

Creating added value by improving impact

Sustainability Report 2022



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Statement of the CEO

Dear Stakeholders,

I am pleased to present this year’s Sustainability Report to you, which we have prepared in accordance with the GRI standards, as we did in 2021.

Just one year ago, I took over as CEO of Ascom, with the aim of further strengthening the market success and impact of our Company and lifting its performance. Our goal is to become a leading global provider of Real-Time Communication and Collaboration solutions in the Acute Care, Long-Term Care, and Enterprise segments. With the solid progress we achieved, and several initiatives executed in 2022, we are on track to realize this mid-term objective.

In 2022 we defined our Strategic Business Roadmap 2025 which follows three chapters: Focus to perform (Shape), profitable growth acceleration (Expand), and sustained performance (Exceed). And we defined sustainability as one of our core strategic initiatives. Ascom began to systematically implement the strategic initiatives, aligning our offerings more closely with market and customer needs, expanding our dedicated partner programs, and fostering a culture of innovative thinking and solution orientation at Ascom.

The recent geopolitical challenges, disruptions in supply chains, the increasing need to be protected against cyber-attacks, the risk of potential energy shortages, but also the need to find and retain talents, sets Environment, Social, and Governance (ESG) as a high priority for all companies. Those issues are also frequent topics in discussions with our stakeholders.

Stakeholder management is important to us. To learn even more about our stakeholders and their needs we have intensified our open, proactive, and partnership-based dialogue during 2022. For our ESG strategy, we are taking those discussions into account. It supports our economic targets and creates real added value for our stakeholders.

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. We have identified eight of the seventeen UN Sustainable Development Goals (SDGs), to which the Company can contribute and have an impact on. The SDGs form one of the main cornerstones of our sustainability reporting.

At Ascom, sustainability and its related ESG criteria are not only important success factors and relevant for our daily business, as sustainability becomes key to our customers. They also form an integral part of our corporate culture. Based on concrete goals and results, we are committed to measurably implementing sustainability and presenting results transparently.

Energy efficiency and the reduction of CO₂ emissions are one of the most important environmental concerns. In 2022, we set ourselves the goal of strive to become carbon-neutral by the end of 2040. To achieve this goal, we are further stepping up our efforts in 2023 in the areas of our business where energy emissions can be reduced most efficiently and continuously.



“We have set ourselves ambitious targets in sustainability which offer opportunities for innovation, improved efficiency, and a strong & inclusive company culture. It all enables better outcomes for our stakeholders”.

Nicolas Vanden Abeele
CEO Ascom

WE SUPPORT



Ascom adheres to a responsible, value-oriented, inclusive, and people-centric corporate culture. Ethical conduct is in the interests of our employees, end users, customers and business partners, the public, and investors.

In 2022 we developed further our learning and employee development programs. Both will be further enhanced in 2023. Our employee engagement survey of 2022 provides us with additional opportunities for improvements in strengthening our corporate culture and providing userfriendly tools to simplify work processes for the employee.

Good corporate governance remains a top priority for our Company and, as in the previous years, Ascom has achieved good rankings in independent corporate governance surveys published in 2022. Ascom was ranked number 25 out of 171 listed Swiss companies on the zRating corporate governance survey. We have significantly improved our overall result compared with 2021 (2021: Score 68).

In the past 10 years, Ascom has worked diligently on its development in the three dimensions Environment, Social, and Governance. We are determined and committed to developing further our ESG capabilities on an ongoing basis – for the benefit of our stakeholders and the environment.

I cordially invite you to read our Sustainability Report 2022 which offers more insights into our ESG achievements during 2022 and our Sustainability Strategy 2023–2025.

Sustainably yours,



Nicolas Vanden Abeele
CEO Ascom



Creating added value by improving impact

Our strategic commitment

Ascom is a global solutions provider focused on ICT and mobile workflow solutions in healthcare and enterprise. We have a clear vision: Ascom closes digital information gaps, enabling the best possible decisions - anytime, anywhere. Our mission is to provide mission-critical, real-time solutions for highly mobile, ad-hoc and time-critical environments.

The six core values of Ascom are:



As part of our strategic focus on people & culture, one of our goals is to increase the identification of employees with our brand and Company. In 2022, Ascom started to profile the brand positioning and align it with the new strategic framework. We will continue working on our brand positioning in 2023, with the involvement of the Executive Board, employees and customers.

Our business embeds a sense of high responsibility for Ascom. Patients, elderly people and workers can rely on our solutions. We are very aware of this responsibility to all stakeholders and take it very seriously. We take our responsibility towards sustainable business conduct in the environmental, social and governance areas just as seriously.

Sustainability is a key strategic pillar of Ascom, which is used as a competitive advantage for the benefit of all stakeholders. We are committed to investing in and improving environmentally friendly products and work processes, raising our profile as a socially responsible employer, and ensuring transparent and sustainable policies and governance for all our stakeholders. In 2022, Ascom has increased its focus on sustainability in its strategic planning.

Our roadmap

In 2022 the Executive Committee has defined two long term goals in sustainability: to strive to become carbon-neutral by the end of 2040 and to achieve a top-tier ESG rating by 2030. Both targets are supported by the Board of Directors.

Based on these overarching goals, we have defined focus topics in the area of environment, social and governance. On the one hand, the focus topics support the corporate strategy and, on the other hand, they are the key areas in which Ascom can have the greatest impact. An internal ESG working group has set the roadmap for our 2023–2025 sustainability strategy and defined concrete, realistic annual targets for each topic.

Ascom's focus areas in ESG:

Environment

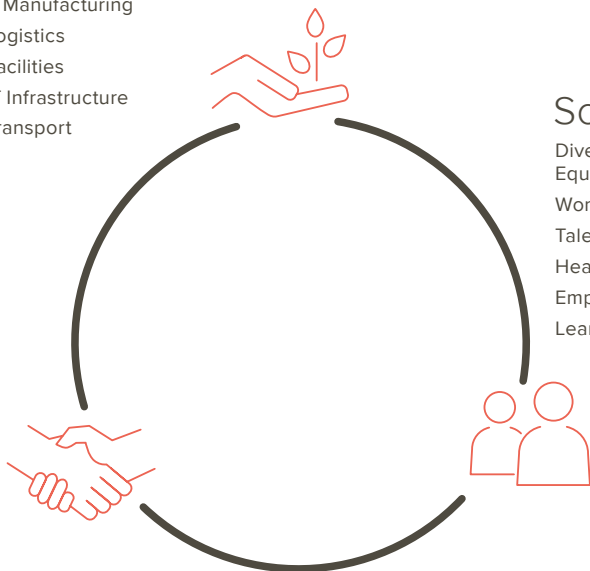
- Products & Manufacturing
- Logistics
- Facilities
- IT Infrastructure
- Transport

Social

- Diversity, Inclusion, Equity & Belonging
- Working Environment
- Talent Management
- Health & Safety
- Employee Engagement
- Learning & Development

Governance

- Policies
- Brand & Culture
- Information Security



It is important to us to implement our progress in the area of sustainability in a measurable way and to present it transparently. To make this possible, we will, among other things, examine in 2023 further measurement processes and tools.

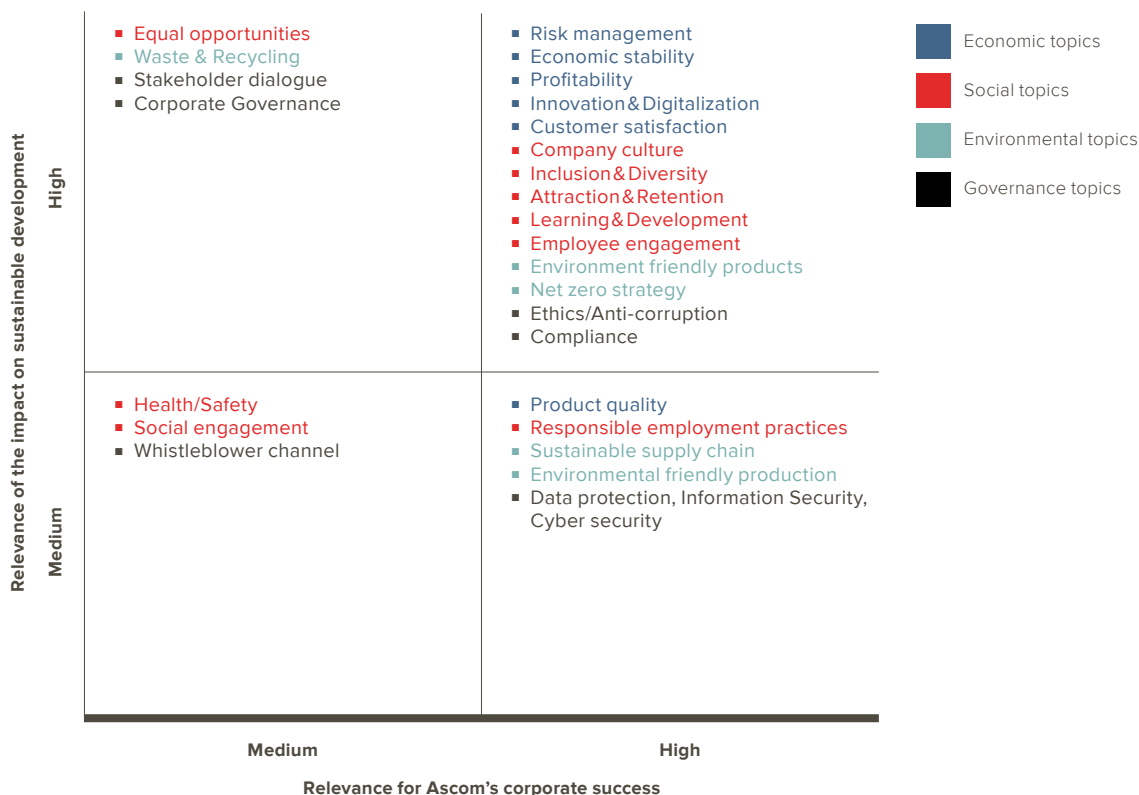
Commitment to the UN Sustainable Development Goals

Ascom has aligned its business with the UN Sustainable Development Goals (SDGs). We see our greatest impact potential in our core business. With regard to the SDGs, we focus on eight SDGs that we consider to be particularly relevant to us.

SDGs	UN description	Ascom's actions
	SDG 3 Good Health and Well-Being Ensure healthy lives and promote well-being for all at all ages	<ul style="list-style-type: none"> Provide safe working conditions Support flexible working options interms of location and time
	SDG 4 Quality Education Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	<ul style="list-style-type: none"> Provide talent development programs Ensure competency-based, individualized development Providing individualized up- and reskilling training programs
	SDG 5 Gender Equality Achieve gender equality and empower all women and girls	<ul style="list-style-type: none"> Welcome diverse talents to apply to our positions Recognize all our existing diverse talents Run regular gender assessments oncompensation
	SDG 8 Decent Work and Economic Growth Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	<ul style="list-style-type: none"> Sustainable growth strategy defined Assure compliance and risk management Promote result and output orientedmanagement
	SDG 9 Industry Innovation and Infrastructure Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	<ul style="list-style-type: none"> Use of new technologies to support innovations Evaluate new solutions to reduce energy-consuming of devices
	SDG 10 Reduced Inequalities Reduce inequality within and among countries	<ul style="list-style-type: none"> Provide non-discriminatory conditions Ensure equal opportunities and paythrough 'objective' decision-making criteria in hiring and promotion decsions
	SDG 12 Responsible Consumption and Production Ensure sustainable consumption and production patterns	<ul style="list-style-type: none"> Strive for an efficient use of natural resources Promote waste prevention and recycling in production and by repair services Follow sustainable procurement of products processes
	SDG 13 Climate Action Take urgent action to combat climate change and its impacts	<ul style="list-style-type: none"> Close cooperation with business partners to ensure successful implementation of the sustainability strategy Provide and increase remote services

Ascom's Materiality Matrix

Ascom's materiality matrix shows which topics are relevant for us and our stakeholders. The matrix forms one of the sources for our sustainability strategy and the sustainability reporting. Ascom created a materiality matrix for the first time in 2021 and updated it in 2022. We applied the dual materiality approach and reassessed the relevance of the impact on sustainable development as well as the relevance for Ascom's corporate success. The final matrix was subsequently approved by the Executive Committee and the Board of Directors.



Certification and Rating

Ascom's focus on sustainability also drives the scope of its international standard certifications. In the past, the Company received external certifications that once again underscored Ascom's status as a best-in-class service provider. 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. For certifications in 2022, Ascom decided to participate in certification questionnaires in March 2023 to provide data for the full year 2022.

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. Also, according to the Swiss media platforms Bilanz and Le Temps we were again ranked "Klimabewusstes Unternehmen 2022" (Climate Conscious Company 2022).

We are proud to be a Signatory of the United Nations Global Compact, the world's largest corporate sustainability initiative. It means that we are committed to complying with the principles of the UN Global Compact and are part of a movement that uses concrete solutions to drive sustainable development across a wide range of fields.



Environment

Focus on the areas where we can achieve the most impact

Ascom strives for sustainable growth and value creation in a respectful manner for the environment. Ascom strives to be carbon-neutral by the end of 2040. Based on our strategic roadmap for 2025, we have defined in 2022 actions and targets and will now take the next steps in defining actions and the roadmap till 2025, stepping up the analysis and measurement of emissions and other ESG-related topics.

Ascom determines the environmental aspects of its activities, products, and services that it can control and influence. This is to be done from a life cycle perspective and all stages should be included.

Every five years or when deemed necessary, an in-depth Environmental Review of the whole of Ascom is performed. The review uses different measurements and estimations to determine the areas with the highest CO₂ emissions. Around 90% of Ascom’s total environmental impact are generated in materials used in products, product power consumption during use, and travel.

Ascom Environmental Policy

Clauses in the Environmental Policy	Roadmap 1. Material Efficiency	Roadmap 2. Energy Efficiency	Roadmap 3. Business Traveling	Roadmap 4. Supplier Due Diligence	Monitored Environmental Indicators
To be economical with raw materials, materials, and energy, and to minimize consumption of non-renewable sources of materials and energy.	✓	✓		✓	✓
To minimize negative environmental impact. To strive for continuous improvement of our products and their impact in the environment throughout their life cycle.	✓	✓	✓	✓	✓
To increase awareness of environmental aspects among all employees and facilitate for employees to carry out responsibilities in an environmentally responsible way.		✓	✓		✓
To involve our suppliers to implement consistent environmental requirements.				✓	✓
For sites in scope of the Environmental Management System certification: To maintain and continuously improve the Environmental Management System to ensure that we meet or exceed legal and other environmental requirements, that we consider the needs and expectations of interested parties as well as internal and external issues.	✓	✓	✓		✓

CO₂ Emissions

Year	Net revenue (CHFm)	CO ₂ e kg	CO ₂ e kg per CHF	% change CO ₂ e kg
2018 ¹	318.5	74,534,127	0.23	+7.4%
2019	282.9	67,712,161	0.24	-9.2%
2020 ²	281.0	61,771,932	0.22	-8.8%
2021	291.5	63,300,077	0.22	+2.5%
2022	297.4	65,325,679	0.22	+3.2%

¹ CO₂e emissions for 2018 were adjusted due to a thorough review conducted every five years.

² Covid-19 pandemic meant fewer products shipped, which reduced CO₂ emissions significantly in 2020.

As a Company without its own production facilities, our fields of action lie in Scope 2 and Scope 3 of energy emissions. We also strive to enable our customers to further reduce their own environmental footprint.

Overview of CO₂ by emission scope¹

Scope	2020 (in CO ₂ e in tons)	2021 (in CO ₂ e in tons) ²	2022 (in CO ₂ e in tons)
1 – Direct emissions	75	77	78
2 – Indirect emissions	2,120	2,184	2,273
3 – All other indirect emissions	59,527	61,039	62,974
Total	61,722	63,300	65,326

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

² Covid-19 pandemic meant fewer products shipped, which reduced CO₂ emissions significantly in 2020.

Innovation & Product design

In 2023, but also in the years to come, sustainability will be enhanced to be an integral part of the development and design of Ascom's products, solutions, and innovations. We see the potential for reduced energy consumption in the consolidation or replacement of product components, but also in the reduction of server hardware. Our customers could thus benefit from lower energy consumption and less space required for server hardware on site.

In view of Ascom's strategic, long-term sustainability goal, we extend in 2023 the measuring of energy consumption of hardware and software (servers, etc.) and look for new opportunities and criteria to reduce energy consumption. Based on the results, we will be able to define measurements and create year-specific KPIs.

As part of the innovation process for new products, Ascom has implemented a standard procedure that uses a questionnaire to gather ESG information from business partners, for selecting new suppliers, developers, or manufacturers. The questionnaire covers all ESG areas: environment (e.g. energy consumption for new products), social (e.g. labor practices) and governance (e.g. anti-corruption).

Production & Packaging

Ascom strives to minimize the emissions of the materials used. In doing so, the quality requirements of customers should not be compromised. We do not look at emissions from the perspective of an individual product, but from the perspective of an overall solution. We make sure that the primary material and packaging of our products is as environmentally friendly as possible. And we analyse the use of

recycled materials for molds of equipments, but also for packaging.

The outer product packaging for all product lines is made of cardboard. For most primary packaging, we are continuously replacing foam with densely compressed cardboard. We have already eliminated styrofoam from our packaging since the first quarter of 2021. For all new products for which we develop packaging, we aim to continuously increase the use packaging from recycled sources only.

We are convinced that Ascom can further reduce CO₂ emissions in packaging, both by reducing packaging material and by using environmentally friendly materials. To achieve this, we will further analyze the use of recycled materials and define the roadmap to achieve that all packaging are made of 100% recycled cardboard by end of 2025.

Waste management

Ascom's Sustainability Directive underlines its waste management objectives. Ascom complies with all relevant legal requirements for the management of electronics and packaging; it supplies to national markets and participates fully in the fee structure prescribed for electronics and packaging. This enables us to support the safe disposal and recycling of waste.

In 2022, Ascom repaired 85,000 devices, a decrease of 7% compared to 2021. Due to component shortages in 2022, Ascom had limited ability to complete all repairs.

Improving waste management will remain our ambition in 2023. For example, we will continue to analyze the possibilities of product repair to reduce waste and further contribute to our long-term sustainability goals.

Logistics & Supply Chain

To ensure sustainable supply chain management, close cooperation with our suppliers is crucial. Ascom pursues a structured supplier policy. We maintain a list of preferred suppliers. A prerequisite for being classified as a preferred first-tier supplier is due diligence.

A sustainability addendum is an integral part of our contracts with first-tier suppliers. In it, they must confirm that their business activities do not conflict with our supplier policy and that they comply with all applicable laws and regulations as well as the key principles of the UN Global Compact.

Furthermore, in accordance with the Ascom Supplier Code of Conduct, our suppliers are required to demonstrate a high level of environmental protection in their sourcing, manufacturing, and transportation activities or to ensure compliance with internationally recognized environmental management systems.

As part of its supply chain process, Ascom also tracks the energy consumption of electronic manufacturing services (EMS) suppliers and records Ascom's share of the total activity. Ascom requires all Class 1 and Class 2 suppliers, which include EMS suppliers, to be certified to ISO 14001 or a similarly recognized certification. Class 1 and 2 suppliers account for 93% of the materials supplied by Ascom.

To ensure that this requirement is implemented, Ascom is planning to expanding audits of suppliers. The knowledge gained from these audits should help us to achieve an improvement in sustainability targets in the supply chain in the future.

Product life cycle management, transportation, and mobility

Ascom maintains practices to minimize energy usage by retrofitting technology and promoting energy efficiency in our operation services. We have 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 91% in 2022, while Finland and Sweden recorded in 2022 an average of 90% in the remote resolution of customer issues, an increase of 3% compared to 2021. In 2022, in 40% of unplanned issues worldwide, travel to the client's site was needed. We are proud to say that Ascom Finland managed to resolve 95% of the unplanned issues remotely and in Sweden 83% of the issues.

We strive to provide remote services in all Ascom countries, explore the potential of cloud offering or remote commissioning, and to set regional targets in all Ascom countries, always assuring Ascom's high standards in customer service quality.

Facilities & IT infrastructure

Although the energy consumption of our buildings accounts for only 3% of our total carbon footprint, this is an area where we aim to make improvements. We promote the use of renewable energy wherever possible, especially at sites owned by Ascom. In Gothenburg (Sweden), one of our main and biggest sites, we can report 100% use of renewable energy sources.

As an ICT solutions provider, reducing the energy emissions of ICT infrastructure is an important area for Ascom to potentially reduce the environmental impact of our operations. The way we deploy and configure ICT tools as well as the equipment we use can affect the environmental footprint of our customer's systems. In 2023 our goal is to measure the energy consumption and emissions of our ICT infrastructure and evaluate improvements. Migrating from on-premises to cloud services can lead to carbon and energy efficiency improvements. These are options we explore and implement.

Ascom Management System

Ascom's commitment to the quality of our products, solutions and services is unwavering, as professionals in sectors such as healthcare rely on us for mission-critical communications solutions.

We strive to comply with internationally recognized standards in our various areas of activity. The most widely used certification within the Ascom Group is for the Quality Management System in accordance with ISO 9001. In addition, Ascom's key research and development sites have been certified to ISO 13485 for medical devices. Ascom has also achieved certification in accordance with the Medical Device Regulation (MDR 2017/745) for its Class IIb medical devices such as Digistat Care, Unite Connect for Clinical Systems and External Input Module.

Key sites have also been selected for external ISO 14001 environmental management system certification, including our two largest sales and service sites in Gothenburg (SWE) and Utrecht (NL), as well as our distribution center in Herrljunga (SWE). Ascom's environmental management system is well established and was introduced in 2009 at the Swedish sites. Our environmental management system provides the framework for Ascom to manage its environmental impact, meet all applicable legal and other requirements, and ensure continuous improvement.

ISO/IEC 27001 is the leading international standard for information security, setting out the specifications for an information security management system (ISMS). The ISO/IEC 27001 certifications clearly demonstrate to customers, partners, and suppliers that the Ascom sites have implemented internationally certified best practices for its information security management system. In addition, the Ascom UK site was the first site within the Ascom Group to receive ISO/IEC 20000-1-IT Service Management (ITSM) certification in 2021.

Further regulations and standards have been applied to the Ascom processes and products. Ascom complies with the EU Regulation on Registration, Evaluation, Authorization and Restriction of Chemicals (REACH) and the EU Restriction of Hazardous Substances (RoHS) Directive. Selected products have been assessed

by our notified body and found to be compliant with the regulation of Equipment, Protective Systems or Components intended for use in potentially explosive atmospheres (Directive 2014/34/EU).

We protect the environment with Ascom's own processes and technologies by complying with local laws and meeting the requirements of the environmental standard (ISO 14001). Environmental issues at the local, regional, and global levels are interrelated. We also know about the impact on the environment of our decisions and activities along the entire supply chain. Therefore, we also require our suppliers to reduce the overall environmental impact by implementing environmental management systems. That is Ascom's contribution to keeping abreast of substances and materials that could have a harmful effect on people and the environment. Substances identified by global and regional directives as relevant to REACH, RoHS and PFOS are addressed immediately.

Externally certified ISO management system standards

Type of certification	Number of sites ¹	Year of initial certification
ISO 9001 – Quality management	23	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

¹ Some sites are certified to several standards.

Thriving with our people

People around the world trust the quality of Ascom's solutions and products. We are fully aware of this. It is this sense of responsibility that accompanies us in our daily business activities and that motivates us to give our best every day. Also as an employer, we take our responsibility to our people very seriously.

At the end of 2022, Ascom employed 1,345 people. Our employees are the most important asset we have. Their safety, health and well-being are key for us. Ascom strives to create an attractive and inclusive work environment where employees can grow and develop their full potential. Hereof, legal standards, management commitment, employee involvement, workplace design, and training and development are important components. We strive to empower our employees at all levels to meet daily challenges with genuine passion. We are convinced that a good working environment has a positive impact on the fluctuation rate (15.8% in 2022). The current rate is partly explained by a post-Covid effect. However, we are determined to achieve a significant improvement in this area.

In implementing our sustainability strategy, Ascom's priority in 2023 is to put a strong focus on employee engagement, training and talent development. With various activities, we want to involve our employees even more in the development of our Company by recognizing and addressing their ideas and concerns. In 2022, we have started to implement important initiatives as part of our business strategy 2025.

Employee Engagement

After the pandemic, Ascom introduced new working methods combining working from home and in the office. Today, we have created a good combination of remote and physical presence in the offices. In 2022, we introduced new communication activities that take remote working into account. For us, a regular and transparent communication from the management to the employees is important for good performance.

In February 2022, Nicolas Vanden Abeele was appointed as Ascom's CEO. In the months that followed, several regional meetings were held with employees across the Ascom world, both physically and virtually. These CEO Town Hall Meetings allowed employees to meet the CEO and to better understand the Ascom Strategy.

The "All-hands call", an online meeting that takes place every second month, provides a good stage for the CEO and top management to share the strategy with all employees, to drive transformation and to celebrate project wins and achievements. The virtual meeting contributes to creating a sense of Ascom-wide belonging, as it also provides a platform for questions and discussions. The last "All-hands call" was attended by more than 75% of all our employees.

Another internal communication platform we launched in 2022 is the "Hello from the CEO". In short videos, Nicolas Vanden Abeele regularly shares information with all employees.

To enhance the exchange with our employees worldwide, we will continue in 2023 to conduct these communication sessions and include feedbacks and initiatives from the employee survey, such as improving IT tools, strengthening internal communication and sharpening our corporate culture.

Employee Engagement Survey 2022

For Ascom, feeling responsible for the well-being of our employees also means giving employees the opportunity to provide feedback. To ensure this, regular employee surveys are important to us and we commit to actions based on the respective outcome.

In 2022, Ascom conducted an employee engagement survey. Employees were given the opportunity to express qualitative feedback and ideas for local and global improvements. The participation rate was 55% and the survey was conducted throughout the Company in the main local languages. Our employees used the opportunity to provide feedback and submitted over 1,600 suggestions for improvements. These suggestions were systematically categorized, and mapped to the respective regions. It enabled the leadership team to specifically address the regional needs of the employees regarding topics such as leadership, IT tools, strategy & goal setting, culture, and internal communication. Versatile projects are now planned such as to simplify processes for employees or new formats to foster strategic alignment and communication top-down and bottom-up.

The employee engagement survey will be conducted twice in 2023 to track development and improvements. The aim is to continuously improve employee engagement through systematic surveys with a topical focus that is relevant to Ascom and its employees.

Talent Management

Ascom launched a new talent platform. The tool increases transparency for employees and line managers and enables a continuous real-time feedback culture across the Company. Improved customized learning opportunities support all staff members to get themselves ready for the future. Further, regular performance appraisals give us the opportunity to reflect on personal goals, developments, achievements, and behavior. Our Skills & Competencies initiative and its combination with our performance management process, skills pools and succession planning enable Ascom to be more agile regarding talent management.

Learning & Development

Our very own Ascom Academy provides internal learning and training programs to our employees. In 2022, 6,000 courses were completed. The courses consisted of 260 live webinars, 475 classroom sessions, and 5,007 eLearning completions. 985 employees as well as 183 managers and team leaders were trained. On average, almost 5 courses were completed per Ascom employee. Our blended training approach with eLearning and webinars saved numerous trips in the last year and supports our sustainability goals.

The Ascom Academy will be further developed in 2023 to offer even more training programs and learning pathways. We place particular emphasis on the targeted development of know-how in the area of Real Time Communication & Collaboration (RTCC).

Health & Safety

Health and safety of our employees are a key priority to Ascom. We are taking any necessary precaution to prevent illnesses and accidents of our employees and take regional circumstances and country-specific legal requirements into account. We offer related training, provide working equipment to reduce accidents and increase our managers' awareness with topic-related information. And we evaluate to link recognition to well-being, where applicable (e.g. health vouchers).

Work processes are continuously reviewed in order to be able to eliminate possible risks quickly. We regularly analyze accident occurrences in our Company.

Diversity & equal opportunities

Ascom is committed to equal opportunities and diversity as well as performance-related remuneration for all employees.

Most of our employees are based in Western Europe and the United States. The age distribution is 46.2 years for male employees and 43.4 years for female employees. 22% of our employees are female and 78% male. These ratios remained unchanged compared to 2021. The overall significantly higher proportion of male employees is not unusual for technology companies. Women make up 18% of the Executive Committee. 22.5% of management positions are held by women. Our goal is to increase this ratio to 25% by the end of 2023.

We believe in the added value of a diversified composition of employees. In 2023, we will use various initiatives to try to attract more women, particularly in technical and managerial positions. We will adapt recruitment policy and activities with focus on diversity and we have set ourselves the goal of filling 18% of technical positions with female employees by the end of 2024 (currently 12.5%).

We strictly reject any form of discrimination against employees based on their gender, race, physical disabilities, origin, sexual preferences, political opinions, and religion. In addition, Ascom does not tolerate any form of personal harassment. Incidents of discrimination are followed up through formal procedures.

We are aware that issues such as diversity, equal opportunities, and non-discrimination require ongoing monitoring. Ascom is committed to address and resolve any kind discrimination incident.

Human Rights, child labor and freedom of association

Ascom strictly follows all laws and regulations which apply to its business. The Company, all its employees, and suppliers strictly follow the Ascom Code of Conduct no matter where they work and what their function is, even if it is stricter than the applicable local laws. The Ascom Code of Conduct requires all employees to comply with applicable laws and regulations. All employee are trained in the areas of the Code of Conduct & Compliance. At all locations where Ascom operates, forced, compulsory, or child labor is prohibited. In 2022, Ascom has received no indication nor any report of human rights violations concerning its entities.

Ascom has established structures that guarantee freedom of association and the right to collective bargaining for its employees.

Ascom supports UNICEF

Support for charitable institutions is a longstanding tradition at Ascom. We continued our support for UNICEF in 2022 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.



Strengthening our foundations

Ascom is governed by a system of Group guidelines and directives covering key areas such as procurement, sales, finance, human resources, legal, ICT, and communications.

Good corporate governance remains a top priority for Ascom, its Executive Committee, and its Board of Directors. As a listed, international company, Ascom is committed to clear corporate governance and transparent reporting. The information published in the Corporate Governance Report follows the guidelines of the SIX Swiss Exchange on corporate governance standards.

All members of the Board of Directors are non-executive and independent members. There has been a consistent turnover of the Board of Directors over the years. No member has any significant relationship with Ascom Holding AG and its subsidiaries. Two thirds of the Board members have tenure of fewer than 5 years. The Board of Directors has 17% female and 83% male members. In the last 10 years, Ascom always had female board members. Ascom's Board of Directors strives to achieve a solid balance in the composition of the members of the Board, in terms of professional qualifications and diversity. The Board of Directors and Executive Committee should be staffed with individuals who have the necessary expertise and skills as well as the personal prerequisites required to manage and further develop a technology company such as Ascom. When nominating new members to be proposed to the Annual General Meeting, appropriate consideration is therefore given not only to professional qualifications, but also to aspects such as the representation of both genders, international experience, age structure, education, and general background experience.

Governance training modules to strengthen sustainable thinking

In 2023 Ascom is determined to embed sustainable corporate policies and directives even more firmly with employees, suppliers, partners, and customers. With additional employee training in the areas of the Code of Conduct & Compliance, we want to anchor our principles even more. In the area of Cyber Security and Data Protection, we will enhance employee training to raise awareness of risks.

Code of Conduct & Compliance

The Code of Conduct forms the basis of good governance. As a company, we comply with all legal obligations. The Ascom Code of Ethical Business Conduct contains worldwide binding principles. The Code is supplemented by additional corporate directives and guidelines.

Our 10 ethical business conduct principles are communicated on Ascom's website:

- We comply with the law.
- We do not tolerate any form of corruption or bribery.
- We comply with anti-trust laws and conduct our business fairly.
- We follow insider information and trading rules.
- We apply the 4-eyes principle.
- We know our business partners and adhere to accounting rules and export restrictions.
- We protect our business property, trade secrets, and personal data.
- We respect others and lead by example.
- We are loyal and avoid conflicts of interest.
- We value the environment, health and industrial safety, and children's rights.

Ascom competes for contracts based on the quality and value of its products and services. We do not tolerate any form of bribery and corruption, and no employee may offer or grant improper advantages to anyone. Ascom works for anti-corruption, responsible involvement in the public and political sphere, fair competition, respect for property rights, and socially responsible behavior.

These principles apply to every Ascom employee worldwide. Today, all Ascom employees must pass an internal training module about our Code of Conduct principles.

As in previous years, no fines or non-monetary sanctions for non-compliance with local or international environmental laws or regulations were imposed on Ascom in 2022.

Supplier policy

In our corporate governance, we are not only responsible for our own actions, but also have a strong responsibility to directly influence our business relationships. We are buying worldwide, and all our suppliers must meet high standards in business ethics, environmental behavior, and labor welfare. We only do business when respect for people and the environment is obvious, and we monitor our business relations regularly. Suppliers are asked to sign Ascom's Code of Conduct and Supply Policy, which includes rules for social and environmental responsibility.

In 2023, Ascom will create an expanded audit plan enabling us to classify our suppliers regarding their ESG performance. With this knowledge, we will be able to specify our requirements for suppliers even more specifically and so to increase the ESG impact on our supply chain.

Information security, cyber security & data protection

As a global provider of mobile workflow solutions, Ascom ensures reliable communication of highly sensitive data. We are fully aware of our responsibility to ensure data protection and information security for our clients and for us as an organization.

Ascom is ISO/IEC 27001 certified as of 2019 and has implemented an information security management system (ISMS) with a global approach. This enables an effective management of information security risks related to company assets, financial information, intellectual property, employee details or information entrusted by third parties. Ascom has implemented the process of continuous improvement in ICT security to ensure adequate and proactive support for the business. An accredited EU notified body has reviewed Ascom processes, guaranteeing the continuous improvement in Ascom's information security management system and security commitment.

Within our ESG strategy, we allocate key priority to information security, cyber security and data protection. In 2023, we will evaluate the possibilities with the most impact to manage risks best. Yearly penetration tests to identify potential external risks and internal vulnerability scans and remediation are two actions planned. And as mentioned earlier, we will enhance employee training to raise awareness of risks in the area of data protection and cyber security.

Risk management & control

Like any other company, Ascom is exposed to a variety of financial and non-financial risks that are directly related to our business activities. Risk management is therefore an integral part of our corporate governance. It is integrated into the business processes overall risk and control framework.

Financial risks are centrally monitored by the Group Treasury. The Board of Directors regularly reviews the Group-wide risk assessment and determines appropriate measures to mitigate the risks. To ensure an objective assessment of risks and to identify potential risks in operating processes and control systems, Ascom has emplaced in 2022 an internal audit department.

Whistleblower channel

Since 2013, Ascom has set up a whistleblowing and compliance hotline that allows employees to communicate in a confidential manner. This encourages employees to report any actual or suspected misconduct through an anonymous and independent tool. In 2022, Ascom recorded 1 case which could be resolved.

Active stakeholder dialogue

Knowing the needs of our stakeholders is a key success criteria. Their feedback helps us to implement further developments and optimizations.

As a listed company, Ascom attaches great importance to exchanges with shareholders, analysts, and investors. To ensure transparent and comprehensive information for the financial community, Ascom organizes a media conference twice a year and occasionally a Capital Markets Day. In addition, Ascom participates in about ten investor conferences and roadshows as well as in numerous investor meetings.

The Ascom Executive Committee is also committed to an active dialogue with customers, partners, and suppliers. Their feedback enables us to continuously assess our products and processes and inspires innovations. Customer visits are held on a regular basis.

Ascom wishes to contribute to the development of the local communities where Ascom is present. They are as important to us as we are to them, providing job opportunities, cooperating with educational centers, the people who work and live there, and any other local stakeholders. We respect the local culture and laws. During 2022, Ascom did not receive any government assistance.

We are responsible to our employees, our most important stakeholder group. The Executive Committee is committed to an intensive active, internal dialogue and defined People&Culture as one key priority for 2023. To ensure an active, internal communication, we established, as mentioned before, the communication channels of local Town Hall meetings of the Executive Committee, virtual "All Hands-Call" and the regular CEO video messages to all employees.

The table below provides information on the specific expectations of our stakeholder groups and how Ascom communicates with each group.

Stakeholder Group	Expectations	Communication channels
Institutional Investors Shareholders Financial Analysts (equity/credit) Stock Exchange Proxy Advisors Brokers Financial Media / Local Media Newswires	Sustainable and profitable growth Good corporate governance Effective risk management Transparent, complete, and continuous disclosure of information Outlook / financial guidance Dividend payment Fulfilling all requirements of SIX Swiss Exchange Regulations	Annual and interim reports Sustainability Report Financial/corporate press releases Roadshows / one-to-one meetings Investor conferences Direct contact with CEO and CFO Annual shareholder meetings
Customers: existing and potential (Hospitals, long-term care, enterprises, OEM partners) Associations Competitors	Innovative products and services High-quality standard State-of-the-art technology High-security standard Good after-sales services Security of personal information Excellent CRM Reliability Flexibility ESG certifications ESG reporting standards Suggestions or complaints management	Direct customer contact Customer satisfaction survey Fairs / Exhibitions Case studies / Brochures Webinar on demand Expert seminars Social media and email Brochures Website Sustainability Report
Business partners Suppliers Contractors Environmental partners	Transparency in business On-time administration and payments ESG commitment Code of Conduct commitment	Sustainability Report Sustainability Directive Supplier Policy Training sessions Social media and email Fairs / Exhibitions Website
Employees: Existing / new/ potential Managers Trainees Temporary employees Employee representatives (Unions)	Good working atmosphere Work-life balance Fair and attractive compensation Career and advancement opportunities Flexible working hours Stability and job security Talent development Training programs On-time administration and payments	Annual employee survey Annual strategy meeting Regular CEO-Information Management meetings Information via email, Intranet Town hall meeting Internal events
Public sector Educational institutions Research organizations Politicians Opinion leaders Regulator bodies Local authorities	Support and promote activities that benefit the community. Handle complaints fairly Transparent and reliable communication Responsible behavior Respect of local law and culture	Social media/email Website Regular contact with universities and other research organizations Activities with government network Sponsoring Charity

GRI CONTENT INDEX

The Ascom Sustainability Report 2022 has been prepared in reference with the GRI Standards.

This report applies to the Universal Standards 2021, General Disclosures 2021, to 2016, 2018 and 2020 version of the Global Reporting Initiative (GRI) Standards.

2016*, 2018*, 2020*, 2021* 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 2022 page
GRI 1	Universal Standards 2021*		
GRI 2	General Disclosures 2021*		
	The organization and its reporting practices		
2-1	Organizational details	Ascom Holding AG	
	Location of headquarters	Zugerstrasse 32 CH-6340 Baar	130
	Location of operations	Worldwide contacts	130
	Ownership and legal form	Stock listed company, registered shares listed on SIX Swiss Exchange	37 - 39
2-2	Entities included in the organization's sustainability reporting	Corporate Governance Report	38
2-3	Reporting period, frequency and contact point	1 January 2022 – 31 December 2022 Contact	130
2-4	Restatement of information	No restatements of information in 2022	
2-5	External assurance	No external assurance in 2022	
	Activities and workers		
2-6	Activities, value chain and other business relationships	Corporate profile Segment information Operations worldwide	Front inside cover Front inside cover; 4 Front inside cover, 38
2-7	Employees	Sustainability Report Summary of Key Financial Data	25 118
2-8	Workers who are not employees	None	
	Governance		
2-9	Governance structure and composition	Corporate Governance Report Sustainability Report Sustainability Directive	37 28
2-10	Nomination and selection of highest governance body	Corporate Governance Report	43
2-11	Chair of the highest governance body	Corporate Governance Report	44, 46
2-12	Role of highest governance body in overseeing the management of impacts	Corporate Governance Report Sustainability Report	42 14
2-13	Delegation of responsibility for managing impacts	Corporate Governance Report Sustainability Report Sustainability Directive	49 17
2-14	Role of the highest governance body in sustainability reporting	Sustainability Report Sustainability Directive	17
2-15	Conflict of interest	Corporate Governance Report Sustainability Report Code of Conduct	43 28
2-16	Communication of critical concerns	Sustainability Report Whistle blowing service is anonymous at Ascom	30

GRI-Standard	Title	Location of content	Annual Report 2022 page
2-17	Collective knowledge of the highest governance body	Corporate Governance Report	42
2-18	Evaluation of the performance of the highest governance body	Corporate Governance Report	47
2-19	Remuneration policy	Remuneration Report	61
2-20	Process to determine remuneration	Remuneration Report	67
2-21	Annual total compensation ratio	Remuneration Report	69
2-22	Statement on sustainable development strategy Statement from senior decision-maker	Sustainability Report	14
2-23	Policy commitments	Sustainability Report Corporate Governance Report Remuneration Policy Code of Conduct Sustainability Directive	14, 20, 22, 29 49, 50 61
2-24	Embedding policy commitments	Corporate Governance Remuneration Report Sustainability Report	58 61 18
2-25	Processes to remediate negative impacts	Corporate Governance	50 -51
2-26	Mechanisms for seeking advice and raising concerns	Sustainability Report Sustainability Directive	26, 30
2-27	Compliance with law and regulations	Sustainability Report	30
2-28	Membership associations	None	
Stakeholder engagement			
2-29	Approach to stakeholder engagement	Corporate Governance Report Sustainability Report	54, 57 30, 31

GRI 3 Material Topics 2021*

3-1	Process to determine material topics	Sustainability Report Sustainability Directive	19
3-2	List of material topics	Sustainability Report materiality matrix	19
3-3	Management of material topics	Remuneration Report Sustainability Report	65 19

GRI 200: 2016* Economic Topics**GRI 201 Economic Performance**

201-1	Direct economic value generated and distributed	Shareholder Return Letter to Shareholders Performance Report	Front inside cover 3 4
201-2	Financial implications and other risks/opportunities due to climate change	Strategy Sustainability Report	10 14
201-3	Defined benefit plan obligations and other retirement plans	Remuneration Report	61 - 67
201-4	Financial assistance received from government	Sustainability Report	30

GRI 202 Market Presence

202-2	Proportion of senior management hired from the local community	Corporate Governance Report	52 - 53
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GRI 203 Indirect Economic Impacts

203-2	Significant indirect economic impacts	Customer Success Sustainability Report	12 - 13 14
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GRI 204 Procurement Practices

204-1	Logistics & Supply chain	Sustainability Report	22
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GRI-Standard	Title	Location of content	page
GRI 205	Anti-Corruption		
205-1	Operations assessed for risks related to corruption	Sustainability Report Sustainability Directive Code of Conduct	28
205-2	Communication and training about anti-corruption policies and procedures	Sustainability Report Sustainability Directive	28
205-3	Confirmed incidents of corruption and actions taken	None	
GRI 206	Anti-competitive Behavior		
206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	None	

GRI 300: 2016* Environmental Topics

GRI 301	Materials		
301-1	Materials used by weight or volume	Sustainability Report Sustainability Directive	21 - 22
301-2	Recycled input materials used	Sustainability Report	22 - 23
301-3	Reclaimed products and their packaging materials	Sustainability Report	21 - 22
GRI 302	Energy		
302-1	Energy consumption within the organization	Sustainability Report Sustainability Directive	23
302-4	Reduction of energy consumption	Sustainability Report	21 - 23
302-5	Reductions in energy requirements of products and services	Sustainability Report Sustainability Directive	21 - 23
GRI 305	Emissions		
305-1	Direct (Scope 1) GHG emissions	Sustainability Report	21
305-2	Energy indirect (Scope 2) GHG emissions	Sustainability Report	21
305-3	Other indirect (Scope 3) GHG emissions	Sustainability Report	21
305-4	GHG emissions intensity	Sustainability Report	21
305-5	Reduction of GHG emissions	Sustainability Report Sustainability Directive	14, 17, 20

GRI 306: 2020* Effluents and Waste

306-1	Waste generation and significant waste-related impacts	Sustainability Report	21 - 22
306-2	Management of significant waste-related impacts	Sustainability Report Sustainability Directive	21 - 22
306-3	Waste generated	Sustainability Report Sustainability Directive	21 - 22
306-4	Waste diverted from disposal	Sustainability Report Sustainability Directive	21 - 22
306-5	Waste directed to disposal	Sustainability Report Sustainability Directive	21 - 22
GRI 308	Supplier Environmental Assessment		
308-1	New supplies that were screened using environmental criteria	Sustainability Report	19, 20, 22
308-2	Negative environmental impacts in the supply chain and actions taken	Sustainability Report	22

GRI 400: 2016* Social Topics

GRI 401	Employee Engagement		
401-1	New employee hires and employee turnover	Sustainability Report	25, 27

GRI-Standard	Title	Location of content	page
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	
GRI 402	Labor Management		
402-1	Minimum notice periods regarding operational changes	Ascom ensures timely communication with employees and their representatives regarding both negative and positive corporate changes	
GRI 403: 2018*	Occupational Health and Safety		
403-1	Occupational health and safety management system	Sustainability Report Sustainability Directive	26
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Sustainability Report	26
403-8	Workers covered by an occupational health and safety management system	Sustainability Report	26
GRI 404	Training and Education		
404-1	Average hours of training per year per employee	Sustainability Report	26
404-2	Programs for upgrading employee skills and transition assistance programs	Sustainability Report	26
404-3	Percentage of employees receiving regular performance and career development reviews	Sustainability Report	26
GRI 405	Diversity and Equal Opportunity		
405-1	Diversity of governance bodies and employees	Sustainability Report Corporate Governance Sustainability Directive	27 43
GRI 406	Non-discrimination		
406-1	Incidents of discrimination and corrective actions taken	None	
GRI 407	Freedom of Association & Collective Bargaining		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Sustainability Report Sustainability Directive	27
GRI 408	Child Labor	Sustainability Report Sustainability Directive	27
GRI 409	Forced or Compulsory Labor	Sustainability Report Sustainability Directive	27
GRI 410	Security Practices	Sustainability Report Sustainability Directive	28 - 29
GRI 411	Rights of Indigenous Peoples	Sustainability Directive	27
GRI 412	Human Rights Assessment	Sustainability Report Sustainability Directive	27
GRI 414	Supplier Social Assessment		
414-1	New suppliers that were screened using social criteria	Sustainability Report Sustainability Directive	20, 22
414-2	Negative social impacts in the supply chain and actions taken	None	
GRI 415	Public Policy	Sustainability Report Sustainability Directive	14, 18
GRI 416	Customer Health and Safety		
416-1	Assessment of the health and safety impacts of product and service categories	Sustainability Directive	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	None	
GRI 417	Marketing and Labeling		
417-1	Requirements for product and service information and labeling	Sustainability Directive	
417-2	Incidents of non-compliance concerning product and service information and labeling	None	

GRI-Standard	Title	Location of content
417-3	Incidents of non-compliance concerning marketing communications	None
GRI 418	Customer Privacy	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	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/>