Targets Table

The most important indicators for the achievement of Swisscom's sustainability targets

Focus of the sustainability strategy	2019 value	2025 target	2020 guide-line value
More for the environment			
Main target: Reduction of CO_2 emissions by 450,000 tonnes by 2025 (GRI 305-5, SDG 7)		450,000	
Together with customers, CO_2 emissions are to be reduced by 450,000 tonnes. This corresponds to 1% of Switzerland's greenhouse gas emissions.			
Limit CO_2 emissions from operations and in the supply chain by 2025 to 400,000 tonnes		400,000	
Reduction of own emissions and those of the supply chain (Scope 1, 2 and 3).			
KPI: CO_2 emissions Scope 1 (buildings and vehicles, without refrigerants)	16,295		14,790
KPI: CO_2 emissions Scope 2 (electricity, district heating, compensated)	0		0
KPI: CO_2 emissions Scope 3 (supply chain, employee mobility, etc.)	344,524		424,769
2020 measures: • Renovation of buildings and heating systems. Electrification of the vehicle fleet. • Efficiency measures for cooling the networks (Levante and Scirocco projects). • Promotion of participation of suppliers in Carbon Disclosure Project (CDP), individual supplier dialogue. • Measurement of employee mobility (MIP Mobility Insight Platform).			
CO_2 reduction through customers and portfolio		850,000	
Savings through portfolio with the help of customers and services. Promotion and the development of services which allow people in Switzerland to lead environmentally friendly lifestyles.			
KPI: CO_2 savings in tonnes	529,665		609,143
2020 measures: • Reduction of traffic through the promotion of home-office working, virtual conferences and new solutions.			

Focus of the sustainability strategy	2019 value	2025 target	2020 guide-line value

More for the people

Main target: By 2025, Swisscom will help 2 million people enhance their digital literacy		2,000,000	
Sensitisation courses (pupils, parents, teachers, adults) Technical aids (minor-protection pin with Swisscom TV, filter software, child-specific subscriptions) Media relations (publications, social media, guides).			
KPI: Promoting media skills	482,204		
KPI: Training media use	608,369		
KPI: Technical measures	95,965		
KPI: Digital shift	121,712		
2020 measures: • eSports elective for schools • Target group-specific information for the parents of our young customers.			
Diversity (GRI 405-1, SDG 5, 8)			
Increasing the diversity of employees, measured by gender distribution, age mix, nationalities and inclusion.			
KPI: Proportion of women in the management and top CEA levels (target adjustment in 2020) Decision: Increase of 1 percentage point annually	15.5%		16.5%
KPI: Percentage of employees with health impairments (inclusion)	0.97%		1%
2020 measures: • Promotion of flexible working models for women and men at all levels.			
Work stress and resilience (GRI 403-1, SDG 3)			
Maintain or reduce absenteeism rate compared to the previous year.			
KPI: Absences in days/target days (weighted by FTE) x 100 Target days are based on the standard working hours	2.92%		2.8%
2020 measures: • Focus topic: mental health with training courses as "Mental Health First Aid" and "Stress & Resilience" trainer and leadership training in presence management and controlling with seismograph.			
Fair supply chain			
Number of audits x the number of employees in the audited factories. JAC = Joint Audit Cooperation.			
KPI: Number of employees working for suppliers in the audited factories	300,000		-
2020 measures: • Expansion of audits in the JAC community, development of new initiatives (JAC Academy, JAC Awards), extension of the supplier development programme and partnership. • Intensification of joint activities as part of JAC (audits, qualitative + quantitativ), targeted "onboarding" self-assessment.			

More for Switzerland

Main objective: Coverage of Switzerland with fixed ultra-broadband as a prerequisite for Switzerland's competitiveness.			
Increased bandwidths through modernisation of the existing network and the expansion of fibre optic coverage to homes and businesses (FTTH).			
KPI: 30%-40% coverage of fixed-line apartments and shops with ultra-broadband between 300-500 Mbps by modernising the existing network. Base 5.2 million apartments and shops Switzerland (Swisscom Inventory).	21.9%	40%	-
KPI: 50%-60% coverage of apartments and shops with ultra-broadband of 10 Gbps by upgrading fiber optics (FTTH). Base 5.2 million apartments and shops Switzerland (Swisscom inventory).	29.4%	60%	-
2020 measures: • Continuous expansion and modernisation of the existing network.			