

Code of Conduct

1 Introduction and purpose

Swisscom wants to remain successful in the long run and continue to grow profitably. Our values are the key for achieving this.¹ Success requires taking risks, but it also requires following rules and complying with social expectations. The trust placed in Swisscom gives rise to obligations and makes an important contribution to the success of the business.

This Code of Conduct contains the minimum expectations of the Board of Directors and the CEO vis-à-vis the managers and employees of Swisscom AG and its subsidiaries (hereinafter "employees").

The Code of Conduct is communicated on an ongoing basis by line-management and in day-to-day cooperation within the company; it is given specific effect by additional rules.

2 Take responsibility

Employees take responsibility for their actions and show consideration for other people, society and the environment.

They treat all stakeholders and their representatives respectfully, fairly and without discrimination. These stakeholders include customers, shareholders, employees, public and political authorities, suppliers, the media and other partners, the public, as well as public and private organisations.

3 Follow the rules

Employees comply with all laws and any other external or internal regulations and contracts. They are committed, above all, to upholding compliance rules and to avoiding any damage to the company.

4 Show integrity

Employees respect the established rules and values of both our company and society as a whole. They ensure conscientious conduct in the company and act with integrity. They pursue the goals and interests of Swisscom and its customers. They recognise and avoid conflicts of interest and disclose them.

5 Report breaches

Employees report any breaches or suspected breaches of this Code of Conduct to their managers or to Group Compliance of Swisscom.² Alternatively, the reaction plan for processing anonymous whistleblowing notifications provided by Internal Audit is also available.³

Board of Directors and CEO Swisscom AG

Entry into force: January 2019, Version: November 2018

1 Our values: https://intranet.swisscom.com/en/about_swisscom/so_ticken_wir/Pages/so_ticken_wir.aspx or <https://www.swisscom.ch/en/about/company/purpose-vision-values-and-goals.html>

2 Please report any breach or suspicion to: swisscom.compliance@swisscom.com

3 The notification form can be obtained via: https://intranet.swisscom.com/de/ueber_swisscom/richtlinien_prozesse/internal_audit/Seiten/whistleblowing.aspx or <http://www.swisscom.ch/de/about/meldeformular.html>