

SUSTAINABILITY REPORT 2022



Sustainability report

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Piero Bontich

Financial Manager
Customer of the mobilezone shop Lugano Peri

Why am I a mobilezone customer?

I followed my good friend Gilles Rodari, the store manager of the shop in Lugano, when he left his former job. We have known each other for about 10 years. In Gilles I have found a true professional who always listens to my needs. He is able to perfectly grasp both the economic and the personal needs of the customer, because he has a feeling for what is needed as a customer.

What do I appreciate most about mobilezone?

I particularly appreciate the friendliness and availability of the entire team in Lugano. I never have to wait for anything. For example, if I need a new mobile phone contract, the team takes over and works with the mobile phone provider to make sure everything works, including the associated services, ensuring that we customers don't have any overheads. My daughter once wished for a very popular mobile phone model. Although it was difficult to get the specific model, the guys here in Lugano handled the matter so well and organised the phone in a more than acceptable time. Finally, I would like to note that mobilezone is perfectly positioned with accessories and wearables; you can find everything you need.

Dear Readers,

As a telecommunications company with a comprehensive range of products, subscriptions and services, we have a great responsibility: Delivery availability, perfectly functioning equipment, matching accessories, tailored subscriptions and complementary services; this is what our stakeholders rely on. But they also rely on fair and comprehensive advice in the complex world of telecommunications. The past pandemic years in particular, when direct contact was no longer readily possible, have shown how important mobilezone is to its customers by being able to provide them with telecommunication products and services as part of the universal service. This meant that contact with family, friends or work colleagues could still be maintained.

The sustainability year 2022 was all about focusing on the core strategy. In a workshop with managers from across mobilezone Group in summer 2022, the topic of sustainability was examined in more detail in its four focus areas and the commitment to the topic was reaffirmed. With this workshop, the company's top management also reaffirmed its commitment to the issue. This commitment is reflected in the remuneration of the Management Board members: Part of the remuneration is also dependent on employee satisfaction and customer satisfaction.

mobilezone has anchored the topic of sustainability not only strategically but also organisationally in the company by establishing the Sustainability Committee. It is located in the Board of Directors, is monitored by it and is strategically supported by the Group Management. A Sustainability Body is responsible for the operational management of the issue at hand and is in contact with the individual business units in Switzerland and Germany. The creation of this structure ensures that the topic of sustainability is firmly anchored in the individual business areas of the Group, that it is broadly supported and strategically advanced.

The company's sustainability efforts were rewarded to the extent that the mobilezone Group was included in the first sustainable indices of the Swiss stock exchange, SPI ESG and SPI ESG Weighted, the sustainable counterparts to the Swiss benchmark index SPI. To be admitted to the index, a company has to observe defined ecological, social and ethical standards and receive a rating of at least C+ from Inrate, the rating agency appointed by the SIX Swiss Exchange. The index components of the SPI ESG and SPI ESG Weighted are selected based on the SPI index method. The components are weighted according to their free-float market capitalisation.

In the current year 2023, we would like to further improve employee satisfaction, numerous measures are planned. In the area of smartphone cycle in Switzerland, a positive balance can be drawn after two years: The demand for used refurbished smartphones continues unabated. The positive developments were taken as an opportunity to establish a range of refurbished smartphones in Germany as well. The experience gained since the launch in November 2022 allows us to look to the future with optimism. We are also in the process of calculating our Group-wide carbon footprint to identify and implement potential savings in this area in a next step.

On the following pages you can find out more about mobilezone's sustainability strategy as well as the four focus areas and the associated measures.



Olaf Swantee
Chairman of the Board of Directors



Markus Bernhard
Chief Executive Officer



Martina Högger
Sustainability Manager

Materiality analysis

We consider the development of a materiality analysis to be an important prerequisite for the development of a sustainability strategy. Taking into account the standards of the Global Reporting Initiative (GRI), we conducted such a materiality analysis in summer 2020. It served to identify, evaluate and link those topics that are most relevant from mobilezone's point of view. The results of this analysis were compiled in a materiality matrix. The materiality analysis was carried out as follows:

- ✓ Stakeholder interviews with selected analysts, decision makers at mobile communications providers and device manufacturers, members of the Board of Directors and management, employees, associations, customers and journalists.
- ✓ Group-wide employee survey on the subject of sustainability
- ✓ Impact analysis of the different business activities of the mobilezone Group
- ✓ Workshop with members of the management and employees

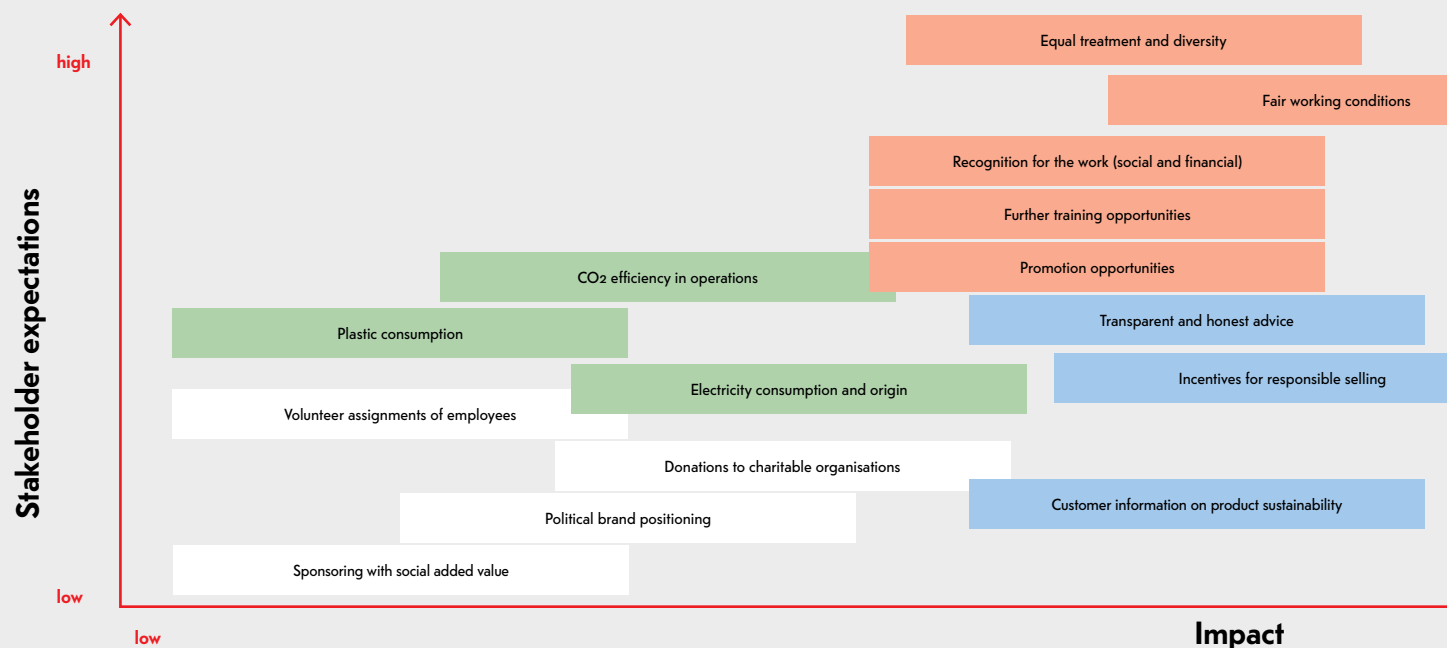
From the selected topics, the four most important topics from the company's point of view were then chosen. The following reasons were decisive for prioritising the topics "employees", "customers", "smartphone cycle" and "environmental management":

- ✓ These are the areas where we can make the most difference.
- ✓ Our overriding guiding principle is the credibility of our sustainability measures. Accordingly, fields of action were evaluated within which we can credibly implement measures.
- ✓ Measures that we implement within our sustainability strategy must be worthwhile. Accordingly, they must always be aligned with our core business.

The materiality analysis considered the impact of our business activities on the environment and society. A look at the value added chain showed that the biggest influences arose from the extraction of raw materials and manufacture of the devices that the company sells.

Evaluation of sustainability issues

Development of the sustainability strategy

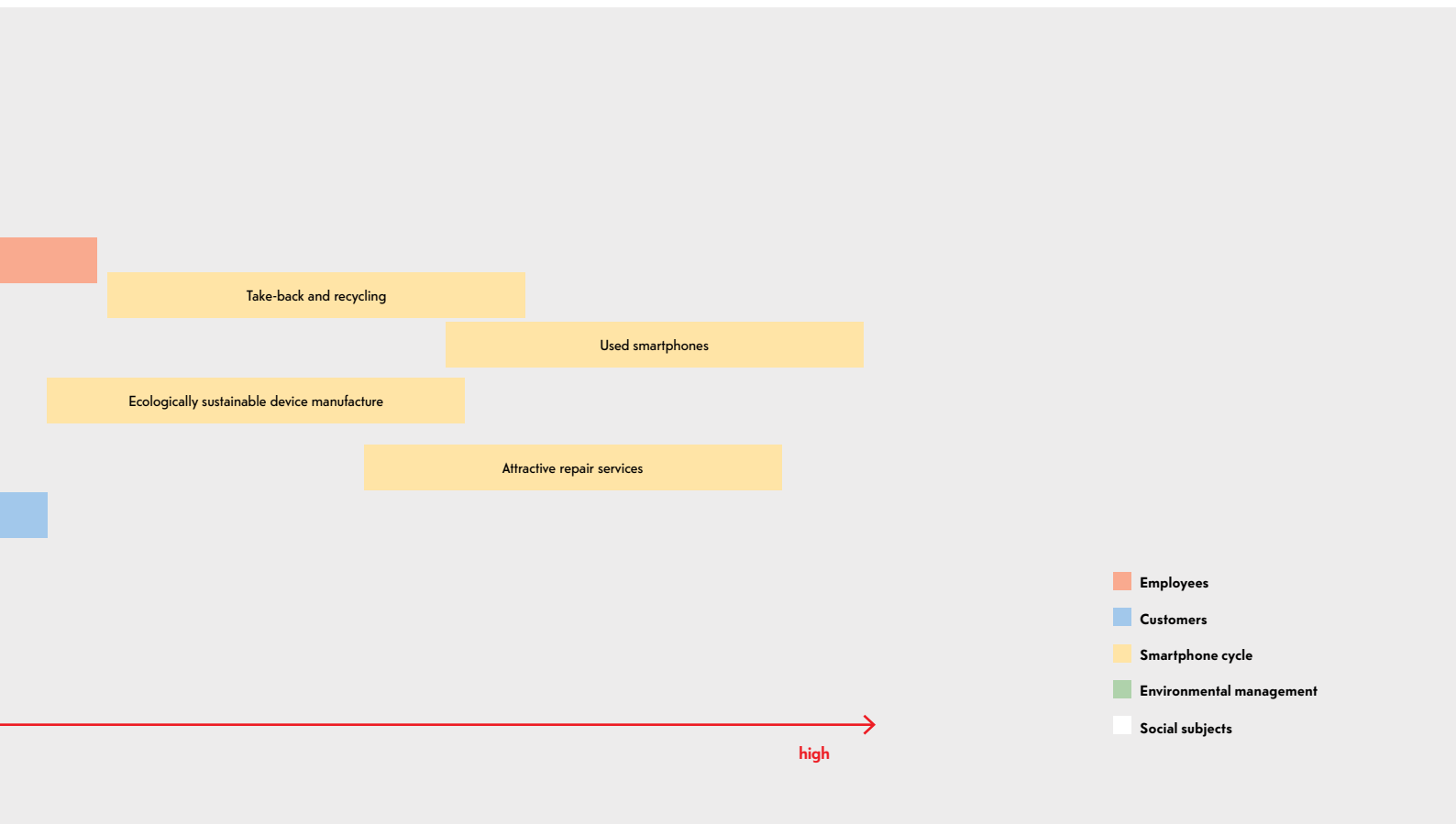


All subjects evaluated in the context of the development of the sustainability strategy of mobilezone and their weighting are summarised in a materiality matrix.

mobilezone can exercise influence here by making offers that extend the use duration of the devices, leading to lower demand for resources. Moreover, as part of the materiality analysis, over thirty interviews were conducted with stakeholders. These were selected based on how they were affected and their influence on mobilezone. The content of the interviews dealt with the effects along the entire value added chain. This revealed that high expectations exist regarding the independence and transparency of our advice. The results of the interviews and impact analysis were discussed in a workshop with the management and the company strategy perspective integrated. Four subject areas were developed on this basis, which will hold the foreground in the context of the sustainability strategy:

Particularly from the point of view of our **employees** as those directly affected, but also for the Board of Directors, the Group Management, management and our partners, the working conditions and equal development opportunities at the workplace are important. Regular measurement of satisfaction and the measures derived from this enhance satisfaction and as a result motivation and loyalty to the company. The satisfaction of our **customers** is at the heart of our action. Transparent and fair advice as well as consolidated

measurement of customer satisfaction across the entire mobilezone Group and their long-term optimisation is not just central from a sustainability point of view. By making offers that extend the service life of smartphone, we address the subject of the biggest ecological influence. We summarise the associated activities in the field **of the smartphone cycle**. We optimise our energy and material consumption as part of **environmental management**. It addresses our internal processes.



The sustainability management

The topic of sustainability is part of the mobilezone Group's corporate strategy. Sustainability management defines organisational and functional framework conditions for implementing the sustainability strategy. It includes the points of organisation and responsibilities, communication as well as monitoring and reporting.

Organisation and responsibilities

The Sustainability Committee acts as the highest decision-making committee and approves the sustainability strategy. This meets twice a year on the topic of sustainability with the aim of advancing the sustainability strategy. The CEO of the mobilezone Group acts as the most senior party responsible for the sustainability strategy. Together with the Group Management, he forwards sustainability issues to the Board of Directors. In order to advance the topic of sustainability operationally within the company, a five-member Sustainability Body consisting of employees and managers from the German and Swiss organisations was established, which has the following areas of responsibility:

- ✔ Operational development of the sustainability strategy
- ✔ Development of a roadmap
- ✔ Collection of sustainability topics in the organisation and definition of the importance of the topics
- ✔ Development of a communication strategy for the topic sustainability
- ✔ Monitoring
- ✔ Reporting to the Group Management
- ✔ Contact point for employees

There is a regular exchange between the Group Management and the Sustainability Body, as well as the Sustainability Committee and the representatives from both countries.

Communication

mobilezone attaches importance to transparent communication of its sustainability measures. Accordingly, the company publishes a detailed annual sustainability report in accordance with the standards of the Global Reporting Initiative (GRI).

Measures and progress within the four focus areas are communicated both internally and externally. Internal target groups are served by employee information, info screens and internal newsletters. In order to further anchor the topic in the company, communication with employees is constantly reviewed and measured, and adjustments are made where necessary.

The information is provided to external target groups in this Annual Report. In addition, bilateral discussions occur with analysts and other interested stakeholders on request. Communication with stakeholders is also regularly reviewed and continuously improved.

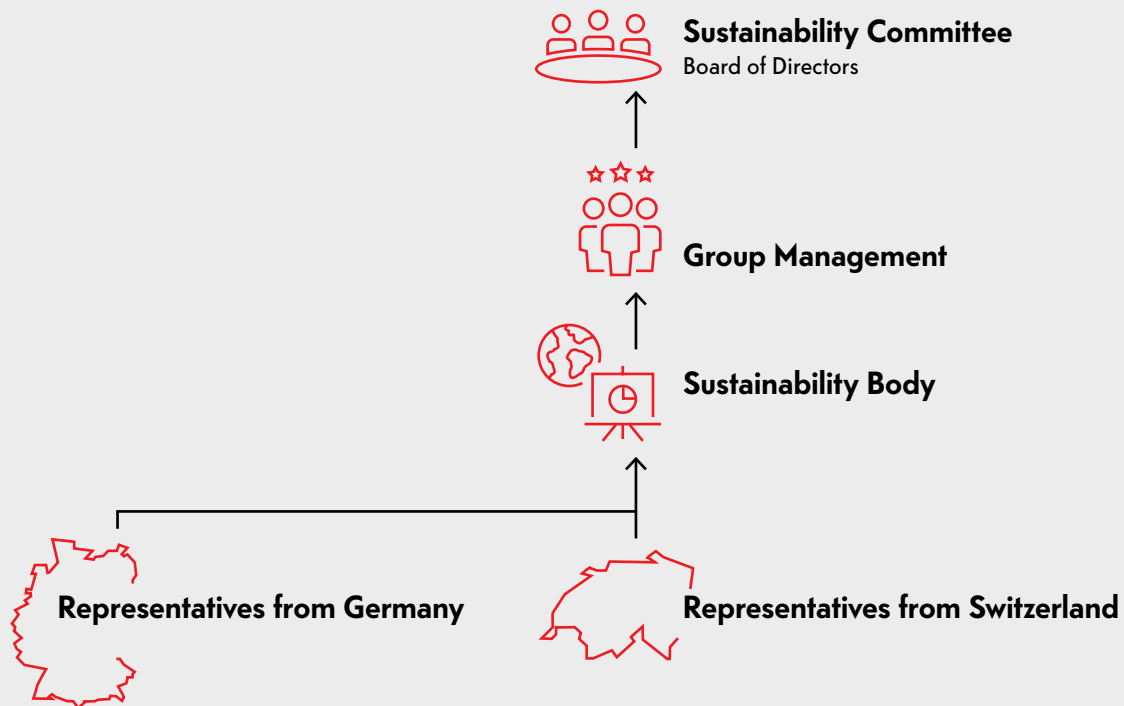
Sustainability monitoring and reporting

The sustainability monitoring is organised centrally and the corresponding key figures are surveyed and evaluated at least once a year. The monitoring occurs as part of the internal sustainability management system in which all business segments and companies of mobilezone are integrated. The monitoring involves checking in which areas further measures have to be implemented to achieve the targets successfully. This is evaluated as part of regular exchanges in the Sustainability Body. In the future, the sustainability report will be continuously developed and supplemented.

Strategy

The topic of sustainability forms part of mobilezone's corporate strategy, from which its sustainability strategy is derived. It applies to all companies of the mobilezone Group in Switzerland and Germany. mobilezone focuses its sustainability strategy on the core subjects "employees", "customers", "smartphone cycle" and "environmental management". The sustainability strategy of mobilezone is aligned with its core business.

Organisational structure of sustainability management



The four pillars of the sustainability strategy



Employees

- Open communication culture
- Occupational health & safety
- Training company
- Ethics & Behaviour

Customers

- Customer benefit programme "mobilezone Club"
- Systematic measurement of customer satisfaction
- Improving customer satisfaction

Smartphone cycle

- Equipment take-back and recycling
- Centralised and decentralised repair services
- Sale of refurbished smartphones

Environmental management

- Energy management
- Packaging and shipping



Karl Trautmann

Managing Director at ElectronicPartner,
customer of mobilezone handel

Why am I a mobilezone customer?

When professionals work with professionals, the result is success. To ensure that the entrepreneurs of the ElectronicPartner association group also receive the best support in the demanding mobile phone business with commercial and private (end) customers, we have decided to partner with mobilezone.

What do I appreciate most about mobilezone?

I appreciate the top service of the competent employees, the reliable logistics performance and the creative market development of the company.

Employees

The employees of the mobilezone Group are at the centre of everything we do. We are convinced that the long lasting success of the company is only possible if our employees are satisfied, motivated and equipped with the appropriate skills and work tools. Accordingly, we offer them the training and further education opportunities they need to perform their tasks. We want to recognise talent early on and attract it to us – one of the ways we do this is as a training company, by training and promoting apprentices and trainees. Flat hierarchies enable fast and efficient decisions. A culture of communication at eye level across all hierarchical levels is the foundation of mobilezone's culture.

Open communication culture

Open communication regardless of hierarchical level is an important feature of the mobilezone culture. It manifests itself in various measures that the company implements across all departments and business units.

Regular staff appraisals

The regular discussions between employees and their supervisors offer the opportunity to give feedback, to review the common goals and to determine where they stand, with the aim of a mutual evaluation.

Feedback letterbox

With the feedback letterbox, the possibility was created to also address topics that would rather be voiced anonymously. mobilezone therefore created a channel for anonymously voicing wishes and giving feedback with the feedback letterbox at its headquarters in Rotkreuz in 2020. mobilezone wishes to ensure in this way that the needs of employees can be taken up quickly and unbureaucratically and where possible solved. In the 2022 fiscal year, a total of 16 feedbacks were received on various topics.

Targets

The following objective was defined for the feedback letterbox:

- ✔ Currently, the headquarters in Rotkreuz is the only location equipped with a feedback mailbox. The aim in 2023 is to expand this idea to other locations in the future. Employees at all locations are invited to express positive and negative feedback and wishes, which is important for the individual development of the teams and ultimately the company.

Staff events

In addition to written information for employees via digital channels, staff events are held on a regular basis. These events are designed to provide information that requires more explanation and provide an opportunity for direct feedback and queries. The events take place in the form of digital and analogue All Hands Meetings, staff breakfasts and other event formats.

In this context, the topic of sustainability is also to be anchored among the workforce. In addition to external communication, mobilezone has also set itself the goal of improving internal communication with regard to the topic of sustainability. The topic of sustainability is regularly communicated at staff events and reports are given on current measures. Employees are encouraged to make suggestions or give feedback on sustainability. This is how we as a company ensure that sustainability is anchored in the company. Other events, such as Christmas parties, aperitifs, the "mobilezone football tournament", ski days and team excursions, express appreciation to the employees at the locations and promote (interdepartmental) team cohesion.

Targets

With the staff events we pursue the following goal:

- ✔ With these transparent communication formats, the focus is on building trust and increasing motivation among employees, as well as improving understanding of complex issues and expressing appreciation for the work done. The further development of the "staff events" vessel is to be driven forward in the next few years.

Employee survey

mobilezone surveys its employees annually and anonymously. Their satisfaction is a central component of the survey. All employees across all hierarchical levels are surveyed using standardised questionnaires. The subsequent multi-stage evaluation is divided into measures to be implemented in the short, medium and long term. Within the employee survey, the employees were asked questions about satisfaction, motivation, development opportunities, but also about proposals for change that affect the company. In general, the employee survey produced a satisfaction rate of over 90 per cent.

Targets

In the area of employee satisfaction, the following goals should be achieved:

- ✔ We will also conduct a Group-wide employee survey in 2023.
- ✔ Group-wide employee satisfaction is the focus.

Occupational health and safety

Support for sports activities

A good work-life balance for our employees is important to us. Accordingly, sports activities are supported in a wide variety of forms. Several running groups are active within the mobilezone Group. Mobilezone also supports employee participation in initiatives such as "Bike to Work" or running events such as the "Business Run" in Cologne or Bochum. Employees can also benefit from discounted fitness memberships.

Occupational health and safety

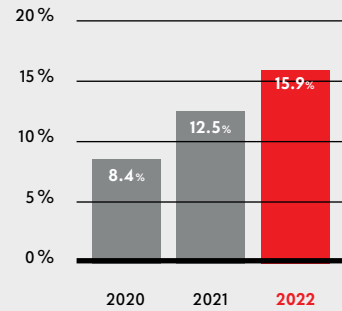
The integrity, health and well-being of our employees are paramount. We ensure the safety and health of our employees through appropriate work organisation, management and training. To ensure that mobilezone employees at all locations can perform their tasks safely and efficiently, a safety concept has been developed and its regular review and training ensured.

Most office workstations at mobilezone locations are equipped with height-adjustable desks to prevent back problems. Regular training sessions are held in the logistics and technology departments to ensure compliance with safety requirements, the principles of which are based on mobilezone's safety concept.

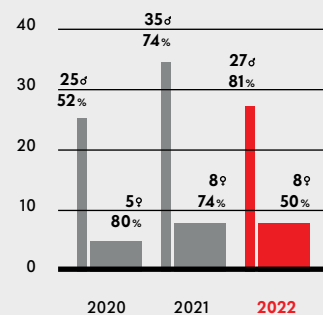
Information security

The information security of a company serves to ensure confidentiality, integrity and availability. mobilezone has an IT security charter, which contains clear rules of conduct for the deployment and use of ICT systems. By means of flyers and e-learning, employees are regularly sensitised to possible cyber dangers and trained accordingly.

Turnover (unplanned) ¹

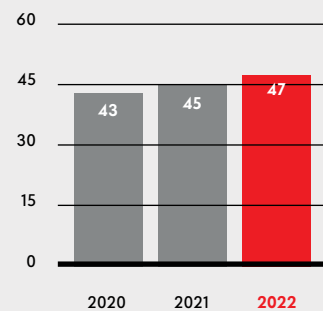


Apprentices Switzerland



Number of apprentices in Switzerland who successfully completed their apprenticeship in the corresponding year (absolute) and the number of trainees (in %) who were taken on by the company.

Nationalities



Number of different nationalities across the entire mobilezone Group

¹ Net turnover or unplanned turnover means that the employees terminated their employment contract with mobilezone of their own accord. It is calculated based on the total of the number at the beginning of the year and at the end of the year, divided by two in relation to unplanned exits.

Contract type GRI 102-8

Country		2022		2021		2020							
		♂ %	♀ %	♂ %	♀ %	♂ %	♀ %						
Switzerland	temporary ⁴	130	25.5	51	30.2	125	24.1	52	29.7	122	22.9	45	24.7
	permanent	380	74.5	118	69.8	393	75.9	123	70.3	411	77.1	137	75.3
	Total	510	100	169	100	518	100	175	100	533	100	182	100
Germany	temporary ⁴	6	2.7	8	5.5	4	1.8	3	2.1	9	4.0	6	4.2
	permanent	214	97.3	138	94.5	218	98.2	140	97.9	216	96.0	138	95.8
	Total	220	100	146	100	222	100	143	100	225	100	144	100
mobilezone Group	Total	1 045 employees		1 058 employees		1 084 employees							

¹ Net turnover or unplanned turnover means that the employees terminated their employment contract with mobilezone of their own accord. It is calculated based on the total of the number at the beginning of the year and at the end of the year, divided by two in relation to unplanned exits.

² The planned turnover covers all departures where the employment contract was terminated by mobilezone.

³ Natural turnover covers departures caused by retirements, death of the employee or the end of a temporary contract.

⁴ Temporary contract types include apprentices.

Departures and turnover rate (unplanned)¹ GRI 401-1

Country	Age (in years)	2022		2021		2020							
		♂ %	♀ %	♂ %	♀ %	♂ %	♀ %						
Switzerland	< 25	24	11.0	13	16.6	14	7.2	14	19.1	15	6.5	6	7.6
	25–35	41	23.6	20	32.0	33	17.1	17	23.6	13	7.5	11	17.1
	35–45	14	15.0	4	20.0	10	10.0	6	27.3	4	4.5	4	19.5
	> 45	6	20.3	3	28.6	4	11.4	2	16.0	3	10.3	1	11.1
	Total	85	16.5	40	23.3	61	11.7	39	21.7	35	6.7	22	12.8
Germany	< 25	2	18.2	3	18.8	3	35.3	1	8.3	7	25.0	5	20.8
	25–35	17	22.4	7	11.2	16	18.5	5	7.6	6	6.7	8	11.9
	35–45	5	6.1	6	13.2	8	10.3	1	2.2	0	0.0	1	3.2
	> 45	2	3.8	0	0.0	0	0.0	0	0.0	1	2.9	1	6.3
	Total	26	11.7	16	11.1	27	12.1	7	4.9	14	6.2	15	10.8
mobilezone Group	Total	111	15.1	56	17.7	88	11.8	46	14.2	49	6.7	37	11.9

Other departures (planned² and natural³ departures):

2022 Switzerland: Men younger than 25 Y.: 30; 13.8% | 25–35 y.: 26; 14.9% | 35–45 y.: 12; 12.8% | older than 45 Y.: 7; 23.7% |

2021 Switzerland: Men younger than 25 Y.: 54; 27.7% | 25–35 y.: 15; 7.8% | 35–45 y.: 6; 6.0% | older than 45 Y.: 6; 17.1% | 2020 Swiss men younger than 25 Y.: 34; 14.8% | 25–35 y.: 13; 7.5% | 35–45 y.: 10; 11.2% | older than 45 Y.: 3; 10.4% |

2022 Swiss women younger than 25 Y.: 19; 24.2% | 25–35 y.: 11; 17.6% | 35–45 y.: 2; 10.0% | older than 45 Y.: 1; 9.5% | 2021 Swiss women younger than 25 Y.: 16; 21.8% | 25–35 y.: 13; 18.1% | 35–45 y.: 3; 13.6% | older than 45 Y.: 3; 24.0% | 2020 Swiss women younger than 25 y.: 12; 15.3% | 25–35 y.: 4; 6.2% | 35–45 y.: 3; 14.6% | older than 45 Y.: 1; 11.1% |

2022 German men younger than 25 Y.: 2; 18.2% | 25–35 y.: 4; 5.3% | 35–45 y.: 8; 9.8% | older than 45 Y.: 5; 9.5% | 2021 German men younger than 25 Y.: 2; 23.5% | 25–35 y.: 14; 16.2% | 35–45 y.: 6; 7.7% | older than 45 Y.: 5; 9.8% | 2020 German men younger than 25 Y.: 7; 25% | 25–35 y.: 7; 7.8% | 35–45 y.: 6; 10.0% | older than 45 Y.: 4; 11.4% |

2022 German women younger than 25 y.: 4; 25.0% | 25–35: 10; 16.0% | 35–45 y.: 5; 11.0% | older than 45 Y.: 2; 10.0% | 2021 German women younger than 25 y.: 3; 25.0% | 25–35: 15; 22.9% | 35–45 y.: 3; 6.6% | older than 45 Y.: 1; 4.9% | 2020 German women younger than 25 y.: 4; 16.7% | 25–35: 12; 17.8% | 35–45 y.: 3; 9.5% | older than 45 Y.: 7; 43.8% |

New employees GRI 401-1

Country	Age (in years)	2022		2021		2020							
		♂ %	♀ %	♂ %	♀ %	♂ %	♀ %						
Switzerland	< 25	91	41.8	43	54.8	74	37.9	31	42.2	85	36.9	38	48.4
	25–35	37	21.3	18	28.8	40	20.7	24	33.3	23	13.3	15	23.3
	35–45	21	22.5	4	20.0	8	8.0	7	31.8	10	11.2	5	24.4
	> 45	2	6.8	3	28.6	10	28.6	2	16.0	2	6.9	0	0.0
	Total	151	29.3	68	39.7	132	25.2	64	35.6	120	23.0	58	33.6
Germany	< 25	10	90.9	13	81.3	4	47.1	6	50.0	7	22.6	12	50.0
	25–35	13	17.1	20	32.0	17	19.7	11	16.8	26	28.4	20	29.6
	35–45	15	18.3	6	13.2	18	23.1	11	24.2	12	18.8	8	25.4
	> 45	4	7.6	2	10.0	11	21.6	0	0.0	6	15.8	3	18.8
	Total	42	19.0	41	28.5	50	22.3	28	19.5	51	22.7	43	30.9
mobilezone Group	Total	193	26.2	109	34.5	182	24.4	92	28.4	171	22.9	101	32.4

% information shows the ratio of new employees to the average number of employees during the reporting period by age group, gender and region.

Parental leave GRI 401-3

Country		2022		2021		2020							
		♂ %	♀ %	♂ %	♀ %	♂ %	♀ %						
Switzerland	Total number parental leave claim	10	3	5	4	0	12						
	Total number parental leave taken	10	3	5	4	0	12						
	Return after parental leave to workplace	10	*100	3	*100	5	*100	4	*100	0	n.a.	7	*58.3
	Still employed 12 months after return	n/a	**n.a.	n.a.	**n.a.	0	**0.0	1	**25.0	n.a.	**n.a.	n.a.	**n.a.
Germany	Total number parental leave claim	7	15	5	15	4	7						
	Total number parental leave taken	7	15	2	15	0	7						
	Return after parental leave to workplace	5	*71.4	9	*60.0	2	*100	3	*20.0	0	n.a.	3	*42.9
	Still employed 12 months after return	n.a.	**n.a.	n.a.	**n.a.	2	**100	3	**100	n.a.	**n.a.	n.a.	**n.a.

Parental leave is regulated at the location of the mobilezone Group according to the local laws differently. In Switzerland, paternity leave was introduced on 1 January 2021.

*Return rate: Describes the number of women and men who were still employed after returning to work after 12 months.

** Retention rate: This is accounted for in the year of the parental leave taken. The figures for 2022 are therefore still pending. Surveyed for the first time as of 2021.

♂: Men ♀: Women

Training company

mobilezone is a training company and has been training apprentices since 2001. In this way, we ensure that we can recruit the skilled workers of tomorrow today, train them and take them on in the organisation after they have successfully completed their training. The long-lasting successful training tradition in Switzerland has prompted mobilezone Germany to also train apprentices and introduce the trainee programme.

Apprenticeship training in Switzerland

mobilezone is already ensuring the skilled workers of tomorrow and has been training apprentices in Switzerland for over 20 years in the commercial sector, IT (system technology and application development), logistics, retail trade and customer dialogue.

In the reporting year, 51 apprentices began their training at mobilezone in Switzerland. The target for the 2022 business year was that we hire between 40 and 50 new apprentices in Switzerland every year. This target was achieved. At the end of the 2022 fiscal year, mobilezone employed a total of 143 apprentices in Switzerland. Of these, we could congratulate 35 apprentices on completing their training (previous year: 43 learners). mobilezone was in a position to continue to employ 26 of the successful apprentices inside the company. The set target of taking on two-thirds of the apprentices who successfully completed their training was achieved with 74 per cent.

In the spirit of early talent development, our trainers are trained to identify suitable candidates for transition to permanent employment during training. In the year in which the apprenticeship is completed, the company enters into dialogue with the person and looks for a suitable follow-up solution.

Targets

In Switzerland, mobilezone has defined the following goals with regard to apprenticeship training for the year 2023:

- ✔ We hire at least 45 apprentices in Switzerland.
- ✔ We employ at least 60 per cent of the apprentices in the company after successful completion.

Apprenticeship training in Germany

mobilezone Germany has been training three apprentices since summer 2022 - two IT specialists and one office administrator. In this way, the shortage of skilled workers can be countered, young talents can be promoted at an early stage and integrated into the company. In the current business year, learners with additional profiles are being recruited. These are warehouse logistics specialists, wholesale and foreign trade clerks and dialogue marketing clerks

Targets

In Germany, mobilezone has set itself the following goals with regard to apprenticeship training:

- ✔ In 2023, five to eight additional apprentices will be hired. This means that approximately ten apprentices will be working in the German companies by the end of 2023.

"mobilezone Young Talents" trainee programme

The trainee programme was introduced in Switzerland in summer 2020. Its aim is to recruit high-performing young talents who have successfully completed their education at university or college level and to integrate them into the company. Candidates are given the opportunity to develop personally in the practical working environment and then transfer to a permanent employment relationship. Due to its success in Switzerland, the programme was also introduced in Germany, where two trainees were hired in the past fiscal year.

Of the five trainees who completed the programme in Switzerland in the fiscal year 2021, all were employed in 2022. In summer 2022, two trainees started – one in marketing and one in business. Both have also been employed in the meantime.

Targets

With the trainee programme, mobilezone pursues the following goals:

- ✔ With the young, well-trained future specialists, mobilezone brings knowledge as well as new perspectives and fresh ideas into the company. Accordingly, the trainee programme will continue in the 2023 fiscal year.
- ✔ At least 60 per cent of the trainees will be retained by the company.
- ✔ The early introduction of young skilled workers to the company is intended to achieve in-depth knowledge of the company and its processes and thus a bond with the company.

Diversity

The mobilezone culture is strongly characterised by its diversity. Across all locations, the company employed people from 47 nations last year. We see this diversity as an opportunity for our clients, who benefit across all personal contact points, for example, from the linguistic diversity of our employees. We promote interdisciplinary exchange and thus mutual understanding for each other and for the different work situations, for example, by encouraging assignments in other departments.

Sick and accident days

Country		2022	2021	2020
Switzerland	Number of sick days	3 075	4 656	4 252
	Ø number of employees	673	704	695
	Sick days per employee	4.6	6.6	6.1
Germany	Number of sick days	4 890	3 392	3 287
	Ø number of employees	362	367	362
	Sick days per employee	13.5	9.2	9.1

Part-time/full-time GRI 102-8

Gender	Workload	2022		2021		2020	
		Employees	%	Employees	%	Employees	%
♂	Part-time	40	5.5	43	5.8	41	5.4
	Full-time	690	94.5	697	94.2	717	94.6
	Total	730	100	740	100	758	100
♀	Part-time	84	26.7	75	23.6	80	24.5
	Full-time	231	73.3	243	76.4	246	75.5
	Total	315	100	318	100	326	100
mobilezone Group	Total	1 045		1 058		1 084	

Age structure GRI 405-1

Country	Age (in years)	2022				2021				2020			
		♂	%	♀	%	♂	%	♀	%	♂	%	♀	%
Switzerland	< 25	236	46.3	84	49.7	198	38.2	74	42.3	248	46.5	89	48.9
	25–35	159	31.2	56	33.1	189	36.5	69	39.4	171	32.1	65	35.7
	35–45	91	17.8	19	11.3	96	18.5	21	12.0	87	16.3	20	11.0
	> 45	24	4.7	10	5.9	35	6.8	11	6.3	27	5.1	8	4.4
	Total	510	100	169	100	518	100	175	100	533	100	182	100
Germany	< 25	14	6.4	19	13.0	8	3.6	13	9.1	26	11.6	26	18.1
	25–35	72	32.7	64	43.8	80	36.0	61	42.7	97	43.1	69	47.9
	35–45	83	37.7	43	29.5	80	36.0	49	34.3	65	28.9	34	23.6
	> 45	51	23.2	20	13.7	54	24.3	20	14.0	37	16.4	15	10.4
	Total	220	100	146	100	222	100	143	100	225	100	144	100
mobilezone Group	Total	1 045 employees			1 058 employees			1 084 employees					

Diversity GRI 405-1

Position in company	Age (in years)	2022				2021				2020			
		♂	%	♀	%	♂	%	♀	%	♂	%	♀	%
Senior management	< 25	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
	25–35	0	0.0	0	0.0	0	0.0	0	0.0	2	6.3	1	3.1
	35–45	9	50.0	0	0.0	6	37.5	0	0.0	16	50.0	1	3.1
	> 45	7	38.9	2	11.1	9	56.3	1	6.3	10	31.3	2	6.3
	Total	16	88.9	2	11.1	15	93.7	1	6.3	28	87.5	4	12.5
Lower management	< 25	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
	25–35	9	11.3	11	13.8	14	16.1	5	5.8	10	21.3	3	6.4
	35–45	39	48.8	6	7.5	44	50.6	6	6.9	26	55.3	1	2.1
	> 45	12	0.2	3	3.7	15	17.2	3	3.5	6	12.8	1	2.1
	Total	60	75.0	20	25.0	73	83.9	14	16.1	42	89.4	5	10.6
Employees	< 25	138	25.8	49	6.4	105	13.3	44	5.6	176	20.3	81	9.4
	25–35	214	40.1	102	13.3	243	30.7	118	14.9	251	29.0	128	14.8
	35–45	126	23.6	56	7.3	126	15.9	64	8.1	110	12.7	52	6.0
	> 45	56	10.5	25	3.3	64	8.1	27	3.4	48	5.5	20	2.3
	Total	534	69.7	232	30.3	538	68.0	253	32.0	585	67.6	281	32.4
Apprentices and trainees	< 25	112	93.3	54	88.5	101	61.6	43	26.2	98	70.5	34	24.5
	25–35	8	6.7	7	11.5	12	7.3	7	4.3	5	3.6	2	1.4
	35–45	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
	> 45	0	0.0	0	0.0	1	0.6	0	0.0	0	0.0	0	0.0
	Total	120	66.3	61	33.7	114	69.5	50	30.5	103	74.1	36	25.9
mobilezone Group	Total	730	69.9	315	30.1	740	69.9	318	30.1	758	69.9	326	30.1

As a result of the sale of mobiletouch austria and einsAmobile, the employees of these two companies were not taken into account in the tables in order to ensure the comparability of the figures.

♂: Men ♀: Women

In addition to German, mobilezone uses French, Italian and English to communicate with its employees.

We set great store on the balance between men and women in all areas of the company. In order to be able to meet the diverse demands of life and family situations, mobilezone offers its employees, among other things, part-time work options as well as the possibility to work remotely in a flexible manner, depending on the job profile and area of responsibility.

Regardless of gender, mobilezone hires the most qualified person, with an emphasis on early identification and appropriate promotion of the individual person. In the past fiscal year, the proportion of women in lower management was increased from 16.1 to 25.0 per cent. This means that the target set for 2025 has already been achieved. One of the reasons for achieving this goal is that suitable female candidates were supported at an early stage, which resulted in a promotion.

Targets

In the area of diversity, the following goals were defined:

- ✔ The further promotion of diversity at different levels and in different areas is a focus topic within the framework of sustainability.

Staff turnover

Staff turnover is an important metric for a company to see how satisfied their workforce is. Net turnover (unplanned fluctuation) was 15.8 per cent in the 2022 fiscal year, which is higher than last year (2021: 12.5 per cent). This increased turnover can be explained by the fact that many people remained in their positions during the pandemic. After the situation normalised, a higher willingness to switch was observed. In the past fiscal year 2021, we set ourselves the target of achieving a net staff turnover of between 8 and 12.5 per cent. This goal was not achieved.

Targets

With regard to fluctuation, the following goal was defined:

- ✔ In the future, fluctuation will also be evaluated broken down to the individual business units. Public communication of these results is not planned.
- ✔ Depending on the results, the causes of fluctuation are to be assessed for the individual business units/departments and measures to improve the various key figures will be obtained

accordingly.

Ethics and behaviour

The economic success of mobilezone shall be in line with sustainable and responsible business practices. To achieve this, we have created a new common and binding set of values for all employees in Switzerland and Germany by revising the Code of Conduct. The contents of the code of conduct were repeatedly trained in the previous fiscal year in the various departments and business units. In connection with the introduction of the EU Whistleblower Protection Act, the "Ethics Hotline" was also introduced throughout the Group. The CFO or the HR Director is responsible for managing and processing the ethics hotline. This allows violations of the Code of Conduct to be reported anonymously. The announced e-learning for querying the Code of Conduct could not yet be implemented, but is being planned as part of the introduction of a new e-learning platform.

Targets

Training on the code of conduct will continue to have high priority in the 2023 fiscal year. Accordingly, the following goals were defined:

- ✔ Every new employee has read the Code and confirmed this by signing the employment contract.
- ✔ In the sales organisation in Switzerland, the Code of Conduct is regularly taught as part of the entry training.
- ✔ The code will continue to be taught at the locations in the 2023 fiscal year and illustrated with illustrative examples from practice.

Assessment and outlook

In the future, mobilezone will continue to focus on its employees in the area of sustainability. In addition to the existing and described measures, which are constantly being further developed, new measures are also being developed. The area of talent management will be further expanded with the aim of strengthening employee retention.

Key figures such as employee satisfaction or the employee turnover rate (planned and unplanned) will be monitored more systematically in the future. From this, targets and the corresponding measures are also to be derived during the year in order to achieve improvements in the areas.

The further expansion of communication with employees will also be a focus in 2023.



mobilezone

Linn Hirschke

Project manager, customer of mobilezone Germany

Why am I a mobilezone customer?

Because the price-performance ratio convinced me right from the start, I have super network coverage and can rely on customer service that is always available when I need it.

What do I appreciate most about mobilezone?

I appreciate the company's proximity to the customer and the type and amount of information about my tariff used. I also benefit from really good network coverage.

Customers

For mobilezone, high customer satisfaction forms the basis for sustainable customer relationships. Accordingly, "customer centricity" is an important pillar in the sustainability strategy. This means that the topic of customers is also a focus topic for corporate management. Managers with variable remuneration models have also been measured by customer satisfaction since 2022.

Customer satisfaction depends to a large extent on how customers rate the shopping experience at mobilezone. Accordingly, mobilezone's goal is to provide customers with a top customer experience at every opportunity. To this end, we have been implementing measures across all contact points for many years, developing them further and establishing new ones in order to maintain and further increase customer satisfaction.

Customer benefit programme mobilezone Club in Switzerland

mobilezone Switzerland launched the mobilezone Club at in 2020. Customers who are members of the customer benefit programme can enjoy attractive price reductions, special offers and prioritisation in the launch of mobile devices. In addition, points can be collected with every purchase, which are used for payment with future purchases. In the past business year, the cooperation with various partners was expanded: mobilezone Club customers benefit from numerous attractive leisure offers, discounts and offers outside the world of telecommunications. In addition, Club members now also receive a birthday present.

At the end of 2022, the mobilezone Club had 165,000 members (previous year: 75,000). This exceeded the target of 150,000 members. The pleasing result can be attributed to the already described increase in the club's attractiveness.

Targets

The following goals have been defined for the mobilezone Club:

- ✔ We aim to have 250,000 mobilezone Club customers by the end of 2023. We achieve this by further increasing the attractiveness of the club, such as cooperations.
- ✔ We want 400,000 mobilezone Club customers by 2025.

Training of sales staff of mobilezone Switzerland

mobilezone advises its customers comprehensively and transparently on products and services and offers solutions that optimally meet customer needs and offer long-term benefits from the customer's point of view. This is mainly due to the frontline sales crew, which serves customers throughout Switzerland on a daily basis. mobilezone is present in Switzerland with 124 shops in all major cities and all language regions. mobilezone is also available for customers who benefit from the unique mobilezone sales service but would prefer to receive advice over the phone. The sales staff of the in-house sales team are integrated into the sales organisation and receive the same training as the sales staff in the shops.

In addition to knowledge of ever more technically advanced devices and accessories, sales staff must always be up to date on the wide range of mobile, fixed-line, TV and Internet subscriptions and their combination with devices. In order to serve customer needs and expectations, the training and further education of sales staff is of great importance. Under the leadership of the Head of Sales Education, a total of 165 sales staff participated in 30 classroom training sessions in the 2022 fiscal year.

The hybrid offer of physical and digital training is constantly being expanded. In addition to the physical training sessions, around 30 other training formats were implemented last year, including e-learning sessions in which all sales staff participate.

In addition, a training concept was developed, which focuses in particular on the areas of "advisory skills", "improvement of customer satisfaction" as well as "staff development and promotion of junior staff".

The focus of the training is on the sales process, staff management, organisation and knowledge transfer. To ensure salespeople take an interest in the individual needs of customers, find the best possible offer for them and as a result are able to offer them the best possible customer experience, they are constantly trained in various sales processes and the latest trends in the field of telecommunications. Our e-learning portal ensures that the salespeople are always fully informed about new products, services and rate plans. New sales employees are trained with special onboarding courses in the fields behaviour/code of conduct, culture and processes. As part of a junior staff development programme, senior sales staff are trained to recognise talent at an early stage and promote it accordingly. mobilezone has been training apprentices for over 20 years - and for the last 15 years has also been training apprentices in the retail trade. The fact that the promotion of young talent is

working is shown by the fact that around 20 former apprentices are now working as store managers, passing on their sound knowledge to the next generation. In order to further professionalise the training offer, the training team around the Head of Sales Education is supplemented with trainers from the sales crew, who train sales staff "on the job" in the sales regions.

Targets

The following goals were set in the area of sales staff training:

- ✔ The training concept for mobilezone's sales staff, which includes extensive needs-based training, is constantly being further developed and adapted to the latest circumstances relating to telecommunications products.
- ✔ Every store manager will attend at least two training courses per year by 2025.

Optimisation of customer experience on the online platforms

In order to create a top customer experience across all contact points, mobilezone is constantly developing its online platforms and digital customer communication. In addition to constant investments in new technical solutions and processes, the focus is on optimising the interaction options for customers on mobilezone's online portals, such as improving navigation and the search function.

Targets

In the area of optimising the customer experience, we set ourselves the following goals:

- ✔ The improved digital customer communication, which informs customers about the current order status and delivery availability, will be implemented in the 2023 fiscal year and further improve the customer experience. Furthermore, various technical adjustments to the web portals will be implemented in terms of usability, such as more intuitive navigation, an optimised search function or better filter options.

Comprehensive customer service across all channels

mobilezone is there for its customers physically and digitally via numerous contact points, which are coordinated with each other in the form of a communication cascade. This holistic approach to customer concerns, which mobilezone pursues as part of its omnichannel strategy, is constantly being improved as part of a monitoring process. In this context, a Customer Experience Board was created. This consists of members of the Management Board and the Management Team and, where necessary, regularly develops and approves measures to improve the customer experience.

Customer service is available by telephone for questions and concerns, with a focus on continuous training of customer service staff and appropriate resource planning. Further contact options, such

Who are our customers?

What does a company need to offer good customer experiences



as chats or a digital helpdesk, are available to the customer. In Switzerland, customers are also supported in each of the 124 mobilezone shops with questions and concerns.

The respective sales force is responsible for looking after the business customers. This person is regularly trained and equipped with the appropriate tools to be able to advise and support the business customers accordingly.

Targets

The goals that feed into customer service were defined within the framework of a comprehensive further development and quality initiative:

- ✔ The Customer Experience Board collaboration is constantly being expanded and processes adapted where necessary.
- ✔ The entire customer journey is regularly analysed and possible improvements and optimisations are continuously reviewed and implemented.

Systematic measurement of customer satisfaction

mobilezone continuously surveys customer satisfaction throughout the group and monitors division-specific key figures. This results in the weighted group-wide customer satisfaction index. This has developed positively at a high level since its introduction in 2018. It is made up of various key figures such as the CSAT, the NPS or ratings on Trusted Shops for the various brands of the mobilezone Group.

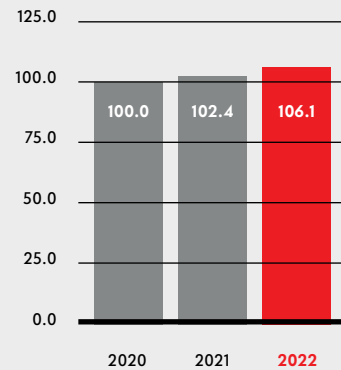
In the 2022 fiscal year, the customer satisfaction index changed from 102.4 to 106.1 compared to the previous year. The target of a score of 106.0 was thus achieved.

Targets

In the area of customer satisfaction, the following target was defined:

- ✔ For the 2023 fiscal year, the mobilezone Group has set itself the goal of further slightly increasing the customer satisfaction index score.

Customer satisfaction



Consolidated index of all customer satisfaction surveys across the entire mobilezone Group (basis 2020: 100).

Improving customer satisfaction

Improving customer satisfaction is done through regular training and development of frontline and customer service staff, early identification and promotion of talent, and leadership development. The continuous further development of the technical possibilities, primarily in the area of availability and delivery communication as well as the user experience of the online shops, in order to meet customers where they need to be, also has a high strategic value in the company.

In order to be able to learn from mistakes, all negative evaluations are recorded. Customers are then contacted and systematically asked why they are dissatisfied with their mobilezone experience. To this end, the position of "Associate Customer Satisfaction" was created in Switzerland, which seeks out the origin of negative evaluations through enquiries, categorises responses and collects them. By means of evaluation, a report is compiled for the management. Based on this reporting, the Customer Experience Board defines measures to improve the entire customer journey.

Coaching and training for customer service staff

The coaching and training of customer service staff is an important part of the measures to increase customer satisfaction. Across the Group, numerous measures were implemented last year to improve customer service. For example, training for customer service staff and managers in customer service was continued. Continuous quality monitoring ensures that customer feedback is monitored, evaluated and improvement potential identified to further improve customer service.

Targets

In the area of customer satisfaction, the following goals were defined:

- ✓ The service level in customer service is constantly being increased, for example, by ensuring even better accessibility.
- ✓ For the MVNO HIGH, the NPS and an NPS measurement will be introduced in the 2023 fiscal year.

Evaluation & outlook

Following the principle of "everything for the mobile world", mobilezone appeals to a broad target group with its wide and varied range of products and services. Accordingly, there is no "one" mobilezone customer. Rather, customers of all ages and genders are addressed. mobilezone aims to offer its customers an always up-to-date and comprehensive range of smartphones, tablets, smartwatches, accessories, subscriptions and complementary services that meet their needs, always staying one step ahead to live up to the motto of "serving beyond expectations". In addition, we want to equip our employees with the appropriate tools and know-how and develop them further so that they can serve our customers accordingly. And finally, we also want to constantly develop our systems in terms of their technical possibilities. We want to further strengthen these three pillars, which contribute to customer satisfaction.

Smartphone cycle

A smartphone contains 60 different materials, of which 30 are different, frequently very valuable metals such as gold or palladium. These are rare and their extraction and transport to the production sites is energy intensive, as is the manufacture and recycling of the equipment. Economic handling of resources and materials is correspondingly important.

The mobilezone Group wants to exert influence in the area of sustainability where it can make the most difference. We see this leverage in our core business. This also includes offers in the field of second life, such as repairs and refurbishing smartphones. As a result, mobilezone makes an important contribution to reducing emissions and the demand for resources.

mobilezone is the only company in Switzerland to cover the entire value chain, from the sale of new devices in its shops and via various online portals, to the take-back in the shops, to the recycling and resale via its own in-house channels. In this way, the company ensures that the product life cycle of the valuable smartphone product is extended and resources are conserved accordingly. The area of taking back used smartphones in the shops and then recycling and reselling them refers to the Swiss companies.

The companies in the German market area benefit from the experience in Switzerland. Since November 2022, refurbished smartphones have also been sold in Germany.

Sale of used smartphones

jusit.ch - Refurbished Smartphones in Switzerland

mobilezone Switzerland has been taking back smartphones from customers since 2015, refurbishing them and giving them a second life. In doing so, the company adheres to the highest quality standards and continuously develops the refurbishing process. In addition to using only original spare parts and employing manufacturer-certified technicians for repairs and refurbishing, mobilezone now uses a process that also removes slight traces of use so that the devices can be returned to the market in a higher-quality condition. Furthermore, the technical processing of the devices could be further developed to the extent that more devices can be transferred to a second life cycle. In addition, since June 2022, mobilezone has carried out certified data erasure on all returned and refurbished devices, thus ensuring the protection of personal data.

For around two years, mobilezone has been selling used and refurb-

ished smartphones of the latest generation under the jusit brand (jusit.ch). Smartphones bought back on the Swiss market are inspected by certified technicians, cleaned and, where necessary, refurbished using only original parts. The jusit customers are people who are looking for a sustainable alternative or a cheaper solution to a new smartphone.

In the 2022 fiscal year, we set ourselves the target that 1.75 per cent of our smartphones sold in Switzerland will be refurbished devices. We exceeded this target with 2.8 per cent, showing the need for used smartphones in high-quality condition.

Targets

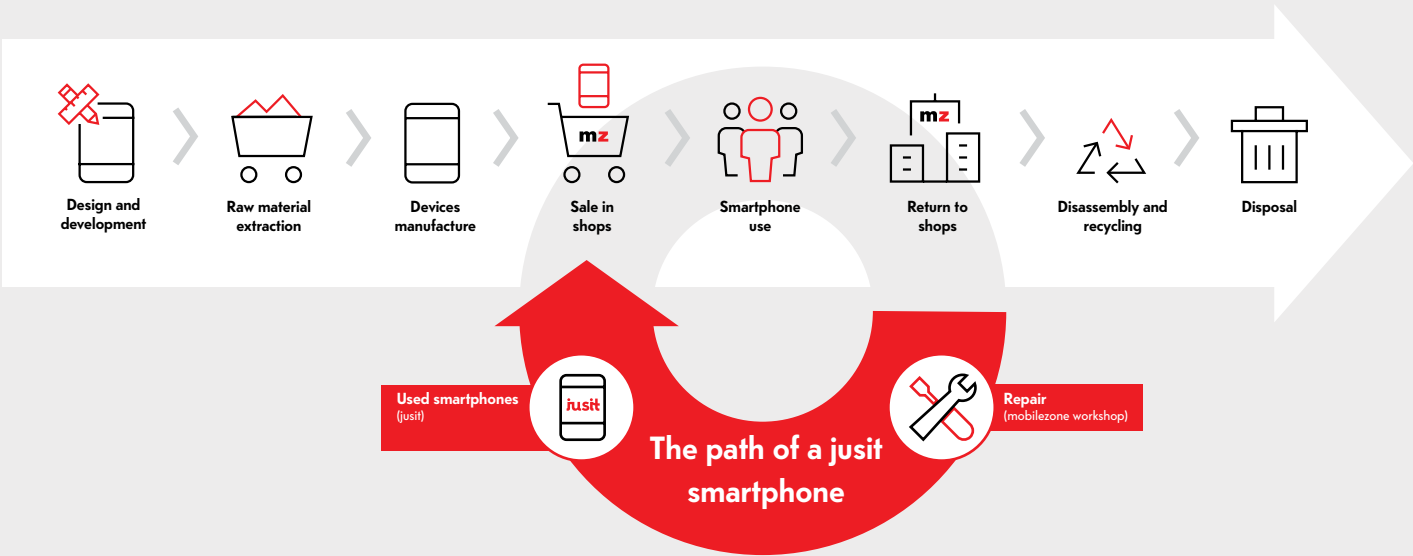
In the area of smartphone refurbishing in Switzerland, we set ourselves the following short- and medium-term goals:

- ✓ For the 2023 fiscal year, we set ourselves the target that 3.0 per cent of our smartphones sold will be refurbished devices.
- ✓ By 2025, we want 5.0 per cent of our smartphones sold in Switzerland to be refurbished devices.
- ✓ To achieve these goals, we are constantly developing our measures in the area of smartphone buybacks in order to be able to serve the refurbished market.

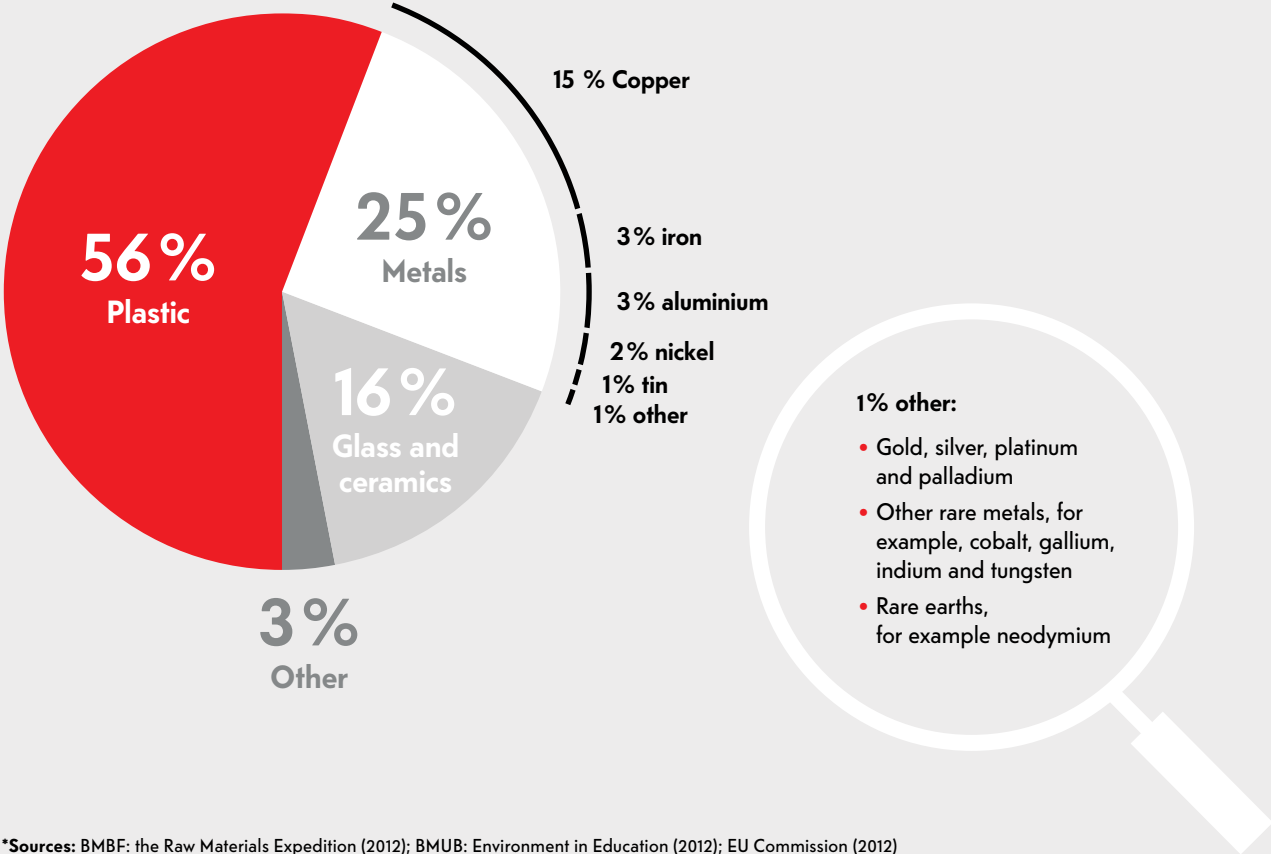
Refurbished smartphones in Germany

The positive development of jusit in Switzerland over the last two years served as a model for the German market to establish a similar service. Finally, in November 2022, a comparable offer was launched in Germany. The service currently only includes smartphones from Apple, which are offered in bundling, a device in combination with a mobile phone contract. The devices are refurbished exclusively with original spare parts and sold via the Sparhandy online portal. The findings with regard to customers and their needs as well as generally about the functioning of the refurbished market in Germany are positive: It has become apparent that there is a need for second-hand smartphones with minimal or no signs of use. In the coming months, the findings will be further evaluated and used as a basis for decisions on how to proceed with the Second Life business in Germany.

Life cycle of a smartphone

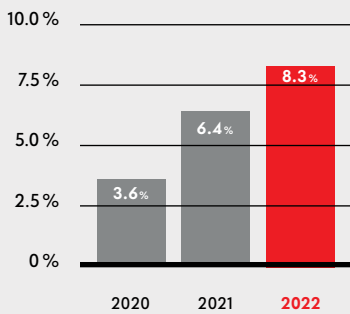


What is a mobile phone made of?



*Sources: BMBF: the Raw Materials Expedition (2012); BMUB: Environment in Education (2012); EU Commission (2012)

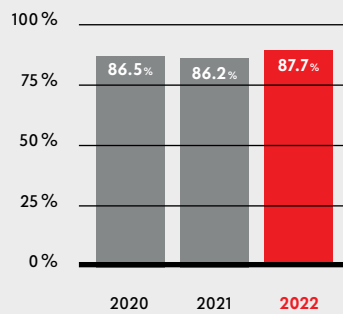
Smartphone repurchase



GRI 306-2

Repurchased smartphones in relation to total new smartphones sold

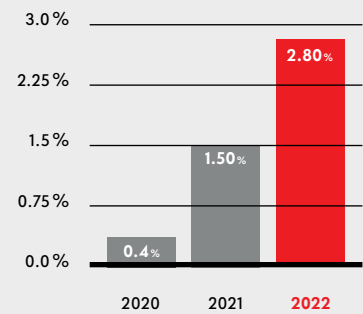
Successful repairs



GRI 306-1

Number of successful repairs concluded in relation to total of all repair orders

Refurbished sold smartphones



GRI 301-3

Number of refurbished smartphones in relation to total new smartphones sold

Centralised and decentralised repair services

Most smartphone repairs carried out by mobilezone are carried out in the central workshop at the Rotkreuz site. In addition, mobilezone manages nine decentralised workshops in mobilezone shops in all language regions of Switzerland and operates repair centres for partners.

In addition to recycling and reselling a smartphone, there is also the option of repairing it - this also extends the life cycle and conserves resources. In the mobilezone workshops, customers can have their defective smartphone repaired within a short time. Only original spare parts from the manufacturer are used for repairs. Accordingly, the manufacturer's warranty can be maintained. Smartphone repair is our alternative to buying a new device. This reduces the environmental burden that would be associated with the production of a new device.

The target for 2021 was defined as achieving a repair rate* of 90 per cent. With a value of 87.7 per cent, the target could not be reached. Overall, the number of repairs has been declining for a few years. This is due, among other things, to the ever-improving quality of smartphones. Thanks to the new design, the units hardly show any water damage. Last year, the target was defined to reach 10,000 repairs in the decentralised workshops. This target was achieved.

Targets

The following goals were defined for the area of repairs:

- ✓ We will remain the number 1 for smartphone repairs in Switzerland, both in the overall market and also for every network operator.
- ✓ We aspire to a repair ratio* of 88 per cent in 2023.

Equipment take-back and recycling

Customers are offered the opportunity to sell smartphones they no longer need at trade-in value across all contact points. This means that they can be handed in at any shop in Switzerland or registered online and sent in. mobilezone will refund the residual value of the device. The take-back programmes serve to meet the demand for used smartphones. In this process, usable appliances are remanufactured and resold, while old or no longer repairable appliances are sent for recycling. We set ourselves the target in the fiscal year 2022 of taking back 6.5 per cent of the smartphones we sell annually. In fact, we took back 8.3 per cent and clearly exceeded our target. This positive result is due, among other things, to the improvement of the take-back process as well as to the awareness of the sales staff. Nevertheless, measures are still being developed to increase customers' awareness that the old smartphone still has a residual value, or that it could still be of use to someone else. Ac-

*Repair ratio: number of repairs completed in relation to total repair orders received

Accordingly, an awareness campaign was launched in the 2022 fiscal year via social media and in the shops to purchase used equipment and transfer it to a second life cycle via the refurbishing process. The benefits of device take-back have also been incorporated into salesperson training.

Appliances that are no longer repairable or cannot be refurbished as used devices and transferred to a second life cycle are handed over to recycling partners. Defective smartphone displays, which are removed by the technicians for replacement, are taken over by partner companies and professionally reconditioned. This also gives the displays a second life cycle. Since the 2022 fiscal year, mobilezone has also had a process with which slight damage to a display, such as light scratch marks, can be eliminated.

Targets

In the area of equipment take-back and recycling, the following goals have been defined:

- ✔ In the 2023 fiscal year, the focus in the area of device buy-back will continue to be on increasing awareness among private and business customers via various channels, selling their smartphones or entire device fleets to mobilezone.
- ✔ We plan to take back 9.0 per cent of the smartphones we sell per year in 2023.

Assessment and outlook

The materiality analysis carried out in summer 2020 as part of the sustainability strategy showed the great potential in remanufactured smartphones. And the development of just in the past two years proves that there is a demand for used remanufactured smartphones. This is another reason why the business model was launched in November 2022 in Germany as well. The current 2023 business year serves to get to know the German market with its needs in the Second Life smartphone sector in order to be able to draw further conclusions.

With its infrastructure, mobilezone Switzerland can cover the entire cycle, including reprocessing, in-house. At the same time, smartphones are becoming more technically advanced and of better quality, and it makes sense to keep this product in the device cycle for as long as possible. The introduction of just as the first Swiss brand for remanufactured smartphones was accordingly logical. In the meantime, the business has developed into a sustainably important division of mobilezone, which secures jobs in the long term and creates more. Thus, investments are being made in further developments, processes, marketing measures and in the area of appliance take-back in order to be able to serve the market with used appliances and to make the refurbishing and Second Life area fit for the future.

Environmental management

We are aware that as a company we must contribute to the careful use of resources. Accordingly, we take our responsibility with regard to the environment seriously and have launched various initiatives and projects to operate in a more ecologically sustainable manner.

Group-wide energy management

As part of the development of our sustainability reporting, we specified that we declare the Group-wide consumption of electricity and petrol. In terms of future updates to the sustainability report of mobilezone, we plan to publish the two indicators as part of a Group-wide energy balance from the 2023 fiscal year onwards to suitably calculate and illustrate mobilezone's carbon footprint.

In 2018, the company moved its headquarters to the Suurstoffi site in Rotkreuz, which is designed to be self-sufficient in terms of primary energy for heating and water treatment by means of solar utilisation, dynamic earth storage and an anergy network. The mobilezone business site in Urnäsch has a solar installation with an output of 12 kWp (kilowatt peak) or 12,000 watts. The site in Bochum is also equipped with solar systems with a total output of 90.3 kWp. In the fiscal year 2022, the mobilezone Group consumed a total of 2,708 MWh of electricity, of which it was able to cover 57 MWh with its own solar plants, thus reducing electricity purchases from other sources by around 2.1 per cent (GRI 302-4).

In view of the energy shortage, it was decided to switch off the lights earlier in all shops in Switzerland. The modern main locations are mostly equipped with light sensors so that the lights go out as soon as no one is in the area. Furthermore, employees were made aware of the need to switch off computer screens, laptops and other devices when not in use. Overall, the group's electricity consumption has nevertheless increased slightly, which can be explained by the normalisation of the pandemic situation and the associated increased return to work.

Packaging and shipping

Sustainable shipping packaging

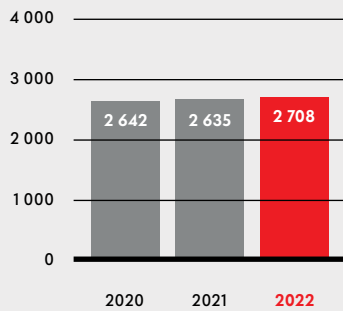
In the area of sustainability, we want to make a difference where we can have an influence. As mobilezone can only exert limited influence on product packaging, it was decided to examine possibilities to replace the shipping packaging with sustainable alternatives. In a first step, an analysis of the existing packaging, including tamping material, was carried out. This analysis has shown that shipping is already almost plastic-free today. Where plastic is still used, it is reused air cushions that come from suppliers and are reused by mobilezone, as well as the plastic film in which the delivery note with address is attached to the package. In a further step, sustainable packaging materials were evaluated with a partner.

Sustainable product packaging of own brands and focus on sustainable accessories

mobilezone has been selling smartphone cases, charging cables, headphones and other accessories under its own brand "itStyle" for around seven years. In the past fiscal year 2022, the packaging of the conventional product line was made more sustainable. The paper used for the new product packaging comes 100 per cent from recycled sources. The ink used for printing is plant-based and therefore biodegradable. The first products with the new packaging will go on sale in the course of the current year 2023.

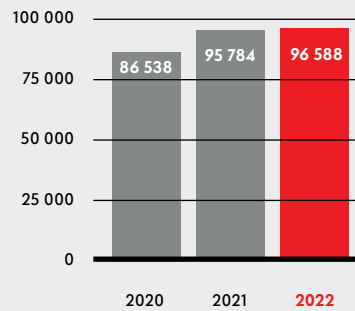
In the area of accessories for smartphones and tablets, mobilezone wants to grow. Feedback from customers shows that there is a need for accessories made from sustainable materials, such as wood or recycled plastic. Here, the range has been greatly expanded and supplemented with brands that meet our sustainability requirements. These requirements will be further detailed in the 2023 fiscal year so that customers have parameters according to which they can select the appropriate accessories.

Electricity consumption of the mobilezone Group



Electricity consumption is stated in MWh.

Fuel consumption of the mobilezone Group



Fuel consumption is stated in litres.

Targets

In the area of sustainable shipping and product packaging as well as sustainable accessories, the following goals have been defined:

- ✓ All shipping packaging material in Switzerland and in Germany is to be designed plastic-free. The implementation will take place in the course of the current fiscal year 2023.
- ✓ The sustainable accessories range will be expanded in 2023.
- ✓ At mobilezone, there are specific parameters that products must fulfil in order to be classified as sustainable.

Climate-neutral parcel shipping

In Germany, mobilezone dispatches around 600,000 parcels a year. Since 2018, the company has been sending these (items) in a carbon-neutral way using the GoGreen option from DHL, which offsets the CO₂ emissions generated during transport. The GoGreen initiative supports climate protection projects.

Assessment and outlook

The requirements for sustainability reporting have changed. In accordance with the Ordinance on mandatory climate disclosures, which will come into effect on 1 January 2024, companies will be required to publish quantitative CO₂ targets and information about greenhouse gas emissions in the future. In this context, we want to produce a more accurate evaluation of our resource consumption in the future. Accordingly, the first carbon footprint for the entire Group will be presented in the 2023 sustainability report. Based on the results of the carbon footprint calculation, the mobilezone Group will set goals and measures aimed at promoting environmental sustainability.

With HIGH green, mobilezone wants to launch the first "green" mobile subscription in Germany, which is aimed at offsetting the carbon footprint generated by the mobile subscription. A feasibility study is currently being carried out to examine the extent to which this is possible, what remuneration options are available, which target groups will be addressed and what goals will this achieve. The time horizon for implementation in the current fiscal year 2023 is also to be examined.

GRI content index

This report is the fourth Sustainability Report of mobilezone holding ag and the third report prepared in accordance with the GRI Standards Option "Core". This report covers all business segments of the mobilezone Group in Switzerland and Germany.

The reporting period covers the period from 1 January to 31 December 2022. The environmental key figures refer to the period 1 January 2020 to 31 December 2022. The mobilezone Group informs its stakeholders annually about its activities and progress in the field of sustainability; the reporting occurs annually as part of the Annual Report. This report was drawn up in compliance with the GRI Standards: option "Core". The report is available in German and English. The sustainability report of the mobilezone Group is not subjected to any external assurance.

An overview of the standards selected and corresponding references can be found in the following GRI index.

Contact for questions about the Sustainability Report: Markus Bernhard, CEO mobilezone Group, Martina Högger, Sustainability Manager at mobilezoneholding@mobilezone.ch.

GRI standard	Title	Remarks & omissions	Page
1. Organisational profile			
GRI 102 General information			
102-1	Name of the organization		62
102-2	Activities, brands, products and services		21–31
102-3	Location of headquarters		21
102-4	Location of operations		62
102-5	Ownership and legal form		62–65
102-6	Markets served		21–31
102-7	Scale of the organisation		21, 62
102-8	Information on employees and other workers	d. The mobilezone Group does not employ any external temporary workers on a significant scale. e. The workforce is not subject to any significant seasonal turnover.	42
102-9	Supply chain		53
102-10	Significant changes in the organisation and its supply chain	There were no significant changes to the organisation and supply chain in the 2022 fiscal year.	62
102-11	Precautionary principle or approach / sustainability approach		35–39
102-12	External initiatives	None	
102-13	Membership of associations and interest groups	mobilezone is a member of SWICO, the business association of the ICT and online sector.	
2. Strategy			
102-14	Statement from senior decision maker		35
3. Ethics and integrity			
102-16	Values, principles, standards and norms of behaviour	https://www.mobilezoneholding.ch/en/about-us/our-company-values.html	
4. Company management			
102-18	Governance structure		66–71

5. Integration of stakeholders

102-40	List of stakeholder groups		36–38
102-41	Collective bargaining agreements	mobilezone does not have any employees subject to a collective bargaining agreement.	
102-42	Identifying and selecting stakeholders		36
102-43	Approach to stakeholder engagement		38
102-44	Key topics and concerns raised		36–38

6. Procedure in reporting

102-45	Entities included in the consolidated financial statements		91
102-46	Defining report content and topic boundaries		36–38
102-47	List of material topics		36–38
102-48	Restatements of information	Recalculation of key figure "Customer satisfaction index": Calculation of the customer satisfaction index is based on various net promoter scores (NPS), customer satisfaction scores (CSAT) and online reviews (Trust Pilot and Trusted Shops). These key figures are weighed and accumulated based on strategic importance. The weighting was modified in the fiscal year 2021, because the strategic importance of our business units changed. The weighting of the two national companies was changed from 1/3 Germany, 2/3 Switzerland to a 50/50 weighting. Adjustment base year from 2018 to 2020. Within countries, a relevant weighting of scores is applied.	50, 51
		Modification figures "Successful repairs": The figures were retrospectively corrected because the data base was modified.	54
102-49	Changes in reporting	Addition of return and retention rates to GRI Standard No. 401-3 "Parental leave".	43
102-50	Reporting period		48
102-51	Date of most recent report	8 March 2023	58–60
102-52	Reporting cycle		48–50
102-53	Contact point for questions regarding the report		58
102-54	Claims of reporting in accordance with GRI Standards		58–60
102-55	GRI content index		58–60
102-56	External assurance	The sustainability report of the mobilezone Group is not subjected to any external assurance.	58

Employees		
103-1	Explanation of the material topic and its boundary	41–46
103-2	The management approach and its components	41–46
103-3	Evaluation of the management approach	41–46
401-1	New employee hires and employee turnover	42, 46
401-3	Parental leave	43
405-1	Diversity of governance bodies and employees	45, 68, 70
Customers		
103-1	Explanation of the material topic and its boundary	48–51
103-2	The management approach and its components	48–51
103-3	Evaluation of the management approach	48–51
	Own indicator: Customer satisfaction index	Voluntary supplement to the GRI Standards 48–51
Smartphone cycle		
103-1	Explanation of the material topic and its boundary	52–55
103-2	The management approach and its components	52–55
103-3	Evaluation of the management approach	52–55
301-3	Reclaimed products and their packaging materials	After taking the size of the effects into account, we only report on repurchased, reprocessed and sold smartphones, but not on packaging. 52–55
Environmental management		
103-1	Explanation of the material topic and its boundary	56, 57
103-2	The management approach and its components	56, 57
103-3	Evaluation of the management approach	56, 57
302-4	Reduction of energy consumption	56

