

## Corporate policy on water use

As a company that has been committed to the environment and sustainability since its foundation (1998) and is ISO 14001 certified, Swisscom attaches great importance to the sparing use of natural resources. Water resources are particularly important to protect because of their quality and scarcity.

Swisscom does not normally use or consume water for cooling its technical network and transmission facilities, which are air-cooled by means of ventilation ("Mistral" solution).

In exceptional cases, Swisscom uses hybrid cooling solutions with an additional, time-limited cooling solution using water.

Swisscom consumes water mainly for sanitary reasons.

Swisscom does not use or consume water in any other process.

Based on the "Group Communications & Corporate Responsibility Directive", Swisscom's Environment Committee issues a corporate policy on water use. The objectives of this policy are closely linked to the water resources situation in Switzerland, Swisscom's market.

### Water use: Swisscom ensures that water is used sparingly

- **Sanitary use:** water is used in the company's buildings. To prevent excessive water consumption and to raise employee awareness, new specific equipment has been installed. For example, flow limiters have been installed to reduce current consumption (lavatories).
- **Switching:** Normally, cooling is done by ventilation. If solutions other than Mistral are to be implemented, their necessity must be demonstrated. In exceptional cases, Swisscom uses hybrid cooling solutions with a time-limited additional cooling solution. Some sites have emergency cooling with tap water, which only works in the event of a major failure of other cooling systems.
- **Data centres:** Cooling is provided by a combination of different technologies: Mistral (outside fresh air ventilation), free cooling and mechanical refrigeration machines. Some sites have an emergency cooling system with tap water, which only works in case of a major failure of the other cooling systems. For continuous heat dissipation, when outside temperatures are exceptionally high, some sites have water support by sprinkling and evaporation (adiabatic air coolers) for a few hours, to ensure safe operation.
- **Free cooling:** In free cooling, water is used as a refrigerant in the closed primary circuit for cold production and distribution, without additives. After heat exchange, water is also used as a heat carrier for the closed secondary waste heat circuit (air coolers/free cooling). It contains an anti-frost agent to ensure that the heat is dissipated to the outside even in winter (glycol or a more environmentally friendly alternative based on ethanol).
- **Other uses:** none
- **Rainwater:** Wherever possible, rainwater is collected and used. The cooling of a computer centre (Wankdorf) uses rainwater for its free cooling (without a mechanical cooling machine).

**Water quality: treatment**

- Sanitary wastewater is discharged into municipal facilities by law. These facilities (WWTP<sup>1</sup>) reduce the pollutants discharged into the water and in some cases offer biological treatment to reclaim the wastewater. This reclaimed water can be re-injected into the water system (reclaimed water utilization system).
- Wastewater is not mixed with drinking water.
- Unpolluted meteoric water is disposed of as far as possible by infiltration, in accordance with cantonal regulations. In concrete terms, this means that the company's car parks are not impermeable, and the infiltration of water into the soil reduces the disruption of the natural hydrological regime.

**Monitoring and risk management**

- Swisscom publishes its annual water consumption in m3 in its sustainability report.
- This indicator is verified by an independent third party as part of an audit.
- In order to prevent any risks (e.g. over-consumption), this consumption indicator, normalised by the number of employees and the number of days, is compared with the average consumption of drinking water per inhabitant per day in Switzerland (official indicator from the [Federal Statistical Office](#) (in german)).
- If Swisscom's average consumption is exceeded (> 1/3 compared to the previous year) or if there is a disproportionate increase (in %) compared to the average consumption of drinking water per capita per day in Switzerland, additional cost-saving measures are developed and evaluated jointly by the Swisscom Environmental Committee and the relevant infrastructure sectors and implemented. The Group Management Board is the arbitration body.
- The comparison and any measures taken are published in the sustainability report.

This policy applies to the Swisscom Group for its activities in Switzerland.

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<sup>1</sup> WWTP = Wastewater Treatment Plant