



Diversity, Equity & Inclusion

Report 2023

Foreword

Chief People Officer



Klementina Pejic
Chief People Officer

Diversity, Equity & Inclusion (DE & I) is about more than just gender equality: it's about linguistic diversity, a healthy work-life balance, different ways of thinking and perspectives, and much more besides.

We take our social, moral and ethical responsibilities seriously and are committed to diversity, gender equality and inclusion. Sexual harassment, discrimination and exclusion are not tolerated at Swisscom. A diverse workforce and an inclusive corporate culture strengthen our innovative strength and make us successful as a company. That's why we design recruitment, development, talent management and leadership culture processes in such a way that they counteract stereotypes and promote equal opportunities. Through this active management, we create greater diversity in terms of candidates, employment and promotions.



“The diversity of our employees adds value to Swisscom. Diversity fosters innovation and makes us more successful. Swisscom cultivates a culture where differences are valued and there is no place for discrimination or exclusion. We adopt this attitude both internally and externally.”

Christoph Aeschlimann
CEO

Our strategy

With the Diversity, Equity & Inclusion Strategy (DE & I) 2026, we have set ourselves ambitious targets in the areas of generations, gender, language and origin as well as people with disabilities or a refugee background. These objectives allow us to actively steer development and are an important part of Swisscom's DE & I commitment. A large part, however, lies in making employees aware of DE & I issues, in designing non-discriminatory processes and in developing more inclusive general conditions. With a clear commitment from the Board of Directors and the Group Executive Board, we want to drive forward and achieve these goals based on three pillars.

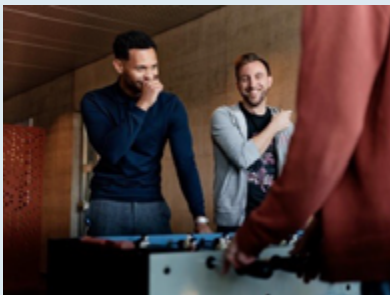


Clear objectives and responsibility

HR steers the discussion on DE & I objectives with the divisions, introduces superordinate measures to achieve the DE & I objectives, monitors progress in the divisions, and supports the definition and implementation of division-specific measures.

Embedding in people processes

We design the relevant processes in recruitment, employment, development, employee retention, talent management and leadership culture in such a way that they counteract unconscious stereotyping and facilitate genuine equal opportunities. For example, we advertise 60 to 100% jobs, ensure inclusive language and monitor our talent pools and candidate pipeline for diversity criteria.



Integration in employer branding and corporate communications roadmap

DE & I is an integral part of the Corporate Communications and Employer Branding Roadmap in order to sensitise and inform all employees and candidates about DE & I topics and offers and to show role models and alternative realities of life. We participate and organise specific events to make contact with a wide range of candidate groups from all regions.

Let's talk about numbers

In order to achieve our overarching DE & I targets, their area-specific contribution is worked out with the divisions. Each division defines DE & I targets based on the status quo, taking into account internal developments and particularities. These do not override other objectives or contradict them in any way, but instead represent an important addition to various HR and business targets.

	Figure 2022	Figure 2023	Target figure 2023	Target figure 2026
Proportion of women in management	14.2%	14.4%	16.4%	16.4%
Proportion of women	24.1%	23.7%	24.3%	25.5%
Proportion of employees < 40	43.3%	43.9%	43.0%	45.0%
Proportion of employees who communicate in a non-German language	33.4%	34.7%	34.5%	40.0%
Proportion of employees from French-speaking and Italian-speaking Switzerland in management	n.a	8.6%	15.0%	9.2%
Proportion of employees with a disability and with a refugee background	1.17%	1.14%	1.0%	1.0%

Generations

The dialogue and collaboration between the generations are valuable and important, for example in the development of products and services that should meet the needs of our customers. In order to provide our employees with the best possible support in their current life situation, we develop specific offers that cover the needs and requirements of each generation. By creating an attractive working environment for all generations, we are also actively addressing challenges such as demographic change and the shortage of skilled workers. We support experienced employees in a targeted manner to give them motivating prospects until they enter retirement.

For everyone

- As part of regular development reflections, employees and managers reflect on their professional development and set specific development goals together.
- In addition, Worklink, our competence center for career fitness, offers career advice and benchmark analysis and encourages employees to shape their own professional future.
- Swisscom attaches great importance to the employability of all employees. The virtual career advisor "My Employability" helps to refine the job profile, identify knowledge gaps and define suitable training measures.
- In addition, we give our employees five days a year that they can use for further training.

Cross-generational work

We promote intergenerational exchange and knowledge transfer through cross-generational mentoring programs and job-sharing tandems.

Promoting young talent

- Swisscom trains almost 800 apprentices and, with over 500 apprentices in ICT professions, is the largest provider of apprenticeships for careers in ICT in Switzerland. Swisscom is also breaking new ground with regard to the recruitment of apprentices. Instead of submitting a dossier with school grades, applicants answer several questions in a video tool.
- In 2023, around 59 graduates from universities of applied sciences and universities gained their first practical experience as part of a step-in internship. In addition, we offer 15 trainee positions per year to support students in starting their careers after completing their studies.
- Our junior programme offers talented professionals and career entrants attractive career opportunities in a range of new fields. In 2023, we trained 84 juniors on the basis of a clearly defined learning journey and supported them in their personal development.

Talente

In addition to supporting all employees in their professional development, we support and assist specific, strategically relevant talent groups with high potential. Here, we pay particular attention to a high level of diversity in the talent pools.





Work-life balance

For everyone

- Depending on the job, Swisscom allows employees to organise their own working time individually and work anywhere in Switzerland for up to three days a week.
- During non-working time, there is no obligation to read e-mails or to be reachable.
- With offers such as holiday purchasing, a working hours account or unpaid leave, employees can make more time for private matters.
- Management employees are entitled to a sabbatical of two to three months after five years. In 2024, instead of taking a sabbatical, they will receive five “flex days” in addition to their holidays, which they can use individually or cumulatively.

Part-time work

- 20.9% of employees at Swisscom work part-time. The proportion of women working part-time is 46.4% and 13.2% for men. For this reason, there is the part-time taster offer, which allows employees to try out part-time work for three months without having to give up their previous workload immediately. The offer is intended to encourage men to try out part-time work.
- We promote alternative working models such as job sharing, where two employees share a job. This enables part-time employees to carry out a responsible job and avoid the risks of part-time work.
- At Swisscom, employees can optimally prepare for their retirement from professional life and shape it individually. To this end, we offer various models such as early retirement, partial retirement and the partial retirement model. The partial retirement model allows for a gradual transition to retirement within 18 to 24 months. Swisscom supports this financially.

Family

- The “Work & Care” model allows employees who care for sick relatives to temporarily reduce their workload in order to meet their family needs.
- We offer our employees 18 weeks’ maternity leave when their child is born. Employees are entitled to 15 days’ paternity leave and one month of unpaid leave in the first year of their child’s life. Parents who adopt children are entitled to 10 days’ adoption leave. From 2024, maternity leave will be increased by two weeks, paternity leave by one week and adoption leave by two weeks. 24 weeks’ parental leave is also being introduced.
- We attach particular importance to reconciling work and family life and support parents with contributions towards extra-familial childcare.
- Thanks to this commitment, we were named the most family-friendly large corporation by the organisation Pro Familia in 2023.



Gender

As an ICT company, Swisscom faces the challenge of continuing to train fewer women than men in ICT professions. This is why our commitment to greater gender diversity already begins with schoolgirls in the form of the “Digital Days for Girls”. In addition, we are consistently committed to increasing the proportion of women in areas ranging from career entry to talent management. There are three women and six men on our Board of Directors and two women (from June 2024 three women) and five men on the Group Executive Board. The top management consists of ten women and 59 men.

Fix the system, not the women

- We use exit interviews and surveys to determine where women would like what support and guidance along their career path and where we need to make further improvements in terms of gender equality.
- Offers such as the part-time taster or the crash course for new fathers are intended to encourage Swisscom employees to question stereotypical role models and take on more responsibility in their care work.
- In our communication, we make a conscious effort to show women in executive functions alternative living and working models.
- We periodically check the salary structure for differences between the genders using the federal government’s equal pay tool “Logib”. Previous investigations have revealed small wage differences that are below the tolerance threshold of 5% set by the federal government.

Empowering women

- Swisscom is a member of Advance, the largest network for gender equality in Switzerland. Every year, four employees benefit from the cross-company mentoring programme and many more from the skill-building workshops.
- Succession planning has been extended in order to identify and promote talented women in the company at an early stage.
- Raising awareness in advance of the new talent nomination process resulted in a 1% increase in the number of female talents.
- In future, women will be given even more specific support at the top level of the collective employment agreement in order to make it easier for them to develop into management positions. Initial measures in this regard will start in January 2024.

Attracting female employees

- The proportion of female career starters in ICT professions was 22.4% in 2023. In order to further increase this proportion, Swisscom organises events aimed at women who are interested in or have completed training in the ICT sector.
- We advertise job advertisements in a way that appeals to all genders – and guarantee a high degree of flexibility in terms of workload (60 to 100%) and job location.
- We support our managers in the recruitment process with guidelines which help to reduce unconscious biases and provide tips and tricks for diversifying the candidate pipeline.





Language & origin

Employees from around 100 countries work together to ensure the success of Swisscom at several locations in all regions of Switzerland. Because the cultural and linguistic diversity of our employees is of value to the company, we consistently conduct dialogue in several languages.

Promoting multilingualism

With our language initiative “Swisscom Lingua,” we promote the language skills of our employees. They decide for themselves whether they would prefer to expand or deepen their skills in a national language and/or in English alone, in a group, online or in a course.

Recruit throughout Switzerland and internationally

We make sure to advertise jobs in all regions and make it possible to work from home and from any office in Switzerland. We deliberately advertise positions in other languages and/or in English in order to promote linguistic diversity. In doing so, we want to attract more employees from French-speaking and Italian-speaking Switzerland. At the same time, we are increasingly recruiting international profiles in order to increase diversity and counteract the shortage of skilled workers.

Strengthening the regions

In order to establish contact with talented individuals from all regions, Swisscom organises regular events on site and takes part in events organised by universities and higher education institutions.

Swisscom is the main partner of Ecole 42 Lausanne, which uses an alternative teaching concept to train IT specialists. Swisscom is involved locally with projects and events and offers students internship opportunities.

The Swisscom Digital Lab, which was founded in 2016 and is located at the heart of the EPFL Innovation Park, also promotes and shapes regional links. The Digital Lab combines the know-how of EPFL researchers and Swisscom experts on topics such as data, analysis and artificial intelligence.

Inclusion

According to the Federal Statistical Office, around 1.7 million people with a disability live in Switzerland, 72% of whom participate in the labour market. As a result, they not only form a large section of society that we address as our customers, but are of course also considered potential employees. At least 1% of jobs at Swisscom are reserved for employees with physical or mental disabilities and the social integration of refugees.

People with disabilities

We specifically support employees with physical and mental disabilities, support them in their abilities and within their teams, and are thus committed to integrating them into a motivating and needs-based working life.

We attach great importance to barrier-free offers and services and review them regularly in order to continuously improve.

People with a refugee background

Since 2017, Swisscom has been working with Powercoders – a company that trains highly qualified people with a refugee background to become programmers – and has already accepted 16 graduates as interns. Ten of these have since been given permanent employment.

Psychological safety is the key to inclusion. For this reason, managers at Swisscom receive in-depth training on psychological safety as part of their in-company training. At the same time, we raise awareness among employees and managers of the subject of unconscious biases in e-learning and training courses – and how these can lead to irrational behaviour in connection with personnel selection and assessment processes in their day-to-day work.

Health and well-being

The Swisscom Health & Care competence center offers employees a wide range of services and helpful tips on prevention and health – with a focus on mental health.

The scientifically sound ensa first aid course not only teaches basic knowledge about mental illnesses/stresses, but also learns and practises specific first aid measures in the event of problems and crises. To date, around 1,000 Swisscom employees have completed an ensa course. Participation is free of charge for employees and managers.

In addition, employees can contact Care Gate – our neutral internal specialist unit – for matters relating to health and illness, well-being, motivation and performance, as well as social issues at the interface between work and private life.

DE & I Trainings

In 2023, a company-wide DE & I e-learning course was launched for the first time with a focus on psychological safety, among other things. By the end of the year, 65% of the workforce had already completed the training.

As part of our Leadership Essential Education Trainings, 108 prospective specialists and managers were trained in DE & I in 2023 and made aware of it in the context of their management tasks.



Communities

Communities make a decisive contribution to an inclusive corporate culture. We support these movements because they celebrate the diversity of perspectives and convey a sense of belonging. At the same time, they create pressure for change and inspire employees to learn about and benefit from the diversity of humanity.



WoMen's Empowerment

The Women in Tech and Lead Community was founded in 2016 with the aim of strengthening the networking of women at Swisscom. The community has been open to everyone at Swisscom for more than three years and now has over 800 members. In the monthly networking events, (online) training sessions and input talks, valuable contacts are made – and people learn from each other and with each other.

Neurodiversity

Founded in 2023, our Neurodiversity Community supports neurodiverse employees who want to fully realize their professional potential at Swisscom – by promoting an inclusive workplace culture, increasing the understanding and acceptance of neurodiversity among all employees and providing them with practical tools and methods.

Proud@Swisscom

At the initiative of three colleagues, the Proud@Swisscom Community was founded at the end of 2019. A lot has happened since then. More than 300 employees now collectively represent the needs and interests of the LGBTQIA* community. In addition, Swisscom has been certified with the Swiss LGBTI label, which recognises the equal rights of LGBTI people within the company. We show our colours throughout the year, but we have a clear focus in the Pride month of June: the Swisscom logo has been shining in rainbow colours for more than three years – and we play an active role in Pride Zurich. We have been a co-partner of Pride Zurich since 2023.

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