

SUSTAINABILITY REPORT 2020



Sustainability report

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Dear Readers,

Companies are not measured by their financial performance alone. Rather, they are also evaluated on the way they achieve their results. For mobilezone, it is a matter of course that its economic success is in harmony with its sustainable and responsible business practice. We have anchored sustainability accordingly in our strategy. Our goal is to live the sustainability that is already very important to us today even more intensively and to continually get better. Hence, the compatibility of both areas is a top priority of mobilezone.

We are aware of the topicality of the subject of sustainability and the strong focus on sustainability themes along our value added chain in the wider public. Sustainability aspects are playing an increasingly more important role, for example in looking for a responsible employer, choosing a provider, the use of products beyond their life cycle and the handling of resources. We are addressing these subjects.

Our sustainability strategy is designed for the long term. It applies to the entire mobilezone Group and manifests itself in all subsidiaries and business areas of the company in Switzerland and Germany. It is based on the four pillars "Employees", "Customers", "Smartphone cycle" and "Environmental management". We always keep our eye on our most important principle in this regard: Our sustainability moves in harmony with our core business, because this is the only way we can bring about anything credibly, efficiently and effectively.

We see ourselves as directly responsible vis-à-vis our employees, customers, partners and shareholders and at the same time would like to make a contribution to our environment and society. Consequently, we also align our conduct to the interests of our stakeholder groups. Our employees are more motivated if they work for a company

that operates sustainably. We aspire to systematic measurement and evaluation of the satisfaction and commitment of all employees in order to be able then to develop measures for further improvement. We will also fulfil our task as training company in the future by continuing to take on trainees and carry on the trainee programme in the new year.

The subject of sustainability is also an opportunity for our business: At a time when raw materials are becoming more expensive, we can extend the life cycle of our devices due to our positioning with our repair partner mobiletouch in combination with mobilezone and its infrastructure. Here, we target an increase in the number of justit devices sold as well as the number of devices no longer needed taken back.

In order to be able to report our sustainable behaviour transparently, credibly and understandably, we have decided to configure our sustainability report 2020 according to the standards of the Global Reporting Initiative (GRI). We are proud to be able to present the result on the following pages.

Markus Bernhard
CEO of the mobilezone group

Martina Högger
Sustainability manager

mobilezone
better be clever

SUNG

Materiality analysis

We carried out a materiality analysis in order to develop mobilezone's sustainability strategy. The materiality analysis was realised in four steps. Stakeholder interviews were conducted 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. In addition, a Group-wide survey was taken on the subject of sustainability in the company as well as an impact analysis made of the different business activities of the mobilezone Group. Finally, a workshop was conducted with members of the management and employees, which led to a discussion of the results from the first three research steps and a comparison of the subjects with the company strategy.

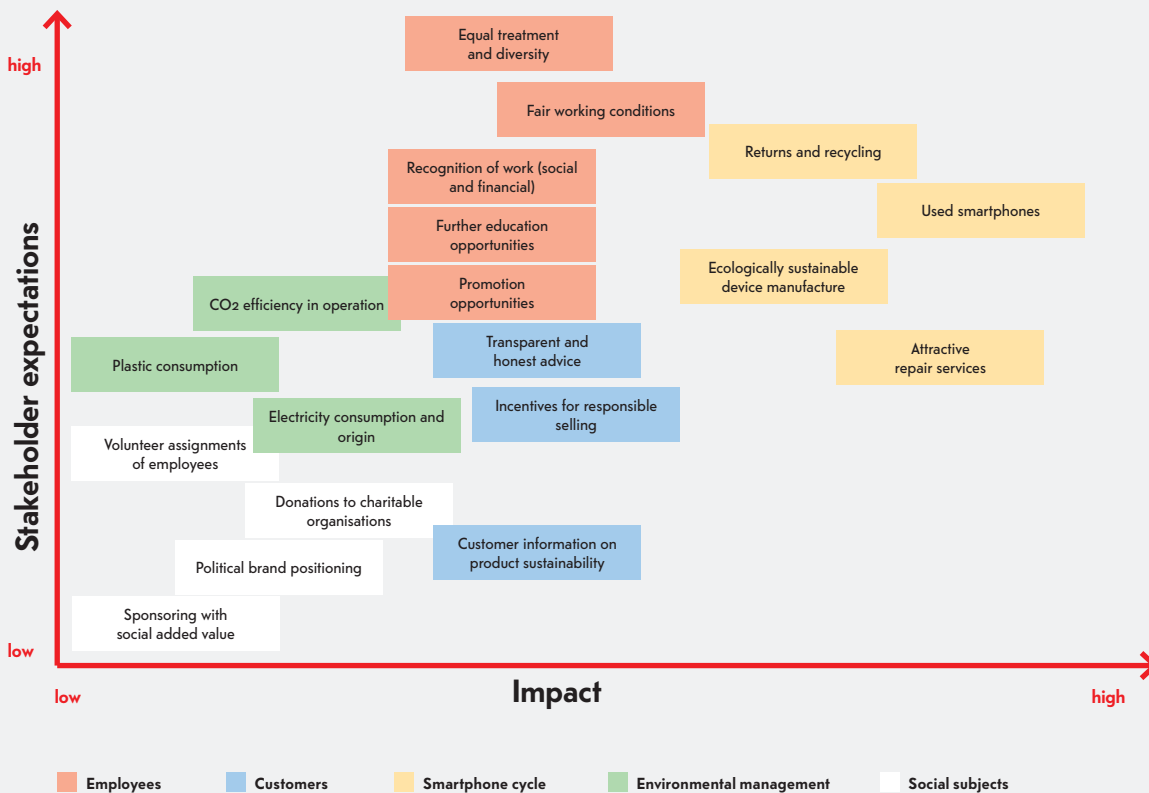
The influence of our business activities on the environment and society were considered in an impact analysis. A look at the value added chain showed that the biggest influences arose from the extraction of raw materials and manufacture of the devices that the company sells. mobilezone can in particular have an influence here by making offers that extend the duration of use of the devices. This will lead to less need 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, because the associated measures boost employee satisfaction and as a result in the end motivation and connection to the company.





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

- ✓ The satisfaction of our **customers** is at the heart of numerous measures. 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 sub-

ject of the biggest ecological influence. We summarise the associated business activities in the field of the **smartphone cycle**.

- ✓ We optimise our energy and material consumption as part of the **environmental management**. It addresses our internal processes.

Sustainability strategy

mobilezone developed its sustainability strategy in fiscal year 2020. It applies to all companies of the mobilezone Group in Switzerland and Germany. It is based on mobilezone's core business in its core market telecommunications.

mobilezone concentrates its sustainability strategy on the core subjects "Employees", "Customers", "Smartphone cycle" and "Environmental management"

Organisation and responsibilities

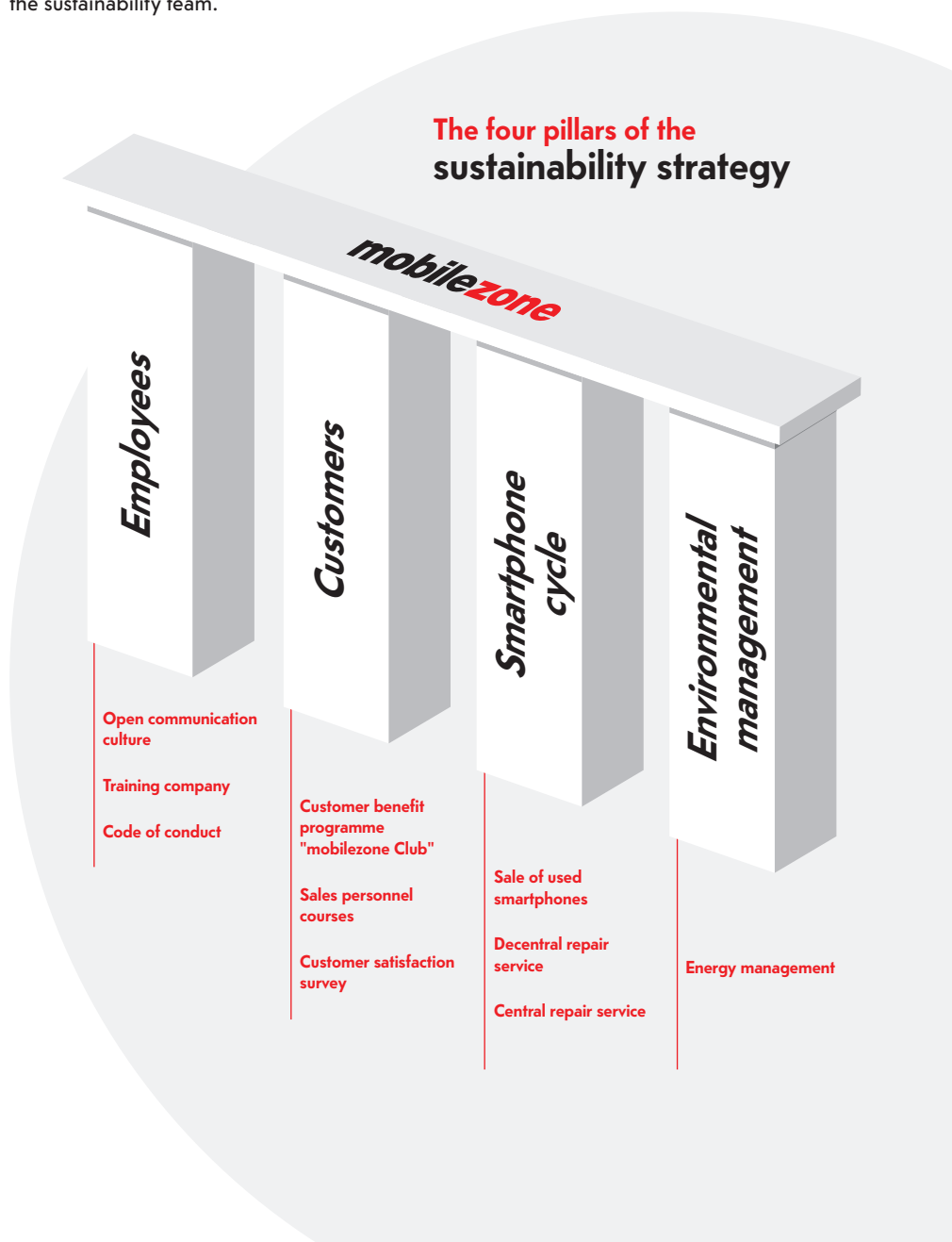
The Board of Directors acts as the highest decision-making committee and approves the sustainability strategy. The CEO of the mobilezone Group acts as the most senior party responsible for the sustainability strategy. The sustainability team is responsible for the operational implementation of the subject in the company and brings in the corresponding bodies and companies if necessary. Regular exchanges occur between the CEO as the most senior sustainability executive and the sustainability team. The strategy is further developed in these and the implementation of the measures is checked. The aim for the frequency of this exchange is four times a year.

Sustainability monitoring and reporting

The sustainability monitoring is organised centrally and the corresponding key figures are surveyed and evaluated quarterly. 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 constant 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 team.

Communication

Internal and external communication occurs regarding the measures and progress in the four central subjects. Internal target groups are served by employee information, info screens and internal mailing. The information is provided to external target groups in this Annual Report and via media releases. In addition, bilateral discussions occur with analysts on request.



Employees

The competences and motivation of our employees are decisive factors in the sustainable economic success of mobilezone. Flat hierarchies and a matrix organisation support the effect radius of each individual. Many aspects play a role in high employee satisfaction that we take into account, such as promotion opportunities, equal treatment, diversity and acknowledgement of work performed.

The following measures are exemplary of our efforts to continuously enhance employee satisfaction:

Open communication culture

mobilezone cultivates an open communication culture in which feedback is highly regarded. As part of the onboarding for new managers, the subject plays an important role and is also actively explained. Employees are encouraged to provide each other with mutual feedback, irrespective of hierarchical levels. This feedback culture is also manifested in the annually occurring employee discussions in which employees are evaluated by their line managers and the line managers in turn by their employees.

mobilezone has also explicitly looked for an opportunity to obtain feedback anonymously in order to obtain the widest possible picture of the employees. Consequently, mobilezone also created the opportunity of a feedback letter box in Rotkreuz in mid-2020. Improvement proposals have already been received. These are recorded and bundled systematically in order to be able to provide a detailed evaluation of the fiscal year 2020.

Targets

The satisfaction of its employees is an important target of mobilezone. To measure this and improve on it, we would like to measure the satisfaction and commitment of the employees from 2021 in an employee survey taken once a year. Measures are to be deduced on the basis of this survey. The kick-off to the employee survey already occurred with a Group-wide survey on the subject of sustainability in fiscal year 2020 and will be expanded in 2021 with the employee NPS.

Training company

TRAINEES

mobilezone is already providing for the experts of tomorrow today. The company has been training new employees in Switzerland in the commercial sector, IT (system technology) and logistics. Additional trainees have been trained since 2008 in retail trade. During the training year 2020, the training of specialists in customer dialogue and IT specialists focused on application development were added to the training programme.

In 2020, 62 trainees started at mobilezone; compared to 2019 with 45 beginner trainees, this was an increase of 38 percent.

mobilezone employed a total of 134 trainees in 2020 in Switzerland. Of these, we were able to congratulate 30 trainees in 2020 on the successful completion of their training (2019: 41 trainees) and continued to employ over half within the company.

mobilezone has been providing trainees for about 10 years in the commercial field, IT and logistics.

Targets

We appoint between 40 and 50 new trainees every year.

Another goal is to take on 2/3 of the trainees who have successfully completed their training. To do so, we enter into a dialogue in the year the training is completed with the corresponding people and then look for a suitable follow-up solution.

TRAINEES

At the beginning of July 2020, mobilezone launched the trainee programme "mobilezone Pioneers". Six university graduates completed a trainee programme during six months in the field "Management Support". This is intended to obtain high-performance emerging talents and integrate them in the company and create the opportunity for candidates to achieve further personal development in the practical working environment. Of the six trainees who completed the programme in fiscal year 2020, five were taken on.

Targets

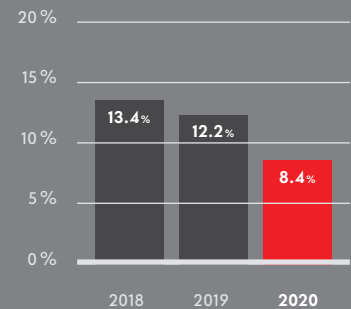
We will continue to offer training in fiscal year 2021.

Another target is to retain 60 percent of the trainees in the company after expiry of the programme.

Code of conduct

mobilezone wants its financial success to be in harmony with sustainable and responsible business practices. To achieve this, a joint value basis is essential for all employees in Switzerland and Germany. Consequently, mobilezone has introduced a binding revised code of conduct in December 2020 Group-wide for all companies. Its contents will be queried from 2021 in an annual e-learning event and signed together with the employment contract by every new employee. In addition, mobilezone has created a channel via which employees can report breaches of the code of conduct.

Employee turnover



Net employee turnover (unplanned employee turnover, termination by employee) of the mobilezone Group

* Net employee turnover or unplanned employee turnover means that the employee terminated their own employment contract with mobilezone of their own accord. It is calculated from the total of the year-beginning and year-end workforce, divided by two, in relation to the unplanned departures.

** The planned employee turnover covers all departures where mobilezone terminated the employment relationship.

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

Trainees Switzerland

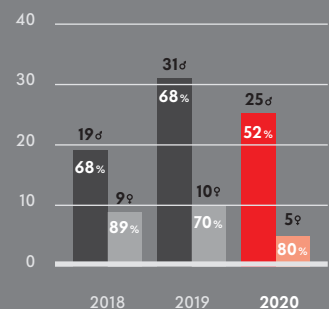
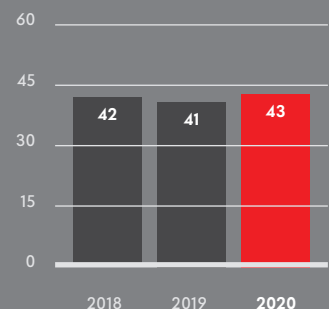


Figure: Number of trainees in Switzerland who successfully completed their training in the corresponding year (absolute) and the number of trainees (in %) who were taken on by the company.

♂: Men, ♀: Women

Nationalities



Number of different nationalities across the entire mobilezone Group

Departures and employee turnover rate (unplanned)

Country	Age (in years)	2020				2019				2018			
		♂	%	♀	%	♂	%	♀	%	♂	%	♀	%
Switzerland	< 25	15	6,5	6	7,6	21	10,3	13	18,4	18	9,2	16	21,8
	25 – 35	13	7,5	11	17,1	26	14,4	13	19,5	23	12,7	11	16,2
	35 – 45	4	4,5	4	19,5	9	10,2	5	20,0	19	21,6	3	10,9
	> 45	3	10,3	1	11,1	3	10,0	0	0,0	4	14,0	3	22,2
	Total	35	6,7	22	12,8	59	11,7	31	18,0	64	13,0	33	18,1
Germany	< 25	7	25,0	5	20,8	10	30,3	6	25,5	6	20,7	4	21,6
	25 – 35	6	6,7	8	11,9	8	9,9	8	12,4	11	15,4	8	14,4
	35 – 45	0	0,0	1	3,2	1	1,7	2	6,7	5	7,9	0	0,0
	> 45	1	2,9	1	6,3	0	0,0	0	0,0	1	2,8	2	10,0
	Total	14	6,2	15	10,8	19	9,1	16	11,6	23	11,6	14	11,4
mobilezone Group	Total	49	6,7	37	11,9	78	10,9	47	15,2	87	12,6	47	15,4

GRI 401-1

Other departures (planned** and natural*** departures):

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% | 2019 Swiss men younger than 25 Y.: 35; 17.1% | 25 – 35 Y.: 19; 10.5% | 35 – 45 Y.: 9; 10.2% | older than 45 Y.: 2; 6.7% | 2018 Swiss men younger than 25 Y.: 35; 17.9% | 25 – 35 Y.: 16; 8.8% | 35 – 45 Y.: 10; 11.4% | older than 45 Y.: 7; 24.6%

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% | 2019 Swiss women younger than 25 Y.: 17; 24.1% | 25 – 35 Y.: 8; 12.0% | 35 – 45 Y.: 5; 20.0% | older than 45 Y.: 2; 20.0% | 2018 Swiss women younger than 25 Y.: 13; 17.7% | 25 – 35 Y.: 5; 7.4% | 35 – 45 Y.: 4; 14.5% | older than 45 Y.: 5; 37.0%

2020 Germany 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% | 2019 Germany men younger than 25 Y.: 13; 39.4% | 25 – 35 Y.: 15; 18.6% | 35 – 45 Y.: 1; 1.7% | older than 45 Y.: 7; 19.2% | 2018 Germany men younger than 25 Y.: 7; 24.1% | 25 – 35 Y.: 12; 16.8% | 35 – 45 Y.: 8; 12.7% | older than 45 Y.: 1; 2.8%

2020 Germany women younger than 25 Y.: 4; 16.7% | 25 – 35 Y.: 12; 17.8% | 35 – 45 Y.: 3; 9.5% | older than 45 Y.: 7; 43.8% | 2019 Germany women younger than 25 Y.: 7; 29.8% | 25 – 35 Y.: 5; 7.8% | 35 – 45 Y.: 3; 10% | older than 45 Y.: 3; 15.4% | 2018 Germany women younger than 25 Y.: 11; 59.5% | 25 – 35 Y.: 16; 28.8% | 35 – 45 Y.: 4; 14.0% | older than 45 Y.: 2; 10%

New employees

Country	Age (in years)	2020				2019				2018			
		♂	%	♀	%	♂	%	♀	%	♂	%	♀	%
Switzerland	< 25	85	36,9	38	48,4	79	38,6	33	46,8	82	41,9	32	43,5
	25 – 35	23	13,3	15	23,3	34	14,9	14	19,5	47	25,9	15	21,1
	35 – 45	10	11,2	5	24,4	13	14,8	6	24,0	12	13,6	3	10,9
	> 45	2	6,9	0	0,0	6	20,0	0	0,0	6	21,1	2	14,8
	Total	120	23,0	58	33,6	132	24,8	53	30,2	147	29,8	52	28,5
Germany	< 25	7	22,6	12	50,0	26	78,8	12	51,1	25	86,2	32	173,0
	25 – 35	26	28,4	20	29,6	27	33,5	21	32,6	32	44,8	31	55,9
	35 – 45	12	18,8	8	25,4	4	6,7	5	16,7	8	12,7	5	17,5
	> 45	6	15,8	3	18,8	4	11,0	3	15,4	3	8,5	6	30,0
	Total	51	22,7	43	30,9	61	29,1	41	29,8	68	34,2	74	60,4
mobilezone Group	Total	171	22,9	101	32,4	193	26,1	94	30,0	215	31,0	126	41,3

GRI 401-1

Contract type

Country	Age (in years)	2020				2019				2018			
		♂	%	♀	%	♂	%	♀	%	♂	%	♀	%
Switzerland	temporary*	122	22,9	45	24,7	106	20,9	33	19,9	107	21,4	37	20,8
	permanent	411	77,1	137	75,3	402	79,1	133	80,1	392	78,6	141	79,2
	Total	533	100	182	100	508	100	166	100	499	100	178	100
Germany	temporary*	9	4,0	6	4,2	18	8,5	18	12,7	34	16,4	18	13,5
	permanent	216	96,0	138	95,8	194	91,5	124	87,3	173	83,6	115	86,5
	Total	225	100	144	100	212	100	142	100	207	100	133	100
mobilezone Group	Total	1 084 employees				1 028 employees				1 017 employees			

GRI 102-8

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. The employee numbers of powwow were taken into account in all three years, although the acquisition took place in 2019, in order to ensure comparability of the numbers.

*Temporary contract types include apprentices.

Target

We aspire to achieve participation of 100 percent in the e-learning to query the contents of the code of conduct.

We set great store on the balance between men and women in all areas of the company. Irrespective of gender, mobilezone appoints the best qualified person. We are committed to long-term employee promotion and aspire to more balanced diversity at lower management levels. Here, we aim to increase the number of women from currently 10.6 percent to 25 percent by 2025.

In terms of net employee turnover (unplanned employee turnover), we want to get to a figure of less than 10 percent in 2021.

Evaluation & outlook

In fiscal year 2020, net employee turnover was a low 8.4 percent due to Corona, which was not representative compared to 2018 (13.4 percent) and 2019 (12.2 percent). Accordingly, we modified our target upwards to 10 percent. Both employee turnover as well as employee satisfaction, which were surveyed in a questionnaire in 2020, were at good levels, but could still be further improved. The great diversity of nationalities corresponds to our markets and culture. But in the long term, the gender mix is to be further improved.

We aim to collect as much information as possible regarding the well-being of our employees in the employee survey. According to the results, we will identify our improvement potential and take measures to boost satisfaction and commitment. This should enable us to achieve the employee loyalty and employee turnover targets set.



Part-time/Full-time

Gender	Hours worked	2020		2019		2018	
		Employees	%	Employees	%	Employees	%
♂	Part-time	41	5,4	57	7,9	47	6,7
	Full-time	717	94,6	663	92,1	659	93,3
	Total	758	100	720	100	706	100
♀	Part-time	80	24,5	71	23,1	72	23,2
	Full-time	246	75,5	237	76,9	239	76,8
	Total	326	100	308	100	311	100
mobilezone Group	Total	1 084		1 028		1 017	

GRI 102-8

Age structure

Land	Age (in years)	2020				2019				2018			
		♂	%	♀	%	♂	%	♀	%	♂	%	♀	%
Switzerland	< 25	248	46,5	89	48,9	212	41,7	69	41,6	197	39,5	72	40,4
	25 – 35	171	32,1	65	35,7	174	34,3	65	39,2	188	37,7	68	38,2
	35 – 45	87	16,3	20	11,0	91	17,9	22	13,3	85	17,0	28	15,7
	> 45	27	5,1	8	4,4	31	6,1	10	6,0	29	5,8	10	5,6
	Total	533	100	182	100	508	100	166	100	499	100	178	100
Germany	< 25	26	11,6	26	18,1	33	15,6	23	16,2	33	15,9	24	18,0
	25 – 35	97	43,1	69	47,9	84	39,6	69	48,6	77	37,2	60	45,1
	35 – 45	65	28,9	34	23,6	59	27,8	30	21,1	60	29,0	30	22,6
	> 45	37	16,4	15	10,4	36	17,0	20	14,1	37	17,9	19	14,3
	Total	225	100	144	100	212	100	142	100	207	100	133	100
mobilezone Group	Total	1 084				1 028				1 017			

GRI 405-1

Diversity

Position in the company	Age (in years)	2020			
		♂	%	♀	%
Senior management	< 25	0	0,0	0	0,0
	25 – 35	2	6,3	1	3,1
	35 – 45	16	50,0	1	3,1
	> 45	10	31,3	2	6,3
	Total	28	87,5	4	12,5
Lower management	< 25	0	0,0	0	0,0
	25 – 35	10	21,3	3	6,4
	35 – 45	26	55,3	1	2,1
	> 45	6	12,8	1	2,1
	Total	42	89,4	5	10,6
Employees	< 25	176	20,3	81	9,4
	25 – 35	251	29,0	128	14,8
	35 – 45	110	12,7	52	6,0
	> 45	48	5,5	20	2,3
	Total	585	67,6	281	32,4
Trainees/apprentices	< 25	98	70,5	34	24,5
	25 – 35	5	3,6	2	1,4
	35 – 45	0	0,0	0	0,0
	> 45	0	0,0	0	0,0
	Total	103	74,1	36	25,9
mobilezone Group	Total	758	69,9	326	30,1

GRI 405-1

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. The employee numbers of powwow were taken into account in all three years, although the acquisition took place in 2019, in order to ensure comparability of the numbers.

♂: Men, ♀: Women

Customers

Our customers are important to us. Through fair, honest advice, we create added value at the interface between customers, mobile communications providers and device manufacturers. Our activities aim to achieve high customer satisfaction. In addition, we have developed specific measures that are intended to enhance customer satisfaction, based on key figures.

Customer benefit programme "mobilezone Club"

In 2020, mobilezone Club was launched in Switzerland, which offers attractive advantages for regular customers. To date, about 15,000 customers have registered and benefit among other things from attractive club offers, discount points and prioritisation in sales launches.

Targets

We hope to see 100,000 of our Swiss customers become club members in fiscal year 2021. By 2025, 40 percent of our customers will belong to our club.

Sales personnel training

mobilezone has expanded training of its sales personnel since 2019. Since then, a total of over 300 salespeople have taken part in over 30 courses.

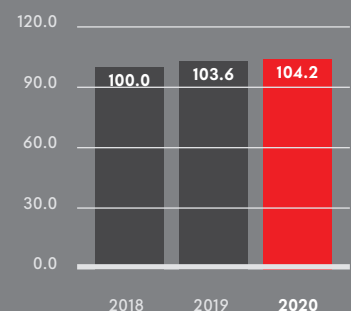
The focus in the store manager courses is on the sales process, employee management and organisation. To ensure sales personnel can respond to the individual needs of customers, find the best possible offer for them and as a result offer them an optimal customer experience, they are continuously trained in different sales processes and the latest trends. An e-learning process ensures that sales personnel is informed at all times comprehensively about new products, services or tariff plans.

In fiscal year 2020, the sales personnel courses could not be conducted as previously due to Corona. However, mobilezone sets great store on supporting the sales personnel at the front through courses and equipping them as well as possible.

Targets

The target in fiscal year 2021 is to establish a training concept covering a comprehensive appropriate course range adjusted to current circumstances. Among other things, this includes every store manager having to attend at least two courses a year by 2025.

Customer satisfaction



Consolidated index of all customer satisfaction surveys across the entire mobilezone Group.



Customer satisfaction survey

We continuously survey customer satisfaction through questionnaires and observe department-specific key figures, such as the net promoter score (NPS) and the customer satisfaction score (CSAT). In the event of bad evaluations, we call the customers back and try to offer them the best possible service. In addition, we follow online reviews and take note very closely of the evaluations in German online stores, for example, at TrustedShops.

Targets

We improve the index of our customer feedback scores by one unit by 2021 (from 104.2 in 2020 to 105.2 in 2021). This index includes various net promoter scores (NPS), customer satisfaction scores (CSAT) and online reviews (Trusted Shops). The results of the various areas are weighted and accumulated based on strategic importance. The index began in 2018 with a score of 100. It is calculated comparatively over several years.

Evaluation & outlook

The index to measure our customer satisfaction has developed positively at a high level since 2018. Consequently, our approach has been confirmed and will continue to be pursued in the coming years.

Smartphone cycle

mobilezone sold 270,000 smartphones in Switzerland last year. According to the Fraunhofer Institute, 14 kg of resources are needed and 58 kg CO₂ emissions emitted for the manufacture of a smartphone. Hence, its manufacture is associated with great ecological effects. In addition, the working conditions in raw material extraction and in manufacturing plants can be problematic.

The return and recycling segment of used smartphones refers primarily to Switzerland. mobilezone also takes devices back in Germany, but on a small scale and with external partners. We will review further measures in future.

mobilezone seeks dialogue with manufacturers and influences them directly where it can. This includes offers that extend the usage duration of the devices to ensure fewer resources are needed.

Sale of used devices

jusit (get-jusit.ch) is the new Swiss brand for used smartphones that mobilezone launched in 2020. The devices repurchased on the market are exclusively repaired certified mobilezone employees with original parts, reprocessed and sold with 100 percent efficiency. Since September 2020, jusic devices

have been sold online at get-jusit.ch and in selected mobilezone shops. From four shops at the beginning, we have expanded the jusic product range to ten shops in every language region in Switzerland. We respond to the needs of those customers who pay attention to a sustainable life style with this product range.

Targets

We will become the biggest provider of used smartphones in Switzerland in 2021. Our target for 2021 is that two percent of our smartphones sold are reprocessed devices. By 2025, we want six percent of our smartphones sold in Switzerland to be reprocessed devices.

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 95 percent in 2021.

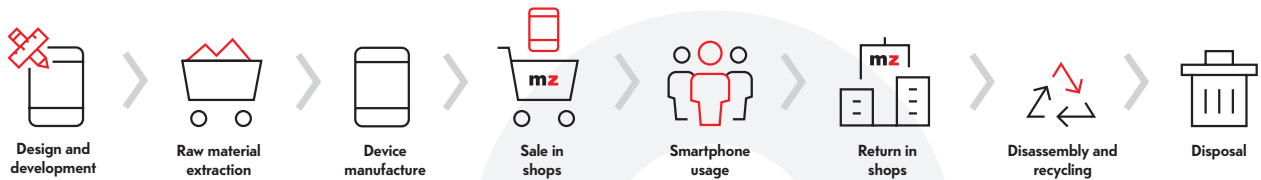
*Repair ratio: Number of repairs concluded in relation to total repair orders

Decentral repair service

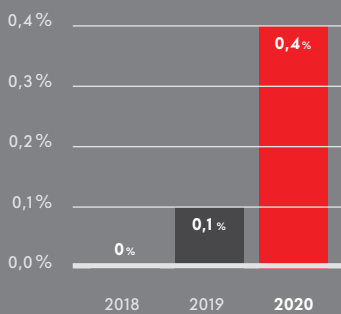
Customers can have their broken smartphone repaired quickly in ten mobilezone workshops in Switzerland. We only use original parts for the repairs and in this way preserve the manufacturer guarantee. Last year, we repaired 9,000 devices in our workshops. Smartphone repair is our alternative to buying a new device. This reduces the environmental burden that would be associated with the production of a new device.



Life cycle of a smartphone

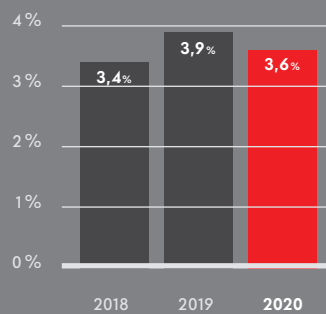


Sold reprocessed smartphones



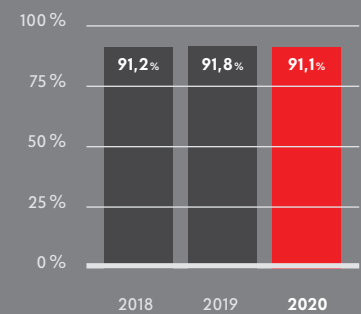
GRI 301-3
Number of sold reprocessed smartphones in relation to total new device sold

Smartphone repurchase



GRI 306-2
Number of repurchased smartphones in relation to total new devices sold

Successful repairs



GRI 306-1
Number of successfully concluded repairs in relation to total of all repair orders

Targets

We aim to perform 12,000 repairs in the mobilezone workshops in fiscal year 2021.

Central repair service

The mobiletouch subsidiary mobiletouch repairs over 150,000 smartphones a year in Switzerland. Almost all brands are repaired at our headquarters in Zweidlen for mobile communications providers, electronics dealers or big companies. mobiletouch also offers to dispose of devices that cannot be repaired to ensure that the devices undergo further use.

Device returns

We offer a return programme via our end customer sales channels in order to bring smartphones back to the device cycle. This involves us reselling usable devices while old devices or ones that can no longer be repaired are recycled.

Last year, 10,000 devices were returned. This corresponds to 3.6 percent of the devices we sold.

Targets

In 2021, we plan to collect five percent of the smartphones we sell annually.

Evaluation & outlook

The materiality analysis revealed that the smartphone reprocessing segment has great potential and we were able to have a positive influence on the environment with the jusit brand in Switzerland. The positive development with jusit can serve as an indicator for the German market. However, our German companies do not have the same infrastructure as in Switzerland with regard to shops for return and workshops for reprocessing. More detailed analyses on a possible market launch in Germany are needed in this regard.

Environmental management

The consumption of scarce resources, the effects of climate change and burden on the environment from a growing world population pose great challenges for our society and also impose responsibilities on companies. We observe our ecological responsibility and pursue the most efficient use of resources and energy. We can reduce the associated greenhouse gas emissions in this way and protect the climate. The biggest ecological impacts are addressed by our offers extending the service life of smartphones. In future, we want to draw up a more precise evaluation of our resource consumption and reduce our ecological footprint.

generated by geothermal heat reservoirs while the various solar installations provide electricity. The target is complete self-sufficiency with primary energy for heating and water treatment.

Measuring our internal energy consumption has proven to be relatively difficult due to the multitude of shop locations in Switzerland. The electricity consumption corresponds to the collected data of the last three fiscal years and constitutes an approximation of our effective electricity consumption. New measures need to be defined in the coming years to ensure we reach our targets for 2025.

Targets

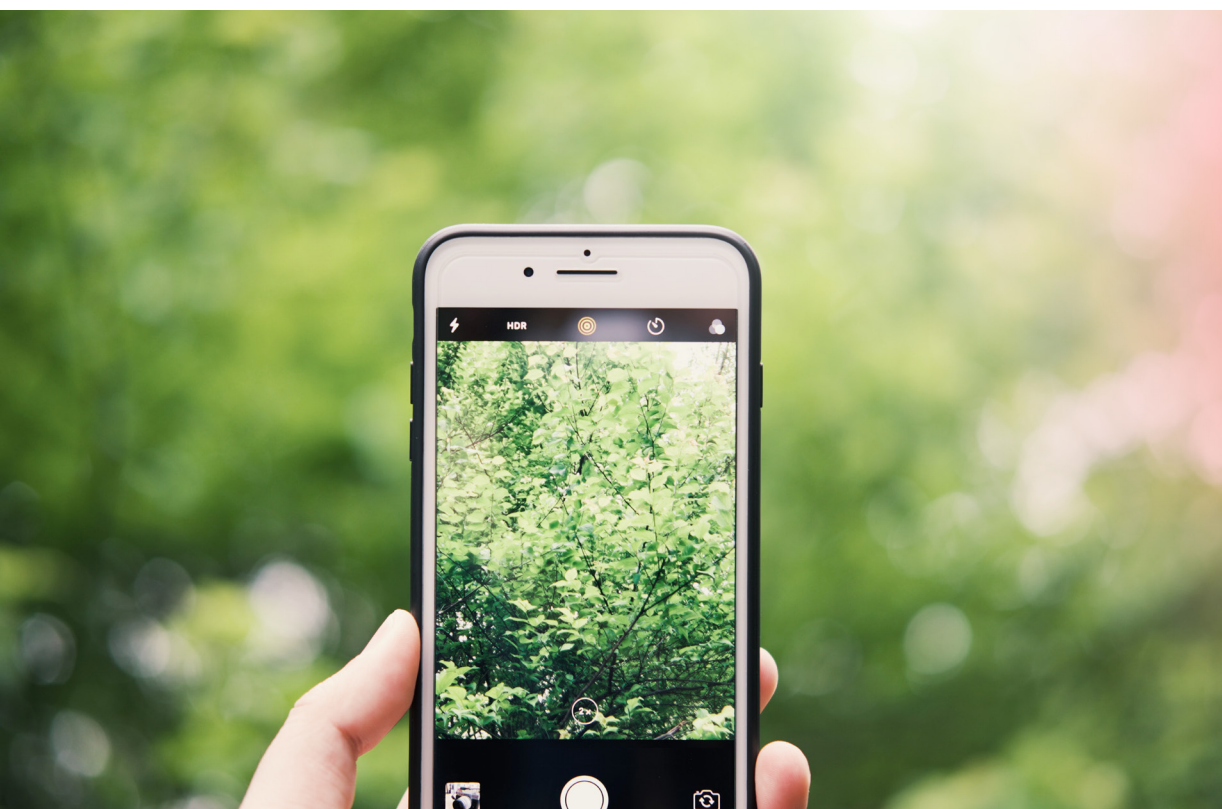
By 2021, we aspire to an exact breakdown of our electricity mix.

Energy management

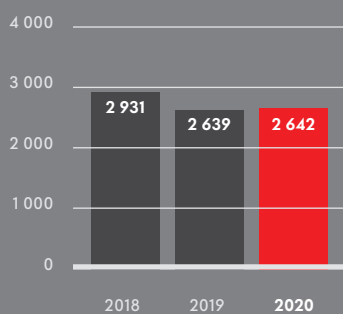
Thanks to the move from Regensdorf to Rotkreuz in 2018, we managed to slash our electricity consumption of 253.7 MWh by 30 percent to 177.3 MWh. On the new site, use of solar, several dynamic geothermal heat reservoirs and an energy network form the basis for achieving the target of CO₂ neutrality. The energy for heating and cooling is

Evaluation & outlook

Due to the decentral structure of mobilezone (Switzerland and Germany, shops throughout Switzerland), an exact survey of the electricity is very challenging. Exact presentation of the composition of our electricity is one of our targets in the field of environmental management.

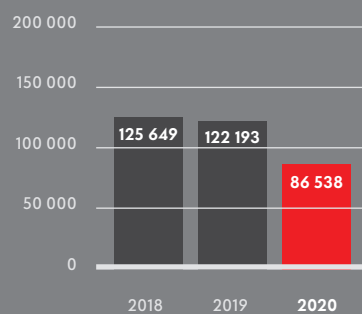


Electricity consumption of the mobilezone Group



GRI 302-4
Electricity consumption is stated in MWh.

Fuel consumption of the mobilezone Group



Fuel consumption is stated in litres.

GRI contents index

This report is the second sustainability report of mobilezone holding ag. It is the first report drawn up in compliance 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 2020. The environmental key figures refer to the period 1 January 2018 to 31 December 2020. 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

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		17, 49
102-2	Activities, brands, products and services		17
102-3	Location of headquarters		17
102-4	Location of operations		49
102-5	Ownership and legal form		49–51
102-6	Markets served		17-20
102-7	Scale of the organization		2, 17, 51
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 fluctuations.	37
102-9	Supply chain		43
102-10	Significant changes to the organization and its supply chain	Apart from the sale of the repair business in Austria, there were no significant changes to the organization or its supply chain.	12
102-11	Precautionary principle or approach / sustainability approach		30–32
102-12	External initiatives	None	
102-13	Membership of associations	mobilezone is a member of SWICO, the business association of the ICT and online sector.	
2. Strategy			
102-14	Statement from senior decision maker		29
3. Ethics and integrity			
102-16	Values, principles, standards and norms of behaviour	Code of conduct: https://www.mobilezone.ch/assets/cms/persistent/9492acc4f5b479ad1555e52cd12e5943893c85ba/Verhaltenskodex_2020_de.pdf	
4. Company management			
102-18	Governance structure		51

5. Integration of stakeholders

102-40	List of stakeholder groups		30, 31
102-41	Collective bargaining agreements	mobilezone does not have any employees subject to a collective bargain agreement.	
102-42	Identifying and selecting stakeholders		30, 31
102-43	Approach to stakeholder engagement		30, 31
102-44	Key topics and concerns raised		30, 31

6. Procedure in reporting

102-45	Entities included in the consolidated financial statements		67
102-46	Defining report content and topic boundaries		30, 31
102-47	List of material topics		30, 31
102-48	Restatements of information	No restatement	
102-49	Changes in reporting	New: Reporting according to GRI Standards	44
102-50	Reporting period		44
102-51	Date of most recent report	13. March 2020	44
102-52	Reporting cycle		44
102-53	Contact point for questions regarding the report		29, 44
102-54	Claims of reporting in accordance with GRI Standards		44
102-55	GRI content index		44, 45
102-56	External assurance	The sustainability report of the mobilezone Group is not subjected to any external assurance.	44
	Employees		
103-1	Explanation of the material topic and its boundary		33–27
103-2	The management approach and its components		33–37
103-3	Evaluation of the management approach		33–37
401-1	New employee hires and employee turnover		35
405-1	Diversity of governance bodies and employees		37, 49
	Customers		
103-1	Explanation of the material topic and its boundary		38, 39
103-2	The management approach and its components		38, 39
103-3	Evaluation of the management approach		38, 39
	Own indicator: Customer satisfaction index	Voluntary supplement to the GRI Standards	38, 39
	Smartphone cycle		
103-1	Explanation of the material topic and its boundary		40, 41
103-2	The management approach and its components		40, 41
103-3	Evaluation of the management approach		40, 41
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.	40, 41
	Environmental management		
103-1	Explanation of the material topic and its boundary		42, 43
103-2	The management approach and its components		42, 43
103-3	Evaluation of the management approach		42, 43
302-4	Reduction of energy consumption		42, 43



Company and legal information
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