

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

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).

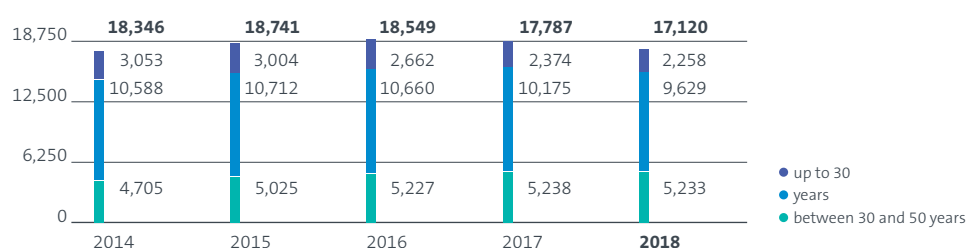
Swisscom operates neither in areas nor in countries with a high risk of communicable diseases nor those in which communicable diseases are particularly common.

## 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
<b>Total workforce in Switzerland</b>									
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%			95%		
<b>Average workforce FTE</b>	13,273	4,439	<b>17,712</b>	13,047	4,117	<b>17,164</b>	12,610	3,845	<b>16,455</b>
<b>Employees in FTE per end of December</b>	13,273	4,291	<b>17,563</b>	12,856	3,975	<b>16,831</b>	12,448	3,759	<b>16,207</b>
<b>in headcount (HC)</b>	13,579	4,970	<b>18,549</b>	13,163	4,624	<b>17,787</b>	12,755	4,365	<b>17,120</b>
Temporary positions (HC)	1,121	387	<b>1,508</b>	1,141	376	<b>1,517</b>	1,074	389	<b>1,463</b>
Permanent work contracts (HC)	48	18	<b>66</b>	39	25	<b>64</b>	32	25	<b>57</b>
Temporary work contracts (HC)	13,531	4,952	<b>18,483</b>	13,124	4,599	<b>17,723</b>	12,723	4,340	<b>17,063</b>
Gender ratio (HC)	73.2%	26.8%	<b>100.0%</b>	74.0%	26.0%	<b>100.0%</b>	74.5%	25.5%	<b>100.0%</b>
Full-time employment (HC)	12,121	2,796	<b>14,917</b>	11,705	2,525	<b>14,230</b>	11,279	2,378	<b>13,657</b>
Part-time employment (HC)	1,458	2,174	<b>3,632</b>	1,458	2,099	<b>3,557</b>	1,476	1,987	<b>3,463</b>
Ratio full time employees (HC)	89.3%	56.3%	<b>80.4%</b>	88.9%	54.6%	<b>80.0%</b>	88.4%	54.5%	<b>79.8%</b>
Ratio part time employees (HC)	10.7%	43.7%	<b>19.6%</b>	11.1%	45.4%	<b>20.0%</b>	11.6%	45.5%	<b>20.2%</b>
Employees in collective employment agreement (CEA)	10,811	4,581	<b>15,392</b>	10,407	4,258	<b>14,665</b>	10,036	4,003	<b>14,039</b>
Rate collective labour agreement (CEA) to total workforce	79.6%	92.2%	<b>83.0%</b>	79.1%	92.1%	<b>82.4%</b>	78.7%	91.7%	<b>82.0%</b>
Top Management (HC)	82	8	<b>90</b>	81	3	<b>84</b>	75	5	<b>80</b>
Management (HC)	2,686	381	<b>3,067</b>	2,675	363	<b>3,038</b>	2,644	357	<b>3,001</b>
Rate of employees within Management (HC)	87.7%	12.3%	<b>100.0%</b>	88.3%	11.7%	<b>100.0%</b>	88.3%	11.7%	<b>100.0%</b>

Number respectively as indicated	2016			2017			2018		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Fluctuation in Switzerland</b>									
Average age	43.4	40.4	<b>42.6</b>	43.7	40.8	<b>42.9</b>	43.8	41.1	<b>43.1</b>
Leavings <sup>1</sup>	1,094	569	<b>1,663</b>	1,439	712	<b>2,151</b>	1,643	686	<b>2,329</b>
Leavings < 30 years <sup>1</sup>	214	175	<b>389</b>	262	219	<b>481</b>	237	158	<b>395</b>
Leavings 30 – 50 years <sup>1</sup>	584	266	<b>850</b>	730	321	<b>1,051</b>	866	375	<b>1,241</b>
Leavings > 50 years <sup>1</sup>	296	128	<b>424</b>	447	172	<b>619</b>	540	153	<b>693</b>
Rate of leavings < 30 years	19.6%	30.8%	<b>23.4%</b>	18.2%	30.8%	<b>22.4%</b>	14.4%	23.0%	<b>17.0%</b>
Rate of leavings 30 – 50 years	53.4%	46.7%	<b>51.1%</b>	50.7%	45.1%	<b>48.9%</b>	52.7%	54.7%	<b>53.3%</b>
Rate of leavings > 50 years <sup>2</sup>	27.1%	22.5%	<b>25.5%</b>	31.1%	24.2%	<b>28.8%</b>	32.9%	22.3%	<b>29.8%</b>
Enterings <sup>1</sup>	1,245	323	<b>1,568</b>	947	281	<b>1,228</b>	1,203	437	<b>1,640</b>
Enterings < 30 years <sup>1</sup>	356	171	<b>527</b>	336	126	<b>462</b>	429	217	<b>646</b>
Enterings 30 – 50 years <sup>1</sup>	783	140	<b>923</b>	529	132	<b>661</b>	622	187	<b>809</b>
Enterings > 50 years <sup>1</sup>	106	12	<b>118</b>	82	23	<b>105</b>	152	33	<b>185</b>
Rate of Enterings < 30 years	28.6%	52.9%	<b>33.6%</b>	35.5%	44.8%	<b>37.6%</b>	35.7%	49.7%	<b>39.4%</b>
Rate of Enterings 30 – 50 years	62.9%	43.3%	<b>58.9%</b>	55.9%	47.0%	<b>53.8%</b>	51.7%	42.8%	<b>49.3%</b>
Rate of Enterings > 50 years <sup>2</sup>	8.5%	3.7%	<b>7.5%</b>	8.7%	8.2%	<b>8.6%</b>	12.6%	7.6%	<b>11.3%</b>
<b>Further KPIs</b>									
Education and training days			<b>53,979</b>			<b>55,035</b>			<b>51,097</b>
Number of days training and education per employee (headcount)			<b>2.9</b>			<b>3.1</b>			<b>3.0</b>
Maternity and paternity leave	544	290	<b>834</b>	574	230	<b>804</b>	571	206	<b>777</b>
Total CEO compensation in kCHF			<b>1,833</b>			<b>1,868</b>			<b>1,829</b>
Median salary in kCHF			<b>131</b>			<b>133</b>			<b>135</b>
Ratio CEO compensation / median salary			<b>14</b>			<b>14</b>			<b>14</b>
Variation of CEO compensation			<b>0.1%</b>			<b>1.9%</b>			<b>-2.1%</b>
Variation of median salary			<b>1.5%</b>			<b>1.5%</b>			<b>1.5%</b>
Minimum full time salary in kCHF according to the CEA			<b>52</b>			<b>52</b>			<b>52</b>
Performance Dialogues <sup>3</sup>			<b>96.6%</b>			<b>95.0%</b>			<b>93.9%</b>

1 without fixed-term contracts of employment

3 without apprentices

2 without retirements