

# Sustainability Report 2021

## Management Statement

As an internationally active technology group, responsible and sustainable business practices are fundamental to Ascom’s corporate strategy and culture. They are integrated into Ascom’s daily operations and form the basis for the Company’s revised Sustainability Directive of January 2021, which applies to all employees of the Ascom Group.

Since 2010, Ascom has been committed to the UN Global Compact corporate responsibility initiative and its principles in the areas of human rights, labor, the environment, and anti-corruption and has identified eight of the seventeen Sustainable Development Goals (SDGs), to which the Company can contribute and have an impact on. The SDGs form one of the main cornerstones of sustainability reporting.

In 2021, the second year of the global Covid-19 pandemic, Ascom maintained intensive dialog with all stakeholders and engaged in targeted dialog to better understand their concerns.

Environmental, Social, and Governance (ESG) issues are gaining relevance in Ascom’s day-to-day business. Both existing and new customers are increasingly assessing their suppliers’ strategic approach to Environmental, Social and Governance issues as part of their bidding and procurement processes. Ascom’s proximity to customers and focus on defined ESG priorities helped sales teams to win various contracts in 2021 where the strategic handling of ESG issues was an important criterion in the customer’s decision.

In accordance with the Sustainability Directive, Ascom has worked toward a structured standard for sustainability reporting and initiated the Sustainability Report in 2021 with reference to the Global Reporting Initiative (GRI) Standards. Ascom’s GRI Content Index can be found on page 22.

Ascom made good progress in 2021. The Company has a clear ambition to further pursue the chosen approach, to close the gaps in 2022, and to continue to define additional targets in ESG areas.

**WE SUPPORT**



# Our Environmental, Social and Governance (ESG) activities

In 2021, Ascom is reporting for the first time in accordance with the guidelines of the Global Reporting Initiative (GRI) and according to the GRI Standards. A full list of applicable GRI topics and disclosures can be found in the GRI content index on page 22 of this report.

We at Ascom take our responsibility as a comprehensive solution provider seriously and have aligned our business with the UN Sustainable Development Goals (SDGs), focusing on eight SDGs, which we believe are most relevant for us and where we can have an impact.

- Good Health and Well-Being (SDG No 3)
- Quality Education (SDG No 4)
- Gender Equality (SDG No 5)
- Decent Work and Economic Growth (SDG No 8)
- Industry Innovation and Infrastructure (SDG No 9)
- Reduced Inequalities (SDG No 10)
- Responsible Consumption and Production (SDG No 12)
- Climate Action (SDG No 13)



## Materiality Matrix

<b>RELEVANCE FOR STAKEHOLDERS</b>	<b>High</b>	Stakeholder Dialog Corporate Governance	Climate Neutrality Risk Management/ Compliance Profitability Ethics/Anti-Corruption
	<b>Medium</b>	Health/Safety Social Engagement	Sustainable Procurement Environmentally Friendly Production Responsible Employment Practices Training & Education
		<b>Medium</b>	<b>High</b>
		<b>RELEVANCE FOR ASCOM</b>	

The materiality matrix illustrates the relevance of topics from both a stakeholder perspective (customers, employees, suppliers, shareholders, investors, financial analysts, media), and the Company’s perspective and is reviewed regularly. Together with the UN SDGs, it supports Ascom in effectively targeting the most important economic, environmental, and social topics for the Company.

## ENVIRONMENTAL

Ascom focuses on sustainable growth and value creation based on innovation and quality management. From the responsible sourcing of raw materials to energy-efficient offices, from rigorous compliance standards to recycling programs, Ascom strives to minimize its environmental impact. Therefore, sustainability plays an integral role in the development and design of Ascom’s innovative products and solutions, which also enable customers to further reduce their own environmental footprint.

Ascom’s focus on sustainability also drives the scope of its international standard certifications. In 2021, the Company received further external certifications that once again underscored Ascom’s status as a best-in-class service provider.

Our achievements and dedication to environmental sustainability can be recognized through our external reporting. Ascom first reported to the sustainability ratings platform EcoVadis in 2013, achieving silver status. Since 2015, we have maintained EcoVadis gold status for our largest distribution center in Europe, located in Sweden. In the year under review, we were in the top five percent of companies rated. Similarly, since 2010 Ascom has reported to the Carbon Disclosure Project (CDP), achieving a C score in 2021. In the CDP Supplier Engagement Rating, which tracks how effectively companies are engaging their suppliers on climate change, Ascom achieved an A-score in 2021. In addition, according to the Swiss media platforms Bilanz and Le Temps we were again ranked “Klimabewusstes Unternehmen 2022” (Climate Conscious Company 2022).

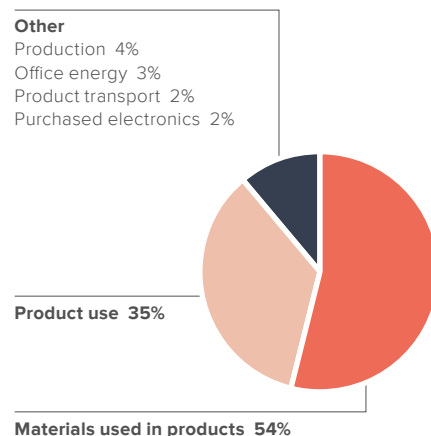


## Emissions

Switzerland has committed to halving its greenhouse gas emissions by 2030 compared to 1990 levels, and the Swiss Federal Council has decided to set an even more ambitious target of reducing Switzerland's net carbon emissions to zero by 2050, which is in line with other countries, that have submitted long-term strategies to the UN Climate Change Secretariat. Ascom supports these targets and has already started to record and reduce its CO<sub>2</sub> emissions in recent years.

Ascom maintains no manufacturing sites of its own and works with partners. In alignment with Ascom's Sustainability Directive, we are continuously striving to reduce our total carbon emissions resulting from our operations and products sold. Energy-powered hardware is the area that offers the greatest potential to make a real impact in reducing the carbon footprint of products. Therefore, we consider environmental aspects in research and development to ensure products and hardware are as energy-efficient as possible. To reduce the lifecycle impact of products, we target the following areas: energy efficiency, product lifespan (through durability, reparability, compatibility and recyclability), use of recycled materials, and substituting harmful chemicals.

## Carbon footprint of Ascom



Year	Net revenue (CHFm)	CO <sub>2</sub> e kg	CO <sub>2</sub> e kg per CHF	% change CO <sub>2</sub> e kg
2017	309.7	69,427,651	0.22	-4.0%
2018 <sup>1</sup>	318.5	74,534,127	0.23	+7.4%
2019	282.9	67,712,161	0.24	-9.2%
2020 <sup>2</sup>	281.0	61,771,932	0.22	-8.8%
2021	291.5	63,300,077	0.22	+2.5%

<sup>1</sup> CO<sub>2</sub>e emissions for 2018 were adjusted due to a thorough review conducted every five years.

<sup>2</sup> Covid-19 pandemic meant fewer products shipped which reduced CO<sub>2</sub> emissions significantly in 2020.

## Overview of CO<sub>2</sub> by emission scope<sup>1</sup>

Scope	2019 (in CO <sub>2</sub> e in tons)	2020 (in CO <sub>2</sub> e in tons) <sup>2</sup>	2021 (in CO <sub>2</sub> e in tons)
1 – Direct emissions	57	75	77
2 – Indirect emissions	2,325	2,120	2,184
3 – All other indirect emissions	65,330	59,527	61,039
Total	67,712	61,722	63,300

<sup>1</sup> Scope definitions in line with the GHG Protocol Corporate Accounting and Reporting Standard for greenhouse gas emissions.

<sup>2</sup> Covid-19 pandemic meant fewer products shipped which reduced CO<sub>2</sub> emissions significantly in 2020.

## **Product energy demand and longevity**

For all new products in development, Ascom stipulates in its Main Requirement Specification (MRS) process that current product generations must consume less power than the preceding product generation when used in an equivalent reference configuration. This was achieved for the new DECT mobility handset Ascom d83, despite increasing the number of features available. Additionally, in 2021 Ascom started the migration program for patient systems to migrate existing teleCARE M systems to teleCARE IP, which requires just 5 volts instead of 24 volts. The migration is due to be completed by the end of 2022.

Product durability to maximize the usage phase and the product lifespan is a priority for Ascom. Quality and durability are also featured in a new product's MRS process, which encompasses specifically selected materials to ensure Ascom's stringent product requirements are met. Accelerated Lifetime Testing (ALT) is applied as a development tool in the development and production process. Under ALT we examine how climate, drop, tumble, bend, vibration, and chemicals affect a product to find potential faults and to ensure maximum durability. As an example, we estimate the lifespan of Ascom handsets to be at least seven years based on 24/7 availability. We also leverage software updates to extend functionality, upgrade security, and fix bugs.

The longevity of products is also enhanced by the compatibility of our new portfolio with older products. For instance, Ascom's handset rack chargers are backward compatible, i.e., after a customer's upgrade to a new handset, the existing charging accessory works with the new hardware. This reduces waste for both Ascom and its customers and takes customer and environmental concerns into account. Moreover, service support by Ascom is simplified and enhanced through hardware compatibility.

Ascom also offers a repair service for mobile devices and other infrastructure if issues occur after the initial support process. In 2021, Ascom repaired over 93,000 items, which is an increase of 2% compared to 2020 and saved 1,124 tons of CO<sub>2</sub>e in total, assuming device replacement in each service case. Ascom considers easily repairable features in its product design process and strives to make the product range as modular as possible. At the end of the product-lifecycle, main parts can be quickly disassembled at a recycling center.

Ascom has an infrastructure to ensure remote customer support in case of unexpected system issues. This not only lowers our vehicle emissions, but also reduces the amount of time required to resolve customer issues as well as the time spent traveling by service engineers. In the UK, for example, remote resolution of customer issues increased from 61% in 2017 to 85% in 2021, while Finland and Sweden recorded an average of 87% in 2021.

## **Material adaption and reduction of packaging materials**

Ascom aims to minimize emissions from materials used without compromising the business needs of customers. We have changed from viewing emissions from a single product perspective to an overall solution perspective. For example, we aim to reduce the requirements for additional servers when adding software to our solution platforms. One of the environmental targets in 2021 achieved was to run the Ascom Unite platform on the same server as the Ascom Digistat Software Suite. We reduced the five-server requirement for our customers down to three servers. Our customers benefit from reduced energy consumption and less used space for the server hardware on site.

Within Ascom we work to ensure that primary product packaging is as environmentally friendly as possible without sacrificing protection for our products. The outer product packaging across all product lines is cardboard. In all new products for which we are developing the packaging, we require at least 70% packaging

content from recycled sources. Our goal is to ensure that 100% of our products use 70% to 100% recycled cardboard in their packaging. Ascom has worked on replacing foam and polystyrene padding from most primary packaging with closely molded cardboard. This also applies to all tertiary packaging, since Ascom hubs stopped the use of Styrofoam to ship products from the first quarter of 2021.

### **Energy efficiency**

In our operations we maintain practices to minimize energy usage by retrofitting technology and promoting energy efficiency. As sites are renovated, aspects of the building are reviewed together with the landlords to identify potential opportunities in energy efficiency. Ascom recently renovated offices in Morrisville (NC) in the United States, where lighting was changed to LEDs with motion sensors.

Although energy consumption from our facilities accounts for only 3% of our total carbon footprint, it is still an area where we strive to exert our influence. We promote usage of renewable energy wherever possible, considering, however, that Ascom's influence depends on whether sites are owned or leased.

### **Electronic manufacturing services (EMS)**

Within its supply chain process, Ascom tracks energy consumption from electronic manufacturing services (EMS) suppliers, recording Ascom's share of total activity. Ascom requires all Class 1 and Class 2 suppliers, which includes EMS suppliers, to have ISO 14001 or a similarly recognized certification. Class 1 and Class 2 suppliers make up 92% of Ascom's supplied materials.

### **Waste management**

Ascom's Sustainability Directive highlights waste management objectives. We take these overarching objectives further and develop targets or performance indicators on waste disposal in some of our regions, which are mainly certified to ISO 14001. The Ascom site in Utrecht (NL) maintains a ban on the procurement of single-use plastics. In 2021, the site achieved an overall reduction of waste by 35% compared with the previous year's volumes. Ascom's main office in Gothenburg (SWE) once again met the target of delivering no more than 1% of waste to landfill in 2021.

Ascom fully complies with all relevant legal requirements for the management of electronics and packaging that it delivers to national markets, and it participates fully in the fee structure required for electronics and packaging to aid in the safe disposal and recycling of waste.

### **Supply chain management**

Responsible supply chain management at Ascom is based on strong partnerships with our suppliers. With outsourced manufacturing, close engagement with our suppliers is vital to meet our commitments to customers on time and with minimal environmental impact. We follow a structured supplier policy, maintain a preferred supplier list, and conduct due diligence on our first-tier suppliers before they are classified as preferred suppliers. A Sustainability Amendment forms an integral part of our contracts with all first-tier suppliers, requiring their confirmation that no part of their business operations contradicts our supplier policy, and that they adhere to all applicable laws and regulations and to the key principles of the UN Global Compact when conducting business with Ascom. In particular, Ascom does not tolerate any form of child labor.

## Innovation

During the innovation process for new products, Ascom has a standard procedure in place that requires written ESG information from business partners through an ESG questionnaire. This standardized ESG template is an integral part of the innovation process when selecting new suppliers, developers, or manufacturers for new products and considers ESG areas of Environmental (e.g., energy consumption for new products), Social (e.g., labor practices) and Governance (e.g., anti-corruption).

## Compliance with environmental laws and regulations

As in previous years, no fines or non-monetary sanctions were imposed on Ascom for non-compliance with local or international environmental laws or regulations in 2021.

## ISO management system standards

Ascom strives to ensure that it is working toward internationally recognized standards in various areas of its activity. The most widely held certification within the Ascom Group is ISO 9001 for Quality Management System. Our commitment to quality in our products, solutions, and services is firm, since professionals in sectors such as healthcare, rely on us for mission-critical communication solutions.

In 2021, the main R&D sites of Ascom were re-certified under ISO 13485 Medical Devices. Ascom also started the transition from the certification of its medical devices under the Medical Device Directive (MDD) to the Medical Device Regulation (MDR). Ascom has already received MDR product certification for its Medical Device Software, Digistat Care, a class IIb product.

Key sites have also been selected for external ISO 14001 Environmental Management certification including our two biggest sales and service sites in Gothenburg (SWE) and Utrecht (NL), along with our distribution hub in Herrljunga (SWE). The Ascom environmental management system is well established and was implemented 12 years ago in the Swedish facility. Our environmental management system provides the framework for Ascom to manage our environmental impact, comply with all applicable legal and other requirements, and ensure continuous improvement. As of the end of 2021, the majority of Ascom employees work at an ISO 14001 certified site.

In 2021, we continued to increase our certification scope, with the Ascom UK site implementing and gaining external certification ISO 14001 and for ISO/IEC 27001. ISO/IEC 27001 is the leading international standard for information security, defining the specifications for an Information Security Management System (ISMS). The ISO 14001 and ISO/IEC 27001 certifications clearly indicate to customers, partners, and suppliers that the Ascom UK site has adopted internationally certified best practices for information security and environmental management. Moreover, the Ascom UK site became the first location within the Ascom Group to receive ISO/IEC 20000-1 International IT Service Management (ITSM) certification.

## Externally certified ISO management system standards

Type of certification	Number of sites <sup>1</sup>	Year of initial certification
ISO 9001 – Quality management	24	2009
ISO 14001 – Environmental management	6	2009
ISO/IEC 27001 – Information security management systems	4	2019
ISO 13485 – Medical devices – Quality management systems	6	2012
ISO 20000-1 – IT service management	1	2021

<sup>1</sup> Some sites are certified to several standards.

In addition, to the ISO standards Ascom complies with the EU regulation on the registration, evaluation, authorization, and restriction of chemicals (REACH) and the EU directive on the restriction of hazardous substances (RoHS).

## SOCIAL

Ascom aims to create sustainable value in its business activities. This goal unites all employees, who play a key role in the Company's successful sustainability strategy. We are proud of how our employees across all our global locations have given their very best to deliver high-quality customer solutions and support under demanding pandemic conditions.

We take responsibility for the well-being of our employees and promote a corporate culture of respect and mutual appreciation. Ascom is committed to equal opportunities and diversity and performance-related compensation for all our employees.

### Employee diversity & training

At the end of 2021, 1,306 employees (FTE) were working at Ascom, of whom approximately 22% were female and 78% male; at the top management level (Executive Committee), 27% were female and 73% male. Most of the employees work in Western Europe as well as in the United States. The distinctly higher overall number of male employees is not unusual for technology companies.

The age distribution is 45.1 years for male and 40.3 years for female employees. As an international company looking to attract new talent in different markets, some of which have stricter requirements in relation to diversity, Ascom remains focused on gender discussion and non-discrimination. The Company pays equal remuneration for equal work and has the structure in place to ensure freedom of association and collective bargaining for its employees.

Ascom sanctions any form of discrimination of employees based on their sex, race, physical impairments, origins, sexual preferences, political opinion, and religion. Moreover, Ascom does not tolerate any form of personal harassment. Incidents of discrimination will be pursued through formal processes.

### Regular performance and career development reviews

All employees receive a regular performance and career development review focusing also on behavior. Ascom promotes talent with its own learning management system (LMS), which is used for specific technical training as well as for leadership and compliance training. Around 100 managers and team leaders were trained in leadership skills to support their teams and drive transformation forward in 2021. Furthermore, Ascom's LMS is designed to provide employees with internal job perspectives to keep them motivated and engaged. Ascom's staff turnover rate in 2021 was 14.5% and is in line with companies from the technology sector.

### Employee survey 2021

In 2021, the second year of the Covid-19 pandemic, Ascom put the focus on employee feedback with a Group-wide employee survey. Ascom conducted an online real-time employee survey for all staff for the first time. Five focus groups were asked to answer questions regarding post-pandemic learnings, future ways of working, leadership effectiveness, strategic direction, and employee engagement. The participation rate was high (70%), considering that some regional employees could not participate as they work off site (e.g., field technicians). During the pandemic, working from home was mandatory in almost all countries where Ascom is active. Nevertheless, productivity and quality of work remained very high. The results of the survey showed that most employees favor hybrid/fluid work models, i.e., with the option to work from home for part of the week and when possible. Furthermore, digital awareness and competency have grown over the last year when employees were working from home due to pandemic restrictions.



The survey also showed that Ascom's employees demonstrate a good understanding of Ascom's new strategy and that they are fully committed to this transformation. To foster strategic change, several initiatives at global and regional level were launched during 2021 to enhance collaboration across departments and communication (top-down approach and bottom-up). The employee survey will be repeated on a regular basis to track development and improvements.

### **Dedicated staff conferences during pandemic**

Staff conferences were held to improve the information flow and foster an open and fair feedback culture. Initiated because of the pandemic-related lockdown in spring 2020, when physical meetings were impossible, Ascom has continued to hold semi-annual online staff conferences. Two events held in 2021 were very well attended by our employees, each attracting around 800 participants. With a primary focus on transformation and its impact on the organization, the level of interest of employees was very high. Employees were encouraged to ask questions, which were partially addressed live as well as in writing after the event. All questions and answers from this anonymized Q&A were made available to all employees on the intranet along with a recording of the event.

In the second half of 2021, many pandemic-related restrictions were gradually eased, allowing the CEO to hold on-site town hall meetings in most countries where Ascom is active. The CEO visited many offices during the fourth quarter of 2021 to give staff a better understanding of the transformation and its requirements and to address specific questions in personal meetings.

Internal communication at Group level continued to be impacted by the Covid-19 pandemic, particularly in the first half of 2021. As a result, the CEO sent regular Covid-19 update newsletters to all employees, addressing topics such as maintaining customer proximity, dealing with supply shortages, and protecting their own health. Over the course of the year, the need for these updates diminished as the entire organization adjusted very well to the new conditions. General concerns around the pandemic abated, resulting in fewer requests to Ascom's internal Covid-19 hotline. Covid-related absences also remained relatively low throughout the year.

### **Ascom supports UNICEF**

Support for charitable institutions is a longstanding tradition at Ascom. We continued our support for UNICEF in 2021 with a donation to help the most vulnerable in our global society. As an agency of the United Nations, UNICEF works in more than 190 countries to reach the most disadvantaged children and adolescents and focuses on issues such as protecting their rights, supporting quality education, and reducing child poverty.



## **GOVERNANCE**

Good corporate governance is a top priority for Ascom, its Executive Management, and its Board of Directors. As a listed, publicly traded international company, Ascom is committed to good corporate governance to ensure sustainable development of the Group.

The information published in the Corporate Governance Report follows the SIX Swiss Exchange directives on standards relating to corporate governance. In particular, Ascom and all its subsidiaries are committed to clear and transparent reporting.

In recent years, Ascom has achieved good rankings in independent corporate governance surveys and remains fully dedicated to a state-of-the-art governance approach. In 2021, Ascom was awarded the Qualityscore 1 by ISS ESG and was ranked 37 out of 171 publicly listed companies for corporate governance according to the corporate governance study conducted by zRating ([www.inrate.com](http://www.inrate.com)).

All Members of the Board of Directors are non-executive and independent members. No member of the Board of Directors has any significant relationship with Ascom Holding AG and its subsidiaries. The Board of Directors has 17% female and 83% male members. There has been a consistent turnover of the Board of Directors over the years. Two thirds of the Board members have a tenure of less than 5 years.

### **Code of Conduct forms the basis of good governance**

The Ascom Code of Ethical Business Conduct ([www.ascom.com/about-us/corporate-governance/directives-and-guidelines/](http://www.ascom.com/about-us/corporate-governance/directives-and-guidelines/)) contains binding and worldwide principles covering all business activities in the area of anti-corruption, labor, human rights, and the environment. These principles apply to every Ascom employee worldwide. Ascom competes for contracts based on the quality and value of its products and services. Ascom does not tolerate any form of bribery and corruption, and no employee may offer or grant improper advantages to anyone.

The Code is supplemented by additional corporate directives and guidelines. In addition to the Code of Conduct, Ascom has defined six core values (leadership, innovation, growth, commitment & accountability, customer focus, we are Ascom).

The Ascom Group is governed by a system of Group Directives covering major areas such as Procurement, Sales, Finance, HR, Legal, ICT, and Communications.

### **Whistleblower channel**

Ascom set up a whistleblowing and compliance hotline to encourage employees to report any actual or suspected misconduct through an anonymous and independent tool that allows employees to communicate in a confidential manner and using a simple form. In 2021, Ascom recorded two cases covering minor issues.

### **Active stakeholder dialog**

Ascom is committed to active dialog with stakeholders including customers, partners, suppliers, investors, employees, public authorities, and the public. Customers, partners, and suppliers stay in regular contact with the Ascom business manager. For employees, Ascom management organizes town hall meetings, staff conferences, and conducts employee surveys on a regular basis.

As a publicly listed company, Ascom is committed to professional interaction with shareholders, analysts, and investors. To ensure the transparent and comprehensive provision of information to the financial community, Ascom organizes a twice yearly media conference and, occasionally, a capital markets day. Moreover, Ascom participates in investor conferences and roadshows.

### **Risk management and control**

Ascom is exposed to a variety of financial and non-financial risks that are directly associated with its business operations. Risk management is an integral part of corporate management and is therefore integrated in the overall risk and control framework of the business processes. The financial risks are centrally monitored by Group Treasury. The Board of Directors reviews the Group-wide risk assessment regularly and determines suitable measures to mitigate the risks. In addition, the Board of Directors has decided to set up an internal audit department in 2022 to provide, independent, objective assurance to add value and improve the Group's operations and systems of control.

## GRI CONTENT INDEX

The Ascom Sustainability Report 2021 has been prepared in accordance with the GRI Standards: Core Option

This report applies to the 2016, 2018 and 2020 version of the Global Reporting Initiative (GRI) Standards.

2016\*, 2018\*, and 2020\* refer to the Standards publication date, not to the date of the information contained in this report.

GRI-Standard	Title	Location of content	Annual Report 2021 page
<b>GRI 102: 2016* General Disclosures</b>			
<b>Organizational profile</b>			
102-1	Name of the organization	Ascom Holding AG	
102-2	Activities, brands, products, and services	Corporate profile	Front inside cover
102-3	Location of headquarters	Zugerstrasse 32   CH-6340 Baar	116
102-4	Location of operations	Worldwide contacts	116
102-5	Ownership and legal form	Stock listed company, registered shares listed on SIX Swiss Exchange	27–29
102-6	Markets served	Segment information	Front inside cover; 82
102-7	Scale of the organization	Operations worldwide	Front inside cover
102-8	Information on employees and other workers	Sustainability Report Summary of Key Financial Data	19 104
102-9	Supply chain	Sustainability Report	17
102-10	Significant changes to the organization and its supply chain	No significant changes in Ascom's supply chain 2021	
102-11	Precautionary Principle or approach	Sustainability Report Remuneration Report Financial Statement	21 51 79
102-12	External initiatives	Sustainability Report	12–14
<b>Strategy</b>			
102-14	Statement from senior decision-maker	Letter to Shareholders Management Statement	2 12
102-15	Key impacts, risks and opportunities	Customer Success	9
<b>Ethics and integrity</b>			
102-16	Values, principles, standards, and norms of behavior	Sustainability Report Corporate Governance Report Code of Conduct Sustainability Directive	20, 21 27
102-17	Mechanisms for advice and concerns about ethics	Sustainability Report Sustainability Directive	21
<b>Governance</b>			
102-18	Governance structure	Corporate Governance Report Sustainability Report Sustainability Directive	27, 32, 41 21
102-19	Delegating authority	Corporate Governance Report Sustainability Directive	39
102-20	Executive-level responsibility for economic, environmental and social topics	Management Statement Sustainability Directive	12
102-21	Consulting stakeholders on economic, environmental and social topics	Contacts	116
102-22	Composition of highest governance body and its committees	Corporate Governance Report	33
102-23	Chair of the highest governance body	Corporate Governance Report	33
102-24	Nominating and selecting the highest governance body	Corporate Governance Report	33

GRI-Standard	Title	Location of content	Annual Report 2021 page
102-25	Conflicts of interest	Corporate Governance Report Sustainability Report Code of Conduct	33, 37 21
102-26	Role of highest governance body in setting purpose, values, and strategy	Corporate Governance Report <a href="#">Sustainability Directive</a>	32, 36, 37
102-27	Collective knowledge of the highest governance body	Corporate Governance Report	32
102-28	Evaluating the performance of highest governance body's performance	Corporate Governance Report	40, 41
102-29	Identifying and managing economic, environmental and social impacts	Letter to Shareholders Sustainability Report <a href="#">Sustainability Directive</a>	2, 3 12, 13, 21
102-30	Effectiveness of risk management processes	Corporate Governance Report	41
102-31	Review of economic, environmental, and social topics	Sustainability Report <a href="#">Sustainability Directive</a>	14
102-32	Highest governance body's role in sustainability reporting	Management Statement <a href="#">Sustainability Directive</a>	12
102-33	Communicating critical concerns	Sustainability Report	21
102-34	Nature and total number of critical concerns	Whistle blowing service is anonymous at Ascom	21
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102-36	Process for determining remuneration	Remuneration Report	56
102-37	Stakeholders' involvement in remuneration	Remuneration Report	56
102-38	Annual total compensation ratio	Remuneration Report	63, 64
102-39	Percentage increase in annual total compensation ratio	Remuneration Report	64
<b>Stakeholder engagement</b>			
102-40	List of stakeholder groups	Sustainability Report	14
102-42	Identifying and selecting stakeholders	Sustainability Report	14
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<b>Reporting practice</b>			
102-45	Entities included in the consolidated financial statements	Corporate Governance Report	27, 28
102-46	Defining report content and topic boundaries	Sustainability Report materiality matrix	14
102-47	List of material topics	Sustainability Report materiality matrix	14
102-48	Restatements of information	No restatements of information in 2021	
102-49	Changes in reporting	In accordance with GRI "Core" Option	
102-50	Reporting period	1 January 2021–31 December 2021	
102-51	Date of most recent report	Annual Report 2021 published 8 March 2022	
102-52	Reporting cycle	Annual	
102-53	Contact point for questions regarding the report	<a href="#">Contacts</a>	116
102-54	Claims of reporting in accordance with the GRI Standards	Disclosure information	
102-55	GRI content index	Sustainability Report	22
102-56	External assurance	No external assurance in 2021	
<b>Management Approach</b>			
103-1	Explanation of the material topic and its boundary	Letter to Shareholders Management Statement Sustainability Report <a href="#">Sustainability Directive</a>	2,3 12 14, 17, 21

GRI-Standard	Title	Location of content	page
<b>GRI 200: 2016* Economic Topics</b>			
<b>GRI 201</b>	<b>Economic Performance</b>		
201-1	Direct economic value generated and distributed	Shareholder Return Performance Report	Front inside cover 5
201-2	Financial implications and other risks/opportunities due to climate change	<a href="#">Sustainability Directive</a>	
201-3	Defined benefit plan obligations and other retirement plans	Remuneration Report Financial Statement	53–55 79
201-4	Financial assistance received from government	During 2021, Ascom did not receive any government assistance	
<b>GRI 202</b>	<b>Market Presence</b>		
202-2	Proportion of senior management hired from the local community	Corporate Governance Report	42, 43
<b>GRI 203</b>	<b>Indirect Economic Impacts</b>		
203-2	Significant indirect economic impacts	Customer Success Management Statement Sustainability Report	9 12 14
<b>GRI 205</b>	<b>Anti-Corruption</b>		
205-1	Operations assessed for risks related to corruption	Sustainability Report <a href="#">Sustainability Directive</a> <a href="#">Code of Conduct</a>	21
205-2	Communication and training about anti-corruption policies and procedures	Sustainability Report <a href="#">Sustainability Directive</a>	21
205-3	Confirmed incidents of corruption and actions taken	None	
<b>GRI 206</b>	<b>Anti-competitive Behavior</b>		
206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	None	
<b>GRI 300: 2016* Environmental Topics</b>			
<b>GRI 301</b>	<b>Materials</b>		
301-1	Materials used by weight or volume	Sustainability Report <a href="#">Sustainability Directive</a>	16, 17
301-2	Recycled input materials used	Sustainability Report	16, 17
301-3	Reclaimed products and their packaging materials	Sustainability Report	16, 17
<b>GRI 302</b>	<b>Energy</b>		
302-1	Energy consumption within the organization	Sustainability Report <a href="#">Sustainability Directive</a>	17
302-2	Energy consumption outside of the organization	Sustainability Report	16
302-3	Energy intensity	Sustainability Report <a href="#">Sustainability Directive</a>	16, 17
302-4	Reduction of energy consumption	Sustainability Report	16, 17
302-5	Reductions in energy requirements of products and services	Sustainability Report <a href="#">Sustainability Directive</a>	16
<b>GRI 305</b>	<b>Emissions</b>		
305-1	Direct (Scope 1) GHG emissions	Sustainability Report	15
305-2	Energy indirect (Scope 2) GHG emissions	Sustainability Report	15
305-3	Other indirect (Scope 3) GHG emissions	Sustainability Report	15
305-4	GHG emissions intensity	Sustainability Report	15
305-5	Reduction of GHG emissions	Sustainability Report <a href="#">Sustainability Directive</a>	15

GRI-Standard	Title	Location of content	page
<b>GRI 306: 2020* Effluents and Waste</b>			
306-1	Waste generation and significant waste-related impacts	Sustainability Report	17
306-2	Management of significant waste-related impacts	Sustainability Report <a href="#">Sustainability Directive</a>	17
306-3	Waste generated	Sustainability Report <a href="#">Sustainability Directive</a>	17
306-4	Waste diverted from disposal	Sustainability Report <a href="#">Sustainability Directive</a>	17
306-5	Waste directed to disposal	Sustainability Report <a href="#">Sustainability Directive</a>	17
<b>GRI 307 Environmental Compliance</b>			
307-1	Non-compliance with environmental laws and regulations	During 2021, Ascom received no fines or non-monetary sanctions for non-compliance with environmental laws and/or regulations	
<b>GRI 308 Supplier Environmental Assessment</b>			
<b>GRI 400: 2016* Social Topics</b>			
<b>GRI 401 Employee Engagement</b>			
401-1	New employee hires and employee turnover	Sustainability Report	19
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Ascom complies with all local employment laws and regulations	
401-3	Parental leave	Ascom complies with all local employment laws and regulations	
<b>GRI 402 Labor Management</b>			
402-1	Minimum notice periods regarding operational changes	Ascom ensures timely communication with employees and their representatives regarding both negative and positive corporate changes	
<b>GRI 403: 2018* Occupational Health and Safety</b>			
403-1	Occupational health and safety management system	Sustainability Report <a href="#">Sustainability Directive</a>	19, 20
403-6	Promotion of worker health	Sustainability Report	20
<b>GRI 404 Training and Education</b>			
404-2	Programs for upgrading employee skills and transition assistance programs	Sustainability Report	19
404-3	Percentage of employees receiving regular performance and career development reviews	Sustainability Report	19
<b>GRI 405 Diversity and Equal Opportunity</b>			
405-1	Diversity of governance bodies and employees	<a href="#">Sustainability Directive</a>	
405-1	Ratio of basic salary and remuneration of women to men	<a href="#">Sustainability Directive</a>	
<b>GRI 406 Non-discrimination</b>			
406-1	Incidents of discrimination and corrective actions taken	None	
<b>GRI 407 Freedom of Association &amp; Collective Bargaining</b>			
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	<a href="#">Sustainability Directive</a>	
<b>GRI 408 Child Labor</b>			
<b>GRI 409 Forced or Compulsory Labor</b>			
<b>GRI 410 Security Practices</b>			
<b>GRI 411 Rights of Indigenous Peoples</b>			
<b>GRI 412 Human Rights Assessment</b>			
<b>GRI 414 Supplier Social Assessment</b>			
414-1	New suppliers that were screened using social criteria	Sustainability Report <a href="#">Sustainability Directive</a>	14, 17
414-2	Negative social impacts in the supply chain and actions taken	None	

GRI-Standard	Title	Location of content
<b>GRI 415</b>	<b>Public Policy</b>	<a href="#">Sustainability Directive</a>
<b>GRI 416</b>	<b>Customer Health and Safety</b>	
416-1	Assessment of the health and safety impacts of product and service categories	<a href="#">Sustainability Directive</a>
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	None
<b>GRI 417</b>	<b>Marketing and Labeling</b>	
417-1	Requirements for product and service information and labeling	<a href="#">Sustainability Directive</a>
417-2	Incidents of non-compliance concerning product and service information and labeling	None
417-3	Incidents of non-compliance concerning marketing communications	None
<b>GRI 418</b>	<b>Customer Privacy</b>	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	None
<b>GRI 419</b>	<b>Socioeconomic Compliance</b>	
419-1	Non-compliance with laws and regulations in the social and economic area	None

### Sustainability Directive

<https://www.ascom.com/globalassets/assets/global/corporate/documents/sustainability/ascom-sustainability-directive-2021.pdf>

### Code of Conduct

<https://www.ascom.com/globalassets/assets/global/corporate/documents/corporate-governance/ascom-code-of-conduct-2021.pdf>

### Contacts

<https://www.ascom.com/about-us/who-we-are/contact-us/>