	—	0.005%
Number of work-related accidents	0.08%	0.03%	0.07%	0.09%	0.05%	0.08%	0.09%	0.05%	0.08%
Share of days lost due to non-work-related accidents	0.38%	0.32%	0.36%	0.40%	0.40%	0.40%	0.41%	0.41%	0.41%
Rate of days lost total (S+A)									
in %	2.56%	4.58%	3.07%	2.62%	4.48%	3.06%	2.61%	4.56%	3.06%
Work-related deaths	—	—	—	—	—	—	—	—	—
Net presence in FTE	135,645	43,888	179,533	132,657	40,969	173,626	127,362	37,950	165,312
Total productive hours performed	23,063,332	7,490,400	30,554,722	22,314,302	6,921,116	29,235,418	21,473,128	6,432,428	27,905,556
Productive time per FTE in hours	1,738	1,687	1,725	1,741	1,756	1,744	1,734	1,749	1,738

¹ Failure of working time which generates medical costs

Employees with illnesses that are highly likely to be related to their professional activities

To achieve its prevention goals, Swisscom offers numerous initiatives and programmes within the framework of occupational health management (OHM). For example, members of management and employees with a time registration waiver are regularly invited to health checks in order to detect health problems at an early stage. Other prevention services are offered in collaboration with competent partners such as the Swiss Nutrition Society, Suva (risks in free time), the Swiss Lung League (smoking cessation services) and Pro Mente Sana (mental health). Internally, the Leadership Academy provides a health offering for managers. OHM is successfully breaking new ground in communicating prevention topics by the use of online formats: for example, by

launching podcasts and webinars on mental health, nutrition and presence management.



Goal 3 GOOD HEALTH AND WELL-BEING

In a selection process, around 1,100 Swisscom employees expressed an interest in the six-week iCope online training course on the topic of stress management. Some 541 employees were eventually given the opportunity to learn how to deal with stress situations thanks to iCope. Initial evaluations show that the participants were able to become better at dealing with stress in the long term.

Swisscom runs an independent advisory centre (Care Gate) to answer questions relating to health and social issues. Employees and managers receive

professional and confidential advice from Care Gate via telephone, e-mail and videoconferencing.

In 2018, the absence rate was 3.06% (prior year: 3.06%). The number of absences fell by around 2.8% year-on-year, but the duration of the individual absences increased.

In the case of long-term absences, there was a reduction in the number of cases, but a significant rise in the average length of absence. Approximately 1/8 of the absences are due to non-occupational accidents (NOAs).

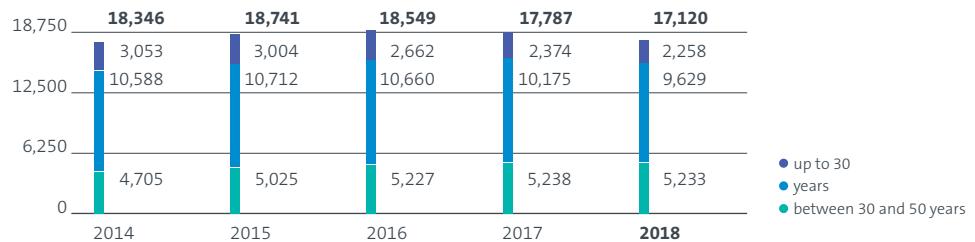
Swisscom operates neither in areas nor in countries with a high risk of communicable diseases nor those in which communicable diseases are particularly common.

Health and safety issues covered by formal agreements with trade unions

The collective employment agreement that Swisscom has concluded with its social partners, the syndicom trade union and the transfair personnel association, expressly sets out occupational health measures. For instance, the partners have together revised the "On/Off" guideline. This regulates how to handle the readiness to be "always on" – to be available around the clock due to the availability of digital working tools. An operational group solution supports the individual areas with guidelines and implementation instruments in order to guarantee occupational health and safety requirements and systematically reduce work-related accidents and illnesses. Staff representatives are also involved at all stages in the creation of hazard portfolios, risk assessments and the implementation of workplace controls.

Employee age structure

in headcount (HC)



Number respectively as indicated	2016			2017			2018		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Total workforce in Switzerland									
Average workforce FTE			18,750			18,039			17,363
Workforce end of year FTE			18,372			17,688			17,147

Reporting limit in Switzerland according to the personnel information system

Coverage report limit	93%			95%			
Average workforce FTE	13,273	4,439	17,712	13,047	4,117	17,164	
Employees in FTE per end of December in headcount (HC)	13,273	4,291	17,563	12,856	3,975	16,831	
Temporary positions (HC)	1,121	387	1,508	1,141	376	1,517	
Permanent work contracts (HC)	48	18	66	39	25	64	
Temporary work contracts (HC)	13,531	4,952	18,483	13,124	4,599	17,723	
Gender ratio (HC)	73.2%	26.8%	100.0%	74.0%	26.0%	100.0%	
Full-time employment (HC)	12,121	2,796	14,917	11,705	2,525	14,230	
Part-time employment (HC)	1,458	2,174	3,632	1,458	2,099	3,557	
Ratio full time employees (HC)	89.3%	56.3%	80.4%	88.9%	54.6%	80.0%	
Ratio part time employees (HC)	10.7%	43.7%	19.6%	11.1%	45.4%	20.0%	
Employees in collective employment agreement (CEA)	10,811	4,581	15,392	10,407	4,258	14,665	
Rate collective labour agreement (CEA) to total workforce	79.6%	92.2%	83.0%	79.1%	92.1%	82.4%	
Top Management (HC)	82	8	90	81	3	84	
Management (HC)	2,686	381	3,067	2,675	363	3,038	
Rate of employees within Management (HC)	87.7%	12.3%	100.0%	88.3%	11.7%	100.0%	

Number respectively as indicated	2016			2017			2018		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Fluctuation in Switzerland									
Average age	43.4	40.4	42.6	43.7	40.8	42.9	43.8	41.1	43.1
Leavings ¹	1,094	569	1,663	1,439	712	2,151	1,643	686	2,329
Leavings < 30 years ¹	214	175	389	262	219	481	237	158	395
Leavings 30 – 50 years ¹	584	266	850	730	321	1,051	866	375	1,241
Leavings > 50 years ¹	296	128	424	447	172	619	540	153	693
Rate of leavings < 30 years	19.6%	30.8%	23.4%	18.2%	30.8%	22.4%	14.4%	23.0%	17.0%
Rate of leavings 30 – 50 years	53.4%	46.7%	51.1%	50.7%	45.1%	48.9%	52.7%	54.7%	53.3%
Rate of leavings > 50 years ²	27.1%	22.5%	25.5%	31.1%	24.2%	28.8%	32.9%	22.3%	29.8%
Enterings ¹	1,245	323	1,568	947	281	1,228	1,203	437	1,640
Enterings < 30 years ¹	356	171	527	336	126	462	429	217	646
Enterings 30 – 50 years ¹	783	140	923	529	132	661	622	187	809
Enterings > 50 years ¹	106	12	118	82	23	105	152	33	185
Rate of Enterings < 30 years	28.6%	52.9%	33.6%	35.5%	44.8%	37.6%	35.7%	49.7%	39.4%
Rate of Enterings 30 – 50 years	62.9%	43.3%	58.9%	55.9%	47.0%	53.8%	51.7%	42.8%	49.3%
Rate of Enterings > 50 years ²	8.5%	3.7%	7.5%	8.7%	8.2%	8.6%	12.6%	7.6%	11.3%

Further KPIs

Education and training days	53,979	55,035	51,097
Number of days training and education per employee (headcount)	2.9	3.1	3.0
Maternity and paternity leave	544	290	834
Total CEO compensation in kCHF		1,833	1,868
Median salary in kCHF		131	133
Ratio CEO compensation / median salary		14	14
Variation of CEO compensation		0.1%	1.9%
Variation of median salary		1.5%	1.5%
Minimum full time salary in kCHF according to the CEA		52	52
Peformance Dialogues ³	96.6%	95.0%	93.9%

¹ without fixed-term contracts of employment³ without apprentices² without retirements