ascom

Sustainability Report 2024

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Sustainability Report

Sustainability Report

1. STATEMENT FROM THE CHAIRMAN AND THE CEO

Dear shareholders, customers, employees and partners
Sustainability is central to Ascom's strategy and purpose. Through our solutions, we care for patients, elderly people, caregivers, and workers across industries. Equally important is our ongoing commitment to care for a sustainability-driven business: We see safeguarding our environment, social responsibility, and strong governance as vital pillars for long-term success. We recognize that by making responsible business choices, we not only protect the planet and people, but also drive business innovation and create value for our customers.

A year of progress in ESG
Building on our heritage of sustainability and responsible business, which began in 2003 with the publication of Ascom's first Code of Ethical Business Conduct, Ascom has continuously strengthened its environmental and social responsibilities.

In 2024, we reinforced our commitment to integrating Environmental, Social, and Governance (ESG) principles across our operations. Key accomplishments included completing a comprehensive Greenhouse Gas Balance for Scope 1, 2, and 3 emissions. This effort was instrumental in improving the accuracy and transparency of our environmental data. Additionally, we conducted a Life Cycle Assessment (LCA) for DECT d63, one of our key product groups, allowing us to identify product-related emission hotspots and providing valuable information for our efforts to effectively reduce life cycle emissions. This initiative is complemented by ongoing advancements in product development aimed at building a circular economy, ensuring our solutions are durable, repairable, and manufactured with recyclable materials.

In 2024, we completed the transformation of our largest facility in Gothenburg into a sustainable building that now runs on 100% renewable energy.

Beyond environmental initiatives, we continued to strengthen our social commitments. Our employee development programs now feature enhanced onboarding and trainings for new employees. Moreover, we achieved a 25% representation of female leaders, marking a 3% increase over the previous year and advancing our goals for diversity, inclusion, equality and belonging.

For 2024, we are publishing our first TCFD Report (Taskforce on Climate-related Financial Disclosures), reaffirming our commitment to transparency and accountability in managing climate-related risks and opportunities.

Dr. Valentin Chapero Rueda, Chairman of the Board
Nicolas Vanden Abeele, CEO

Looking ahead: Sustainability as customer value

As we build on the progress of 2024, our focus on driving sustainability in our business is strongly defined by actions that create value for customers. It includes:

- **Reducing CO_2 emissions:** Products, mobility (Business travel and transportation) and buildings (heating & electricity) are the main contributors to Ascom's CO_2 emissions. To reduce the product related emissions, the biggest contributor to our Greenhouse Gas Balance, we will focus on developing more sustainable, namely cloud-based solutions, continuously reducing emissions arising from transportation, integrating recyclable design principles and life cycle considerations to enable the reuse of products and raw materials. Ascom does not own any production facilities, but we will actively work with both current and new suppliers to improve their own environmental performance. Focusing on Scope 1 and 2, we aim to increase the use of renewable energy sources, as 90% of the Scope 1 emissions are due to the fuel consumption of our fleet. For the electricity and heating of our buildings, we continue to increase the sourcing of renewable electricity. With all these measures, we are helping our customers to better achieve their own sustainability goals. In this way, our measures to reduce emissions create added value for our customers.

- **Building a circular economy:** By implementing stricter sustainability criteria for suppliers of raw materials and components and designing products that contribute to sustainable life cycles through durability and recyclability, we will reduce the amount of waste of Ascom and our customers.

- **Advancing diversity and inclusion:** Ascom continues to increase the representation of female leaders and foster an inclusive workplace culture, as we believe that this improves creativity, innovation and shapes a culture of open mindset and engagement.

- **Enhancing talent development:** We expand our training and development programs to cultivate a skilled and engaged workforce. By enhancing leadership effectiveness and implementing transparent talent management processes, we will prepare our workforce to meet evolving market demands.

Commitment to continuous improvement

Ascom continues to strengthen its environmental and social responsibilities. We remain steadfast in our mission to drive meaningful change, reduce our environmental impact, and build a more inclusive and resilient organization. Our membership in the UN Global Compact and alignment with seven of the UN Sustainable Development Goals (SDGs) reflect our unwavering dedication to global standards for sustainability, human rights, labor, and anti-corruption. In 2025, we are planing to register for the SBTi (Science-based Target Initiative).

Ascom will continue to innovate and lead with purpose, building a sustainable future for generations to come.

Thank you for your trust and partnership on this transformative journey.

Sincerely,

Dr. Valentin Chapero Rueda
Chairman of the Board

Nicolas Vanden Abeele
CEO

Materiality Topics Ambitions Focus SDGs

Planet		Ambitions	Focus SDGs

Planet
1 Carbon neutrality strategy
2 Mobility
3 Responsible & resilient supply chain
4 Energy efficiency

We achieve full carbon neutrality by 2040 and net zero by 2050 (Basis 2023) with a Science-Based Target decarbonization plan.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION · 13 CLIMATE ACTION

Product
5 Circular design
6 State-of-the-art solutions
7 Data protection & information security

We build a Circular Economy Model with products and solutions that are durable, repairable, recyclable, and secure and with a sustainable value chain

8 DECENT WORK AND ECONOMIC GROWTH · 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE · 12 RESPONSIBLE CONSUMPTION AND PRODUCTION

People
8 Value-driven company culture
9 Training & people development
10 Diverse & inclusive culture
11 Health & safety

We achieve high employee satisfaction and workplace diversity across all company levels, where DIEB and Talent development are anchored values in our Company culture.

3 GOOD HEALTH AND WELL-BEING · 4 QUALITY EDUCATION · 5 GENDER EQUALITY

Governance
12 Business ethics & compliance
13 Long-term corporate success as added value for society

Our Sustainability Reporting is compliant with all regulatory requirements, supporting our principles in business ethics & compliance. Ascom's Sustainability activities add value for all our stakeholders.

8 DECENT WORK AND ECONOMIC GROWTH · 5 GENDER EQUALITY

Ascom's key ambitions

PLANET — Climate-neutral operations based on Science-Based Targets (SBTs): Achieve full carbon neutrality by 2040 and net zero by 2050 (basline: 2024). Planed validation by SBTi in 2027.

PRODUCTS — Build a circular economy model: Design products that are durable, repairable, and recyclable, with 80% reduction of emissions by use of sold products and 90% recycled or bio-based materials in all products by 2040. And by 2035: 90% of transportation with alternative fuels.

PEOPLE — Talent management, learning & development: Improving employee retention rate and employee qualification, with clear people development paths. By 2030, Ascom's yearly retention rate will be above 90%.

PEOPLE — Diversity, inclusion, equity, and belonging (DIEB): Achieving workplace diversity, with fair representation across all company levels, with 30% of female leaders by 2030. Improving employee satisfaction, engagement, and "preferred workplace profile".

GOVERNANCE — Fulfill regulatory requirements: Ascom's Sustainability Report fulfills all regulatory requirements.

Carbon neutral by
2040

Net zero by
2050

3. SUSTAINABILITY AS A STRATEGIC DRIVER

At Ascom, we recognize that sustainability is a strategic driver of long-term success. Our actions are guided by the belief that sustainability creates tangible value for our customers, employees, and shareholders, ensuring that our solutions not only support operational excellence but also contribute to a more sustainable future.

In 2024, we strengthened our commitment to environmental responsibility, social impact, and strong governance structures. Our focus was on elaborating a decarbonization strategy, a roadmap to achieve our sustainability goals to which we committed as a group: to be carbon neutral by 2040 and to achieve the net zero goal by 2050.

To maintain the focus on topics where Ascom really can have the most efficient impact, we aligned our sustainability strategy, our ambitions and our target with Ascom's Materiality Matrix. Based on this, we agreed in 2024, together with the Board of Directors, on five key ambitions.

In 2024, Ascom made significant strides in its sustainability journey. We placed a strong emphasis on improving data quality, enhancing transparency, and expanding our sustainability initiatives. We improved our worldwide data collection process by implementing a new sustainability data management tool, and we run a life cycle assessment on one of our major product categories. Based on the more comprehensive data analysis, we were able to define three emissions hotspots and to elaborate specific measures and targets on how to reduce the emissions effectively:
- Product & Transportation
- Travel & Commuting
- Building & Energy

Our sustainability journey is ongoing. In 2024, we prepared our first TCFD Report (Task Force on Climate-related Financial Disclosures) to align with regulatory requirements and further strengthen transparency. We are also gearing up for our plan to register to the Science-Based Target Initiative (SBTi) in 2025, setting measurable targets to reduce our carbon footprint.

Ascom remains committed to delivering solutions that benefit our customers, our employees, and the planet, ensuring long-term resilience and growth. We are also committed to further improving our commitment to sustainability. That's the way we continue to commit to the UN Global Compact Initiative, and we continue to benchmark our sustainability profile according to the ratings of CDP and EcoVadis.

Ascom has a long-standing commitment to sustainability and corporate responsibility. Since the introduction of our first Code of Business Conduct in 2003, the Company has continually demonstrated its dedication to creating a more sustainable future for all stakeholders.

Selected milestones on our sustainability journey

2005: Adoption of the RoHS Directive to restrict hazardous substances in products.

2009: Introduction of ISO-14001-certified environmental management.

2009: First employee survey.

2009: Launch of talent development program.

2010: Ascom joined the UN Global Compact.

2010: Publication of Ascom's first Sustainability Report.

2011: Publication of Ascom's Sustainability Directive.

2015: Achieved EcoVadis Gold Rating for our largest European distribution center.

2023: Ascom US named in Newsweek's Top 100 Most Loved Workplaces.

2024: Ascom publishes its first TCFD Report.

WE SUPPORT

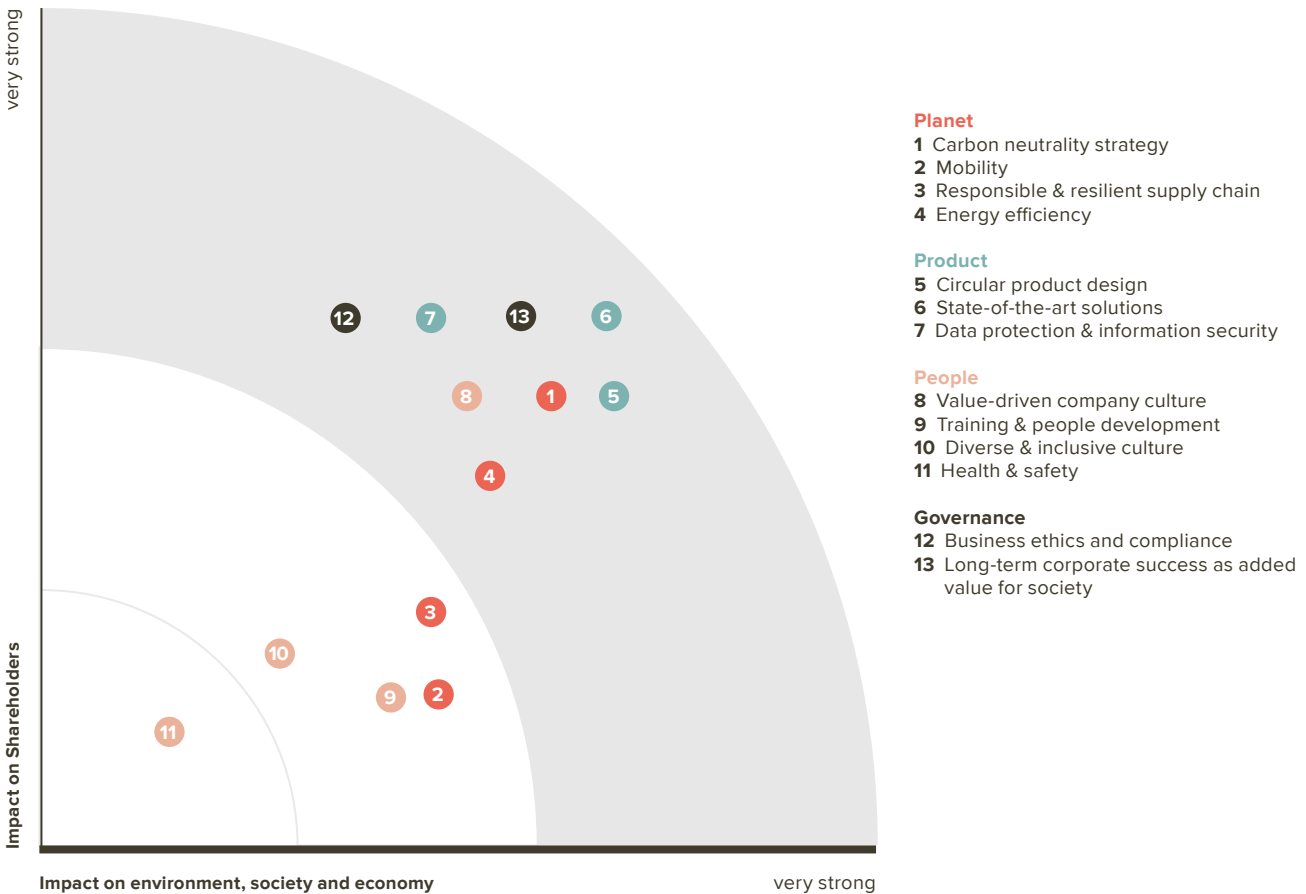## Ascom's Materiality Matrix: A compass for our sustainability actions

The Materiality Matrix illustrates the topics that matter most to Ascom and our stakeholders. Developed using the dual materiality approach, it evaluates both our impact on sustainable development and the relevance of these factors to Ascom's corporate success.

We do not see the materiality analysis and the resulting matrix as static: new legislation, market developments or the requirements of employees, customers and other stakeholders may cause dimensions to shift. In 2024, the Materiality Matrix was reassessed and refined through a collaborative process involving the CEO and selected board members, ensuring alignment with stakeholder priorities and emerging global challenges. This updated matrix, approved by the Executive Committee and Board of Directors, serves as a cornerstone of our sustainability strategy and reporting, guiding Ascom's actions toward sustainable innovation and growth.

The Materiality Matrix shapes our focus on four key pillars: Planet, Product, People, and Governance. Each priority within these pillars is assessed for its dual significance—to shareholders and the world around us—ensuring that Ascom's efforts remain impactful and relevant. The matrix highlights thirteen material topics categorized under these four pillars, where we believe we can achieve the greatest impact on environmental, social and economic aspects with our business activities.

Planet
1 Carbon neutrality strategy
2 Mobility
3 Responsible & resilient supply chain
4 Energy efficiency

Product
5 Circular product design
6 State-of-the-art solutions
7 Data protection & information security

People
8 Value-driven company culture
9 Training & people development
10 Diverse & inclusive culture
11 Health & safety

Governance
12 Business ethics and compliance
13 Long-term corporate success as added value for society

Impact on Shareholders (vertical axis, very strong)

Impact on environment, society and economy — very strong

Focused ambitions and measures to create most impact

Based on the materiality topics, Ascom has defined specific measures in each of the 5 ambitions, which we explain in the following chapters. They serve as the basis for our sustainability roadmap:

Planet: Ascom aims to achieve full carbon neutrality by 2040 and net zero by 2050, based on a 2024 baseline, with validation by SBTi in 2027.

Products: Ascom aims to build a circular economy model by designing durable, repairable, and recyclable products, targeting an 80% reduction in emissions from sold products and 90% use of recycled or bio-based materials by 2040, and 90% of transportation using alternative fuels by 2035.

People: Through talent management, learning, and development, we aim to enhance employee retention and qualification with clear development paths, targeting a yearly retention rate above 90% by 2030. Ascom is committed to diversity, inclusion, equity, and belonging (DIEB) by ensuring fair representation across all company levels and achieving 30% female leadership by 2030. We also focus on improving employee satisfaction, engagement, and establishing a "preferred workplace profile."

Governance: Ascom ensures that its business activities comply with all regulatory requirements, upholding strong business ethics and compliance principles while creating value for all stakeholders.

Ascom's impact on UN Sustainability Development Goals (SDGs)

Ascom is committed to supporting the SDG as part of the United Nations 2030 Agenda for Sustainable Development. We are convinced that our ambitions and measures have a high impact on five SDGs and a medium impact on two.
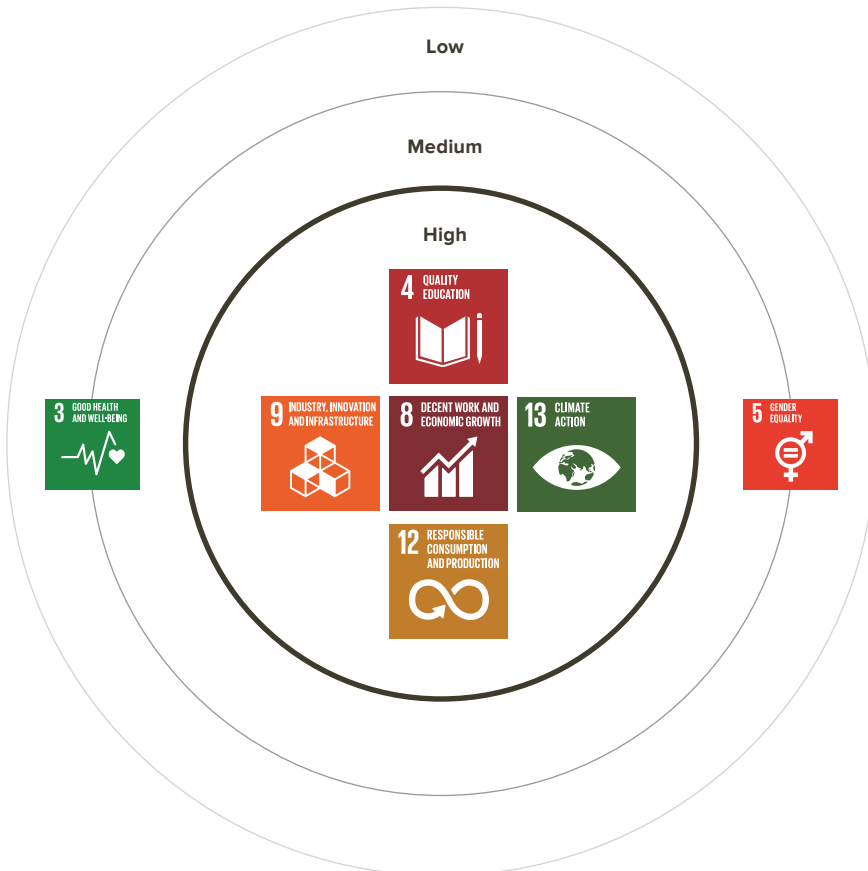
UN SUSTAINABILITY DEVELOPMENT GOALS

sdgs.un.org/goals

Our Materiality topics support 7 SDG Goals

SDG 3
11 Health & safety

SDG 4
8 Value-driven company culture
9 Training & people development

SDG 5
8 Value-driven company culture
10 Diverse & inclusive culture
12 Business ethics & compliance

SDG 8
6 State-of-the-art solutions
12 Business ethics & compliance
13 Long-term corporate success as added value for society

SDG 9
6 State-of-the-art solutions
7 Data protection & information security

SDG 12
3 Responsible & resilient supply chain
4 Energy efficiency
5 Circular product design

SDG 13
1 Carbon neutrality strategy
2 Mobility
3 Responsible & resilient supply chain
4 Energy efficiency

Ascom Group GHG Balance Sheet 2024[1]

Emission Category	Total tCO2e 2024	Total tCO2e 2023
Scope 1	**1,879**	**988**
Fuels (buildings)	37	90
Fuels (vehicles)	1,698	898
Fugitive emissions	144	Not tracked
Scope 2	**607**	**466**
Electricity	573	466
District heating	34	Not tracked
Scope 3	**15,955**	**3,346**
1 Purchased goods and services	10,175	Not tracked
4 Upstream transportations	1,826	1,849
6 Business travel	1,356	1,468
7 Employee commuting	1,144	Not tracked
3 Fuel- and energy-related activities	716	29
11 Use of sold products	332	Not tracked
2 Capital goods	302	Not tracked
12 End-of-life treatment of sold products	102	Not tracked
9 Downstream transportations	3	Not tracked
All Scope	**18,441**	**4,801**

Data collection period: 01.08.2023 to 31.07.2024. Offices not included: Dubai, Meylan, Madrid. **NOTE: The significant increase compared to 2023 is due to methodological adjustments, primarily driven by the expansion of measured categories. Numbers and Percentages are rounded.**

Overview of all Scopes

Scope 1
1,879 t CO_2e 10%

Scope 2
607 t CO_2e 3%

Total:
18,441 t CO_2e

Scope 3
15,955 t CO_2e 87%
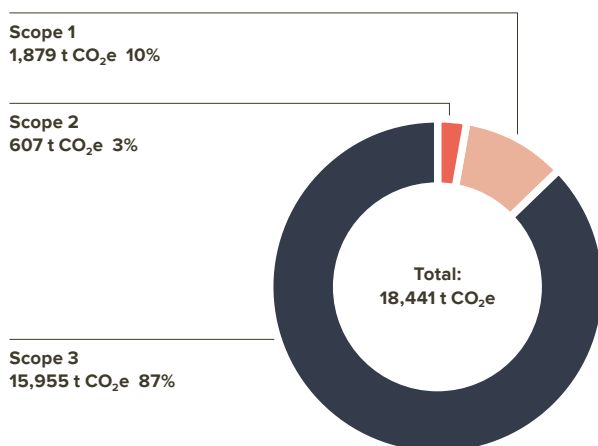
Greenhouse gas emissions in 2024
Materiality topic: Carbon neutrality strategy

Ascom understands sustainability not as an obligation, but as an opportunity for growth, innovation, and long-term value creation. Ascom aims to achieve carbon neutrality by 2040. Our sustainability initiatives are designed to support this ambitious goal and are closely integrated with the strategic implementation of our comprehensive corporate development plan.

In 2024, Ascom worked closely together with the Swiss consulting agency SwissClimate AG to focus on:

- Refining the environmental data collection process.
- Supporting to conduct a Life Cycle Assessment on the d63 DECT handset to get more details about our product emissions.
- Completing an overview of the Company's total fuel consumption categorized into renewable and non-renewable sources as well as an overview of the company's electricity usage categorized in renewable, non-renewable and electricity-mix sources.
- Completing a comprehensive CO_2e balance with detailed reporting on Scope 1, 2, and 3 emissions.
- Defining Ascom's emission hotspots and a reduction roadmap.

Due to the optimized data collection, the extended categories measured, and the methodical adjustments, Ascom was able to complete the balancing of GHG emissions and set 2024 as the base year for its decarbonization plan. More information about the methodological approach can be found on page 44.
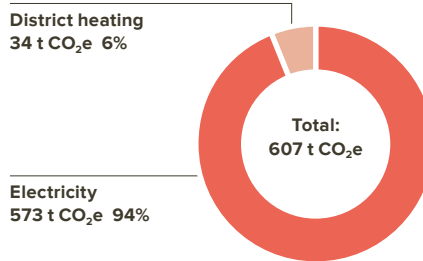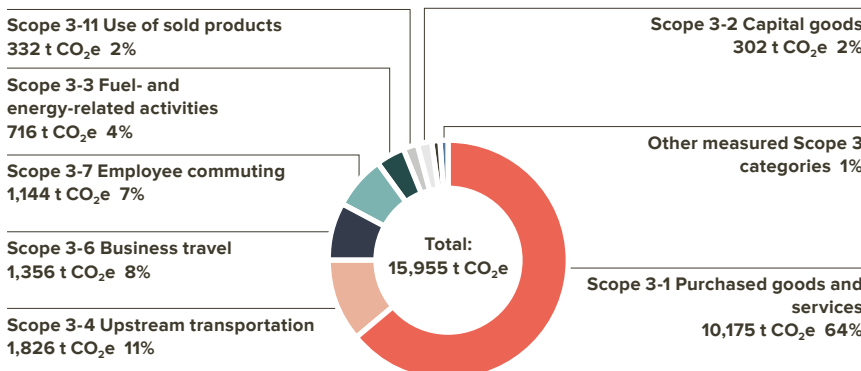
Overview Scope 1

Fuels (buildings) 37 t CO_2e 2%

Fugitive emmissions
144 t CO_2e 8%

Total:
1,879 t CO_2e

Fuels (vehicles)
1,698 t CO_2e 90%
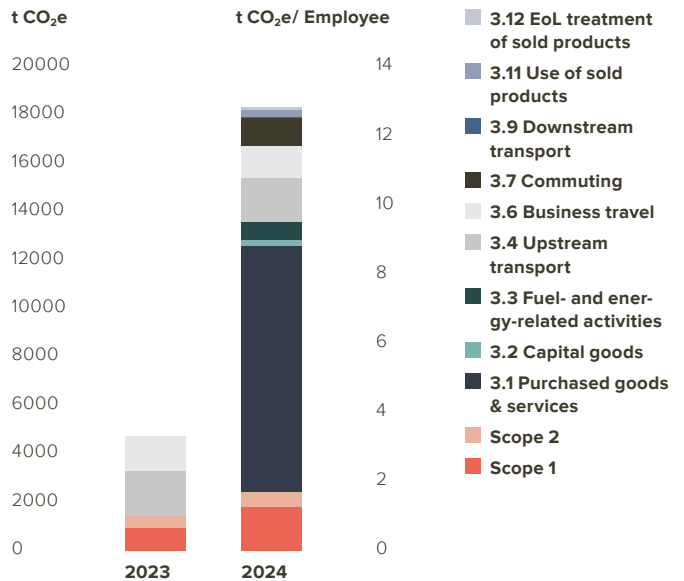
Overview Scope 2

District heating
34 t CO_2e 6%

Total:
607 t CO_2e

Electricity
573 t CO_2e 94%

Overview Scope 3

Scope 3-11 Use of sold products
332 t CO_2e 2%

Scope 3-3 Fuel- and
energy-related activities
716 t CO_2e 4%

Scope 3-7 Employee commuting
1,144 t CO_2e 7%

Scope 3-6 Business travel
1,356 t CO_2e 8%

Scope 3-4 Upstream transportation
1,826 t CO_2e 11%

Total:
15,955 t CO_2e

Scope 3-2 Capital goods
302 t CO_2e 2%

Other measured Scope 3
categories 1%

Scope 3-1 Purchased goods and
services
10,175 t CO_2e 64%

Ascom's goal and focus in 2024 was to close gaps, expand the disclosed source of emissions and to further enhance the quality of environmental data.

- The data coverage for Scope 1 and 2 has been extended in the last reporting period.
- Regarding the organizational system boundaries, all emissions-relevant sites have been included.
- Regarding the operational system boundaries, fugitive emissions have been included and the data coverage has been enhanced.

Thus the GHG balance covers at least 95% of company-wide Scope 1 and 2 emissions.

Ascom's total CO_2e emissions increased from 4,801 tCO_2e in 2023 to 18,441 tCO_2e in 2024. This resulted in an intensity of 12.49 tCO_2e per employee.

The significant change compared to 2023 is furthermore due to methodological adjustments, primarily driven by the expansion of measured categories.

- We expanded the data collection and reduced the amount of extrapolated data. In 2024, data was collected for the period from August 2023 to Juli 2024 whereas in 2023, data was collected from January to August 2023 and extrapolated linearly on this basis for 12 months.
- New relevant Scope 3 categories—such as purchased goods and services, capital goods, commuting, downstream transportation, use of sold products, and end-of-life treatment of sold products—were incorporated into 2024 emissions.

The detailed analysis of Ascom's CO_2e balance identified three key emission hotspot categories:

- **Products & Transportation**
- **Business Tavel & Commuting**
- **Energy & Buildings**

Key Emission Categories

Business travel & Commuting 26%

Total:
18,441 t CO_2e

Products & Transportation 69%

Energy & Building 5%

Extended Scope 3 emissons measurements

t CO_2e

t CO_2e/ Employee

- 3.12 EoL treatment of sold products
- 3.11 Use of sold products
- 3.9 Downstream transport
- 3.7 Commuting
- 3.6 Business travel
- 3.4 Upstream transport
- 3.3 Fuel- and energy-related activities
- 3.2 Capital goods
- 3.1 Purchased goods & services
- Scope 2
- Scope 1
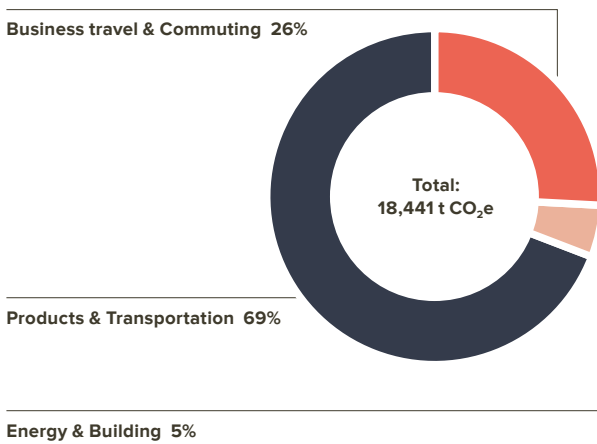
Products & Transportation
Materiality topic: Responsible & resilient supply chain
Materiality topic: Circular product design

Ascom's largest emission hotspots stem from material usage, the use-phase and end-of-life treatment of our products, as well as transport and logistics within our supply chain and capital goods. These emissions account for 69% of the total emissions in 2024.

To better understand product and transportation-related emissions and develop targeted action plans, Ascom established an internal task force comprising members from Group Supply, Research & Development, and Product Management, Quality & Regulatory and Legal.

In collaboration with an external partner, the taskforce conducted a comprehensive Life Cycle Assessment (LCA) of its most widely used device, the d63 DECT handset. The assessment followed a cradle-to-grave approach, for products sold in Germany, analyzing all phases of the product's life cycle. This included the extraction and production of raw materials, assembly of the final product, transportation, usage phase, and end-of-life treatment.

The LCA provided valuable insights into the emissions generated during hardware production, enabling Ascom to identify opportunities for improvement and implement sustainable practices. The findings revealed that 75.6% of total emissions are attributed to the production phase of the handset, with the core module, charger, and assembly process accounting for 80% of these production-related emissions. Further LCAs are also under consideration.

Currently, Ascom relies mainly on air freight, which is responsible for 90% of upstream transportation emissions, despite being only used for 46% of total transport activities. The remainder of those emissions is due to road and sea freight.

Ascom's upstream transportation are responsible for 10% of the total GHG balance. Those include the movement of goods from production facilities to end customers via the central logistics hub in Sweden. Notably, the route from manufacturers to the logistics hub accounts for 72% of these upstream transport emissions. The remaining 28% of these upstream emissions occur through fine distribution from Sweden.

Life Cycle Assessment: Contribution to the total climate impact of each life cycle phase

Others 8%
Transportation 17%
Production 75%

Upstream transport emissions

Road freight 9%
Sea freight 1%
Air freight 90%
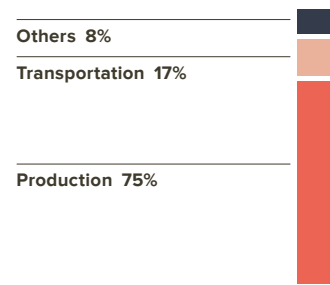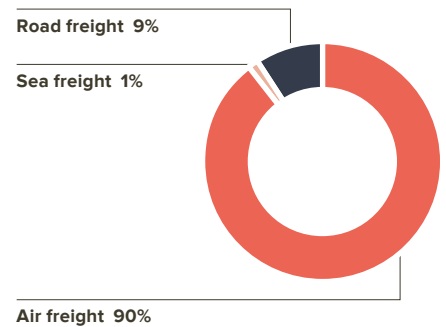
Business travel & Commuting
Materiality topic: Mobility

Business travel and commuting account in 2024 for 26% of total emissions, with business travel making up three quarters and commuting accounting for the remaining quarter. Ascom prioritizes this category not only due to its high emission impact but also to make business trips more sustainable, as they remain critical for on-site maintenance and close customer collaboration.

In 2024, Ascom already initiated activities to lower business fleet emissions. The Netherlands' business vehicle fleet is on a transformation path to becoming fully electric. In Germany, Ascom successfully conducted a test program to substitute business fleet fuel with hydrotreated vegetable oil, with region-wide implementation pending. Furthermore, Ascom introduced a new corporate travel management tool, enabling the company to accurately track CO_2e emissions for each flight and provide employees with options to book the most sustainable travel choices.

In August 2024, Ascom conducted a survey among its employees to gather data about their commuting habits. Based on their feedback, actions will now be evaluated to encourage employees to adopt more sustainable commuting practices.
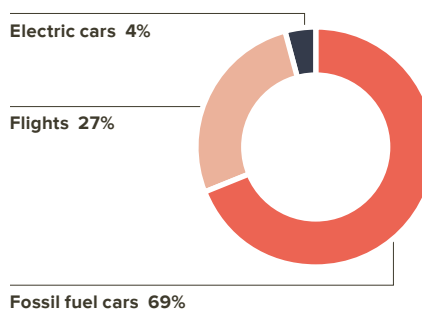
Based on these insights, Ascom is implementing the following measures.

Category	Measures	KPI	Ambition
Flight travel management	■ Limiting domestic and regional trips and encouraging virtual meetings whenever possible. ■ Require pre-approval for flights to ensure alignment with sustainability goals. ■ Set targets for each region for reducing business flight kilometers and monitor progress.	Emissions from air travel per FTE	Reduction of 30% by 2030, reduction of 50% by 2040
Fleet management	■ Transition of the company vehicle fleet to electric or hybrid models within a defined timeline. ■ Establish fuel efficiency and emissions reduction targets for the remaining non-electric vehicles. ■ Expand access to EV-chargers for fleet vehicles.	% of environmentally friendly company cars	100% environmentally friendly company cars. by 2035
Environmentally friendly commuting	■ Evaluate expanding EV charging infrastructure at Ascom facilities. ■ Subsidize public transport passes or offer tax benefits for employees who commute via sustainable methods. ■ Incorporate access to public transportation into the criteria for selecting office locations. ■ Launch employee awareness campaigns to promote carpooling and other sustainable commuting options.	Emissions from commuting per FTE	Reduction of 50% by 2040
Sustainable business trips (excl. flight travel)	■ Replace fossil-fuel-based rental vehicles or taxis with electric, hybrid, or renewable fuel-powered options. ■ Encourage employees to use trains or public transportation for business trips wherever possible.	Emissions from business trips per FTE	Reduce emissions by 90% by 2040

Share of commuting distance by transport type

Other 10%
Private vehicle (electric) 14%
Private vehicle (hybrid) 16%
Private vehicle (fuel) 60%
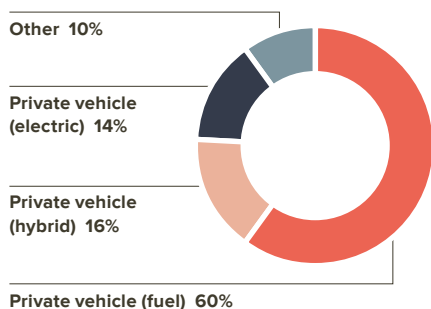
Business travel: emissions by transport type

Electric cars 4%
Flights 27%
Fossil fuel cars 69%

Sustainable value chain

Materiality topic: Responsible & resilient supply chain

Ascom is committed to strengthening its supply chain through additional measures. A robust and sustainable supply chain is vital not only for the company but also for delivering value to our customers.

The level of goods supplied to Ascom originating from Class 1 and Class 2 suppliers remains at a high level. Ascom requires all Class 1 and Class 2 suppliers, which include electronic manufacturing service (EMS) suppliers, to be certified by ISO 14001 or a similarly recognized certification. This year, class 1 and 2 suppliers accounted for 92.7% of the materials supplied by Ascom, remaining at an identical level as the year before.

Class 1 suppliers are EMS suppliers that deliver Ascom products according to Ascom specifications. Class 2 suppliers deliver components, which affects how Ascom products work, according to Ascom specifications such as displays, PCBs, plastic parts, keypads, and specific electronic components (customized electronic parts, designed electronic parts, safety critical parts and suppliers of third-party products qualified as finished medical devices).

While Ascom does not have production facilities, we actively collaborate with both current and new suppliers to improve their environmental performance, with particular attention to water and waste management. New suppliers are assessed for their environmental performance as part of our supplier evaluation process. All existing EMSs are required to actively track and monitor their electricity consumption, water use, as well as hazardous and non-hazardous waste production on a quarterly basis. Additionally, they are encouraged to take proactive steps toward enhancing sustainability.

Ascom is also CBAM-compliant and has continued to report embedded carbon emissions from products imported into the EU in 2024. The Carbon Border Adjustment Mechanism (CBAM) is an EU regulatory framework designed to mitigate carbon leakage by imposing a levy on carbon-intensive products imported into the EU. It ensures that imported goods adhere to the same carbon pricing rules as domestically produced items, thereby increasing pressure on manufacturers worldwide to adopt more sustainable production methods.

92.7%
of goods are supplied by Class 1 and Class 2 suppliers

Ascom has outlined the following measures to be implemented from 2025 onwards:

Category	Measures	KPI	Ambition
Supplier engagement	▪ Implement stricter sustainability criteria for suppliers of raw materials and components, focusing on sourcing from partners with certified science-based targets and net-zero targets.	% of supplier emissions covered by SBTs / total supplier emissions	66% by 2030, 100% by 2040
Low-carbon procurement	▪ Prioritize manufacturers with low-emission processes, energy-efficient technologies, and long-lasting products when investing in new equipment and buildings.	Emissions intensity per unit produced	50% reduction in emissions intensity by 2040

Energy & Buildings

Materiality topic: Energy efficiency

Ascom's total energy consumption within the organization (fuel, heating, and electricity) amounted to 35,636,430 megajoules (MJ) in 2024. 67% came from non-renewable sources due to the fossil fuel consumption of the Ascom fleet, which, as mentioned earlier, is being addressed as part of the mobility hotspot.
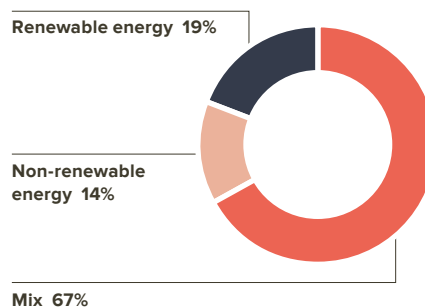
When analyzed separately, the heating and electricity consumption of Ascom buildings amounted to 11,285,347 MJ. Of this, 19% came from renewable energy sources and 14% from non-renewable sources. The largest contributor, at 67%, was mixed energy. Mixed energy refers to energy derived from a combination of sources, often including renewable, non-renewable, or unknown sources. This results in

an energy intensity of 417 Megajoules per square meter, considering electricity and heating within the organization. Heating fuels, cooling and electricity consumption for buildings account in total for 5% of Ascom's GHG emissions.

Ascom does not own most of the offices it occupies, which makes emission reductions challenging. However, we remain committed to engaging with and encouraging property owners to take the necessary steps to upgrade their buildings for improved sustainability. At Ascom's owned premises, we are already actively involved in various initiatives. A key example of this is the reopening of our fully renovated office in Gothenburg in October 2024, which now operates entirely on geothermal energy.

In line with this approach, Ascom has outlined the following measures to be implemented from 2025 onwards:

Buildings: heating and energy consumption

Renewable energy 19%

Non-renewable energy 14%

Mix 67%

Category	Measures	KPI	Ambition
Sourcing renewable electricity	■ Switch to renewable electricity by installing solar power or sourcing from the grid. If building ownership limits direct upgrades. ■ Purchase renewable electricity directly from the grid through certified suppliers. ■ Acquire renewable energy certificates (RECs) or guarantees of origin to cover electricity consumption where direct renewable sourcing is not feasible.	% of renewables of total electricity consumption	100% by 2030
Reduce energy consumption	■ Consolidate office space to improve energy efficiency by reducing heating, cooling, and lighting needs. ■ Transition to energy-efficient lighting, such as LED installations, in all office spaces. ■ Optimize temperature control by setting appropriate seasonal heating and cooling thresholds. ■ Enhance IT and data center efficiency through virtualization, server optimization, and energy-efficient hardware upgrades.	Reduction in kWh/m^2	40% reduction by 2035
Heating system upgrades	■ Partner with landlords to advocate for the replacement of fossil-based heating systems with emissions-free alternatives, such as heat pumps or district heating. ■ Develop a phased plan to align heating system upgrades with lease renewal cycles or major building renovations. ■ Switch to climate-friendly refrigerants by replacing high-GWP refrigerants with low-GWP alternatives like CO_2, ammonia, or hydrocarbons. ■ Ensure efficiency through proper maintenance and leak detection systems.	% of renewables of total heating energy	50% by 2040

5. PRODUCT

Repair & Remote services
Materiality topic: Circular product design

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Sustainable solutions not only benefit society but also deliver tangible value to our customers by reducing energy consumption and promoting recycling, leading to cost savings.

In 2024, Ascom was able to enhance its remote service even further. A total of 90.2% of tickets were resolved remotely, representing an increase of 3% compared to last year. With this, we already exceeded our target of achieving more than 90% by 2026.

Ascom's repair volume decreased by 2%, mainly due to several products reaching the end of life and the introduction of new hardware components. However, Ascom successfully continued to develop its repair services by introducing a new repair standard on several products. Ascom revised the appearance requirements in the repair process. By applying a more tolerant standard for determining which parts and covers need replacement, we avoid replacing still-functional components. This new standard allowed Ascom to save 186 tons of CO₂e in 2024.

Remote resolution rate

2024 90%

2023 87%

Looking ahead to 2025, Ascom will focus on reducing energy consumption and raw material usage in new devices. Efforts will include integrating recyclable design principles and life cycle considerations to enable the reuse of products and raw materials.

Based on these insights, Ascom is implementing the following measures.

Category	Measures	KPI	Ambition
Energy efficiency	■ Enhance product durability, reduce material usage. ■ Emissions will further decline as the global electricity grid becomes cleaner.	Average LCA emissions per product sold	80% reduction in "use of sold products" emissions by 2040
Circular economy	■ Use eco-friendly, recycled, or bio-based materials to reduce emissions from purchased goods and support a circular economy. ■ Implement programs for product return, recycling, and refurbishment to minimize disposal-related emissions.	Average LCA emissions per product sold	90% recycled or bio-based materials by 2040
Alternative fuels	■ Transition to low-emission fuels for logistics and transportation, including electric trucks, biodiesel, HVO, SAF, and increased use of ships and trains. ■ Shift transportation from trucks/air to trains/ships where possible. ■ Partner with logistics providers that use or are transitioning to low-emission fuels. ■ Offer eco-friendly transportation options for a premium, targeting customers with sustainability goals.	% of kilometers transported with alternative fuels / total kilometers transported	90% of km transported with alternative fuels by 2035

Innovation driven by customer value
Materiality topic: State-of-the-art solutions

Ascom's sustainably strategy takes climate change mitigation into account, including energy and CO_2 reduction in production and logistics, the development of innovative, sustainable, and resource-saving products, the consistent implementation of eco-design principles, and a sustainable supply chain. These efforts aim to significantly reduce greenhouse gas emissions even as the Company anticipates business growth.

Sustainability is becoming an integral part of Ascom's product design and development process. Sustainable products offer value to customers by helping them to achieve their sustainability agenda. The move from bare metal deployments to cloud operations inherently improves the use of shared resources and in turn impacting carbon footprint. The cloud-based Staff Safety Solution as an examples offers additional benefits to customers by lowering initial costs, enabling faster onboarding, reducing maintenance expenses, and providing automatic updates. With its Security Support System, Ascom also directly addressed a specific customer demand and developed a suitable solution jointly with the customer.
Ascom continues to prove the real-life value of its solutions and products through its evidence generation efforts, working together with various customers to analyze the impact of deployed solutions and products.

Secure solutions
Materiality topic: Data protection & information security

Ascom is committed to implementing and improving the highest data protection and information security standards. The Company has implemented an Information Security Management System with a global approach and is ISO/IEC 27001 certified as of 2019. In 2024, Ascom's US sites were ISO 27001 certified. Ascom is MDI and GDPR compliant. More information about information security and data protection to find on page 39 and in the Corporate Governance Report on page 77.

6. PEOPLE

Guided by our company values
Materiality topic: Value-driven company culture

In 2024, Ascom strengthened the internal anchoring of our vision, mission, and values across the organization. Ascom adheres to a responsible, value-oriented, inclusive, and people-centric corporate culture. We foster a culture of innovation and creative thinking.

Customer-focused: Focusing on our customers is always our highest priority.
Innovative: Believing that innovation and improvement always start with understanding our customers' needs.
Dedicated: Walking the extra mile to ensure that people using our products can make the best decisions possible.
Connected: Bridging information gaps to always enable customers and employees to collaborate and perform at their best.

With regional launch event activities and internal communications, we strengthened our employees' understanding of the values. Ascom's 2024 employee pulse survey, conducted throughout the Company, confirmed a high level of Ascom manager effectiveness with a score of 78% and a high connection to and application of Ascom's values in daily business with a score of 74%.

Transparent and open communication between management and employees is a core principle of Ascom's company culture. We regularly inform our employees on the execution of our strategic ambitions, achievements, and challenges.

"All-Hands Call": Ascom conducts bi-monthly internal online calls. These meetings provide a platform for the CEO and the management to share updates on strategy, customer projects, product innovation, product launches, or human resources topics. The calls offer employees a platform to directly address questions to the management. On average, more than 75% of employees attend the virtual meetings. Recordings of the sessions are made available on the intranet.

"Hello from the CEO": Ascom's CEO Nicolas Vanden Abeele, shares a bi-monthly personal video message to all employees with updates on strategic topics or business decisions. The videos are published on Ascom's intranet.

Regional communication: In addition to company-wide communication, regional managing directors engage with their teams through various events and formats tailored to local needs, fostering strong connections within the different regions. CEO townhall meetings in the regions complement the local communication between employees and management.

84% of Ascom's employees received a regular performance review in 2024. Our attrition rate at the end of 2024 was 11.50%. Compared to 2023, this rate was higher in 2024 due to forced attrition.
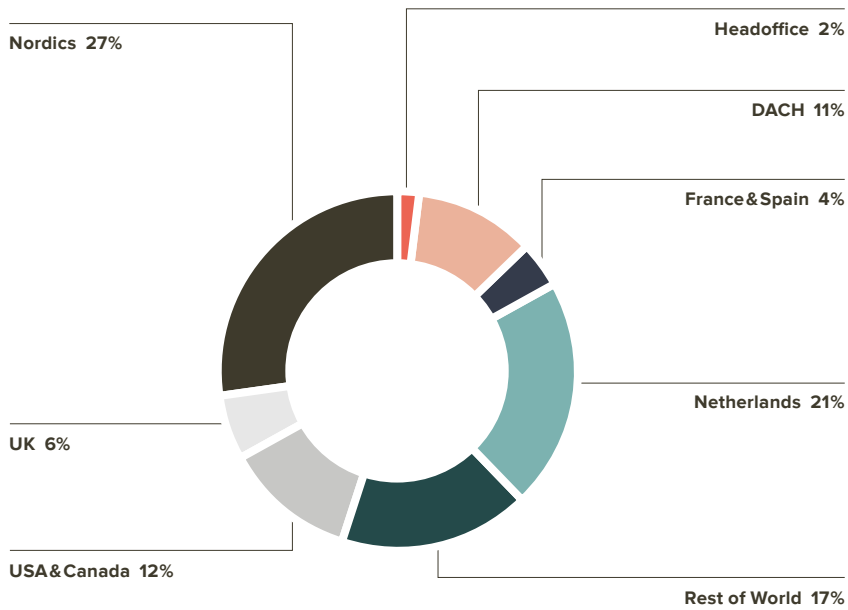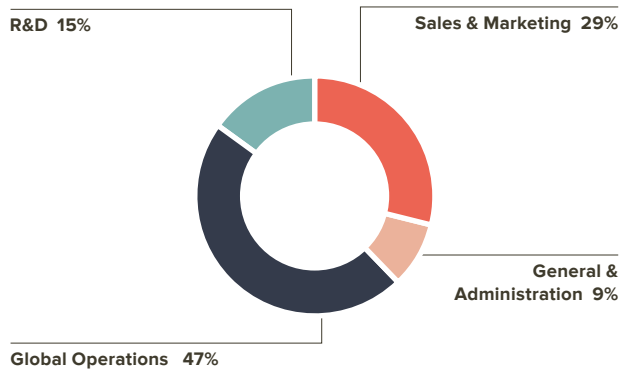
Charity
In 2024, Ascom employees participated in many impactful local charity initiatives,
- **Ascom Netherlands: 14k run for the Johan Cruyff Foundation (NL),** helping children with special needs gain access to sports activities.
- **Ascom USA: Blood donation** drive organized by Ascom US employees and **packing disaster relief kits** for the American Red Cross.
- Participation of Ascom employees at **The Muddy Angel Charity Run** in Switzerland, supporting breast cancer research.
- Fundraising activities for **Duke Children's Hospital (USA).**

74%
Employees are guided by the company values in daily business activities

11.5%
Attrition rate

Employees per region

Nordics 27%

Headoffice 2%

DACH 11%

France&Spain 4%

Netherlands 21%

Rest of World 17%

USA&Canada 12%

UK 6%

Employees by function

R&D 15%

Sales & Marketing 29%

General & Administration 9%

Global Operations 47%

Age distribution

<30 8%

>50 43%

30–50 49%
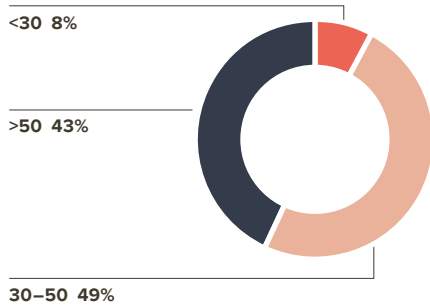
Manager age distribution

<30 1%

>50 55%

30–50 44%
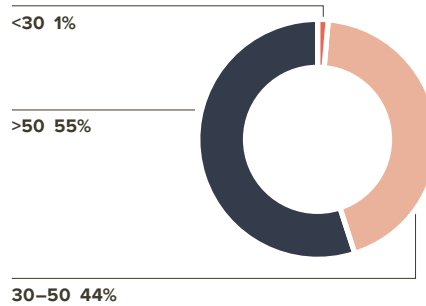
Fostering employee development
Materiality topic: Training & people development

At Ascom, we are committed to fostering employee development at all levels, ensuring our teams are well-equipped to excel in their roles and meet the dynamic challenges of the workplace. We believe that continuous learning and personal growth are crucial for fostering a culture of innovation and excellence, enhancing both customer and employee engagement.

In 2024, Ascom significantly expanded its development portfolio for employees by increasing the number of courses available on our internal Learning Management System (LMS) and introducing LinkedIn Learning. The number of LMS courses successfully completed doubled compared to 2023. Additionally, an impressive 82% of our employees enrolled in LinkedIn Learning, collectively dedicating an average of 3 hours and 20 minutes to learning. In total, they completed 2,450 courses.

Further efforts were undertaken to strengthen talent management and succession planning. A standout initiative in 2024 was the launch of the Unleashed Leadership Program, a two-year training course designed to develop Ascom's next generation of high-performing managers. The program emphasizes key competencies, such as leadership effectiveness, emotional intelligence, impactful communication, coaching, and fostering inclusive team cultures aligned with Ascom's values. Sixteen participants from various regions and global functions embarked on this journey, starting with an engaging on-site module at our headquarters in Baar. This included direct interactions with senior leaders, such as a "Breakfast with the CEO", where participants gained practical insights and engaged in open dialogue.

DIEB as a cornerstone of Ascom's culture
Materiality topic: Diverse & inclusive culture

On 31 December 2024, Ascom employed 1,415 FTEs (full-time equivalents, corresponding to a headcount of 1,455). Our employees are spread across 20 different countries. At Ascom, we see the resulting diversity of cultural backgrounds as an enrichment to our corporate culture, as well as a boost in all areas of our business activities. We believe that employees from varied cultural and educational backgrounds can foster innovation with unique perspectives, ideas, and experiences. A diverse workforce is better equipped to understand and navigate the nuances of the international market and address the needs of a global customer base.

Ascom continues to embrace the principles of diversity, inclusion, equity, and belonging (DIEB). We reject any form of discrimination based on gender, disability, ethnicity, sexual orientation, political affiliation, or religion and do not tolerate any form of harassment. Any instances of discrimination are addressed and resolved through formal procedures, and remuneration is strictly performance-based.

Embedding DIEB principles further within Ascom was a key focus in 2024. This commitment was exemplified through various initiatives:

- **Diversity Policy:** We have developed and rolled out a Diversity Policy to apply same standards and same understanding throughout Ascom.
- **Webinars:** On International Women's Day (8 March 2024), we hosted a keynote webinar featuring an external expert who highlighted the latest trends and impacts of workplace diversity. The high number of participants — almost a third of the workforce — confirmed broad-based interest of our employees in the topic.
- **Events:** Throughout the year, employees were able to join smaller company-wide events to raise awareness, such as a shared lunch to celebrate the International Day of Cultural Diversity in May 2024.

# 82%
of our employees activated LinkedIn Learning programs

2,450
training courses completed

Females in tech positions

Female 17%

Male 83%
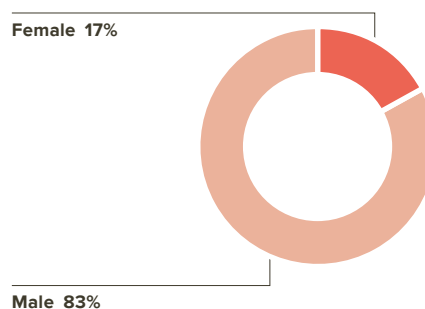
- **Training:** We enhance awareness of DIEB by offering voluntary training opportunities via LinkedIn Learning. These courses were well-received by employees, particularly those focusing on unconscious bias. Notably, nearly 80% of employees completed the first DIEB course.
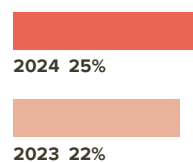
Ascom also intensified efforts to attract and promote female employees, resulting in a notable increase in the percentage of women in leadership roles, rising from 22% in 2023 to 25% in 2024. However, the percentage of women in technology roles remained steady at 17%. While this reflects the broader industry trend of a male-dominated technology workforce, we remain committed to becoming an increasingly attractive employer for women.

Prioritizing health, safety & well-being in every step
Materiality topic: Health & safety

At Ascom, we recognize that the health, safety, and well-being of our employees are essential pillars of our high-performance culture, significantly impacting our ability to deliver outstanding service to our customers. Therefore, we strive to create a safe and attractive workplace in which employees can grow and realize their full potential. We take proactive measures to prevent workplace illnesses and accidents, ensuring compliance with regional regulations and country-specific legal requirements. Our work processes are continuously evaluated to promptly identify and address potential risks. Additionally, we conduct regular analyses of workplace incidents to improve safety and prevent future occurrences.

In 2024, one of our largest offices in Gothenburg underwent a comprehensive renovation, resulting in a modern and collaborative workplace. We continue to offer a range of benefits, including flexible work arrangements that allow employees to combine remote work with office presence where applicable.

Employees have access to regularly updated local employee handbooks containing information about all relevant topics such as employment terms, mental health and safety procedures, pay and expenses, and more. This approach supports our goal of maintaining a transparent, dynamic, and supportive work environment.

Ascom continues to regularly provide employees with content for engaging initiatives to foster their well-being. For example, on 10 October 2024, World Mental Health Day, Ascom launched a 20-day "Learners Challenge" on LinkedIn Learning, focused on achieving a healthy work-life balance. A total of 1,290 employees engaged in the activity.

Regarding people-related ambitions in sustainability, Ascom has outlined the following measures to be implemented from 2025 onwards:

Females in leadership positions

2024 25%

2023 22%

Category	Measures	KPI	Ambition
DIEB	■ Focus on recruitment and promotion. Establish training programs to support inclusive work culture. ■ Embed the topic in leadership programs and provide training to enhance skills that are critical for leadership roles. ■ Review and improve hiring practices to attract a diverse workforce. ■ Create channels for feedback for more employee engagement on the topic. Regular monitoring and reporting (quarterly).	% of female leaders	30% of female leaders by 2030
Talent management, learning & development	■ Conduct employee surveys on a regular basis. ■ Clear retention goals defined and reported (quarterly). ■ Provide continuous learning opportunities. ■ Equip leaders with skills to support and retain their teams. ■ Demonstrate a strong commitment to sustainable talent development practices.	% of retention rate	90% retention rate by 2030

7. GOVERNANCE
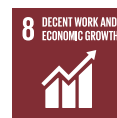
As a listed international company, Ascom is committed to clear corporate governance and transparent reporting. Ascom operates under comprehensive Group guidelines and directives, covering key areas such as Procurement, Sales, Finance, Human Resources, Legal, ICT, and Communications, and aligning with the SIX Swiss Exchange's corporate governance standards. The information published in the Corporate Governance Report on page 63 ff follows the guidelines of the SIX Swiss Exchange on corporate governance standards.

Ascom's Board of Directors consists entirely of non-executive, independent members, with two-thirds serving for not more than five years. The Board of Directors and Executive Committee are composed of people who have the necessary expertise to manage and further develop a technological company such as Ascom. All members of the Board of Directors are non-executive and independent members. No member has any significant relationship with Ascom Holding AG and its subsidiaries.

In 2024, Dr. Monika Krüsi joined the Board, replacing Dr. Andreas Schönenberger. The Board comprises 33% female members. When nominating new members, appropriate consideration is given to professional qualifications and aspects such as gender representation, international experience, education, and general background experience. See also the Corporate Governance Report 2024, page 69 ff.

Commitment to transparency
Materiality topic: Business ethics & compliance

The Ascom Code of Conduct serves as the foundation of governance, defining ten core principles, including legal compliance, anti-corruption, fair competition, data protection, and respect for the environment and human rights. These principles are mandatory for all Ascom employees and are reinforced by additional directives and guidelines. All employees complete mandatory training on the Code of Conduct. The Ascom Code of Conduct is published on our website.

Ascom competes fairly, rejecting bribery and corruption while promoting ethical business practices, respect for property rights, and social responsibility. In 2024, no fines or non-monetary sanctions for non-compliance with local or international environmental laws or regulations were imposed on Ascom.

Human rights, child labor and freedom of association

Ascom upholds the United Nations Guiding Principles on Business and Human Rights and adheres to internationally recognized standards. These principles are also required on the part of our business partners.

Ascom's Code of Conduct strictly prohibits harassment, mistreatment, and the use of forced or child labor. At all locations where Ascom operates, forced, compulsory, or child labor is prohibited. In 2024, Ascom received no indications or reports of human rights violations concerning its entities.

We support freedom of association and reserve the right to terminate contracts with partners who violate human rights. Ascom has established structures that guarantee freedom of association and the right to collective bargaining for its employees.

The 10 business conduct principles of Ascom:

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

Whistleblowing channel

Since 2013, Ascom has operated an anonymous whistleblowing hotline for reporting suspected misconduct. In 2024, 2 reported cases were successfully resolved.

Information security and data protection

Data protection and information security is one of Ascom's materiality topics. Not only regarding our products but also concerning our business activities on the whole.

Ascom has implemented an Information security management system with a global approach and is ISO/IEC 27001 certified as of 2019. This enables effective management of information security risks related to company assets, financial information, intellectual property, employee details, and information entrusted by third parties.

Ascom has compulsory training programs for all its employees that cover information security and cybersecurity good practices as well as legislative and standard requirements. We regularly execute penetration tests to identify potential external risks, and additional internal vulnerability scans and remediation are planned. In 2024, we ran an internal campaign to raise internal awareness of cybersecurity. The Legal department conducted a thorough review of our data processing activities, and as a result, a consolidated overview of processing activities across the entities within our organization has been meticulously drafted, ensuring alignment with local, national, and international data protection regulations. The overview is supported by continuous monitoring and regular updates to reflect changes in regulatory requirements or internal operations.

Engaging stakeholders

Knowing the needs of our stakeholders and engaging meaningfully with them, is a key success criterion. Their feedback helps us to implement further optimizations. We have identified four primary stakeholder groups within our sustainability frame-work: customers, employees, suppliers and partners, investors and shareholders. We engage them in identifying key material topics and maintain regular communication. Additionally, we foster open dialog with other groups, such as local communities, media, scientific communities' industry associations, civil society, and government entities, as appropriate. During 2024, Ascom did not receive any government support.

Ascom' primary stakeholder groups

Customers	We value long-term relationships with our customers. Customer satisfaction is regularly measured through various tools. The insights are reviewed with divisional management teams to drive improvements. To engage with customers, Ascom regularly invites them to fairs and exhibitions, and organizes customer events or visits. Key customer concerns in regard to sustainability are mainly related to circular product design, energy efficiency of products and solutions, and our carbon neutrality strategy — areas that are fully integrated into our material priorities. Ascom is committed to supporting our customers on their own sustainability journeys with full transparency on product data such as recyclability, energy consumption, or waste.
Employees	Open communication with employees is a core priority. We engage with them through various channels, such as the intranet, Viva Engage, bi-monthly CEO video messages or virtual bi-monthly townhall meetings. Furthermore, we conduct annualy an employee pulse survey, and every second year an Employee Satisfaction Survey. We organize regular events to foster employee engagement, build camaraderie beyond day-to-day work and to shape a culture of inclusion and equality, and raise awareness for responsibility towards our planet. For this purpose, we encourage our employees to participate in internal celebrations of the "International Day of Cultural Diversity", "International Women's Day", and World Environmental Day". To receive feedback on employee satisfaction, Ascom conducts every second year a worlwide Employee Satisfaction Survey. Every other year, the Company conducts an employee pulse survey. The results are shared with alle employees in an "All-Hands Call" meeting.
Suppliers/Partners	We collaborate closely with our suppliers and foster long-term partnerships. Regular performance reviews and exchanges occur through site visits, audits, or inspections. Regional and global supplier events provide additional opportunities for collaboration. Key sustainability priorities for suppliers include occupational health and safety, energy management, and responsible business conduct, all of which are integral to our sustainability strategy and materiality topics of Ascom.
Investors/Shareholders	Through roadshows, conferences, and individual meetings, we regularly engage investors and other financial hubs. Sustainability considerations, including carbon neutrality strategy, business ethics, compliance with regulations and long-term corporate success as added value for society have become increasingly significant for investors. These concerns are central to our material priorities and guide our ESG activities.

Bringing data to life

At Ascom, we envision a world where information seamlessly empowers decision-making, transforming operational challenges into opportunities for progress. Communication and collaboration solutions are the cornerstone of our value proposition. As a global solutions provider, we offer comprehensive, mobile workflow orchestration solutions designed to optimize processes in acute and long-term care settings, as well as enterprises. By delivering mission-critical real-time solutions for highly mobile, ad hoc, and time-sensitive environments, we enable our customers to address their most pressing operational challenges.

Our mission is clear: We bring data to life. We put the right information in the right hands at the right time and help people to make the best possible decisions. We aim to be the backbone of hospital operations, generating actionable data insights, orchestrating workflows, and enabling informed decision-making to create better outcomes for patients, caregivers, staff, customers, and partners.

This approach empowers caregivers to enhance patient and staff safety. Our strategic ambition is to become the leading enabling platform for healthcare and enterprise customers and to provide significant value to customers in terms of digitizing critical communication and collaboration and thus increase the satisfaction of staff and overall productivity while reducing operational costs.

Driven by customer needs

Ascom's portfolio includes innovative products and services designed to improve workflows and enhance operational efficiency. Ascom's solutions include Nurse Call Systems (Telecare IP, Telligence), the software suite (Digistat, Unite), mobile devices (smartphones, DECT and VoWiFI pagers) as well as services such as implementation and training, support and maintenance and consulting. Ascom's customized solutions are integrating into the customers' existing IT landscapes and ensure interoperability with existing information systems.

Healthcare solutions: Supporting healthcare professionals by making the "invisible patient" visible through advanced nurse call systems and integrated medical devices and sensors.

Enterprise solutions: Managing workforce safety and critical alarms to improve visibility and response to emergencies, ensuring proactive situation management.

Accelerating execution to growth

Prioritizing sustainable and profitable growth, will remain Ascom's key priority for the execution of our strategy and growth. We will drive growth in Nurse Call systems, medical device integration (MDI), alarm orchestration, and clinical surveillance solutions. We will scale our Staff Safety solutions and workplace safety platforms to meet the needs of mission-critical environments. Ascom's portfolio will be fully cloud-ready by the end of 2025, enabling scalability, cost efficiency, and recurring revenue growth. Further, streamlining our operations, reducing complexity, and enhancing customer experience via ERP (enterprise resource planning) rollouts and process integration remain a key strategic driver of Ascom.

Ascom's sustainably strategy takes climate change mitigation into account, including energy and CO_2 reduction in production and logistics, the development of innovative, sustainable, and resource-saving products, the consistent implementation of eco-design principles, and a sustainable supply chain. These efforts aim to significantly reduce greenhouse gas emissions even as the Company anticipates business growth.

Economic performance 2024

In a continuing challenging market environment, Ascom generated in 2024 a net revenue of CHF 286.7 million (2023: CHF 297.3 million). Revenue development showed a mixed picture. Incoming orders came to CHF 307.4 million. The order backlog stood at CHF 301.5 million as of year-end 2024 and the EBITDA margin at 7.5%. More information about Ascom's economical perforrmance in 2024 can be found in the Performance Report of the Annual Report 2024, on page 4.

We remain convinced that the market segments we operate are compelling and present growth, and that our strategy is right in terms of capturing this growth with customer-centric solutions and improved operational efficiency.

Our industry's growth trends, driven by global demand, will continue to fuel market needs for our solutions:

- Global shortages of qualified healthcare staff.
- Aging populations with growing medical needs.
- Monitoring and communication requirements to enhance staff safety.
- The digitization of healthcare workflows and workforce tasks.
- Financial pressures necessitate cost efficiency and productivity improvements.

More information about Ascom's growth ambition can be found on page 6 ff.

Ascom environmental management system

Our Environmental Management System is a framework, based on ISO 14001, that helps manage and improve Ascom's environmental performance by setting objectives and implementing actions to achieve them. The environmental policy is the key statement from top management, with a commitment to environmental protection and sustainability. This policy is communicated to all employees and stakeholders and regularly reviewed for effectiveness.

To achieve our environmental objectives, we use procedures and work instructions for which our employees are trained. Documenting results for monitoring performance, and conducting periodic reviews are to ensure the system's effectiveness.

We focus on environmental aspects of our activities, products, and services that have a significant impact and continuously improve environmental performance.

Ascom complies with EU REACH and RoHS regulations and requires suppliers to implement environmental management systems. The Environmental Management System has been harmonized with our Integrated Ascom management system including an effective quality management system and information security management system. Our key sites have been selected for certification in accordance with ISO 14001 by a notified body.

Externally certified ISO management system standards

Type of certification	Number of sites[1]	Year of initial certification
ISO 9001 – Quality management	23	2009
ISO/IEC 27001 – Information security management systems	5	2024
ISO 13485 – Medical devices – Quality management systems	7	2024
ISO 20000-1 – IT service management	1	2021

[1] Some sites are certified to several standards.

1,415
Full-time equivalents

20
Operating businesses worldwide

286.7
Net revenue in million CHF

Risk management

As a global ICT company operating in dynamic and regulated environments, Ascom is subject to various financial, operational, and sustainability-related risks. Effective risk management is a cornerstone of our corporate governance framework and an essential factor in ensuring sustainable business operations.

Ascom's risk management process integrates closely with our overall business strategy and governance framework, ensuring comprehensive identification, evaluation, mitigation, and monitoring of risks. Each year, Ascom conducts a thorough risk mapping exercise to assess the likelihood and potential impact of identified risks. These risks are evaluated from both quantitative and qualitative perspectives, considering implemented control measures and the frequency of potential occurrences.

We identify and categorize risks into four main categories: external, strategic, operational, and financial. This identification process involves a collaborative evaluation between the Executive Committee and the Board of Directors, ensuring alignment with the Company's strategic objectives.

Each identified risk is evaluated for its probability of occurrence and potential impact on both financial performance and corporate reputation. The analysis follows a four-point scale to assess frequency and severity:

- **Probability:** From (1) unlikely (less than once in five years) to (4) very frequent (more than once a year)
- **Financial impact:** From (1) marginal (less than CHF 0.5 million) to (4) critical (more than CHF 5 million).
- **Reputation impact:** From (1) no impact to (4) extremely high impact.

Risk assessments and findings are regularly reviewed by the Executive Committee and presented to the Audit Committee for evaluation and approval. This ensures transparency and alignment across the organization. Monitoring is a continuous process, with formal reviews conducted annually to incorporate emerging risks and changes in the business environment.

Further insights into Ascom's risk management framework, major corporate risks, specific measures for cyber security and data protection, and climate-related risks are available in the TCFD-Report on page 51 as well as in the Corporate Governance Report on page 63.

8. METHODOLOGY FOR CO₂e EMISSION CALCULATION

To ensure accurate reporting of greenhouse gas (GHG) emissions, Ascom has implemented refined methodologies and expanded system boundaries for its Sustainability Report 2024. This approach aligns with the ISO 14064-1 standard and the Greenhouse Gas Protocol (GHG Protocol) to maintain transparency, relevance, and accuracy in emissions accounting.

Emission factors
- Source adjustment: Emission factors from Swiss Climate AG and Sulytics AG for electricity and fossil fuels replaced those provided by the previous partner.
- Business travel: Emissions for car travel were recalculated using an emission factor based on single-occupancy travel, reflecting actual business practices. This adjustment resulted in a 60% increase in reported emissions for this category compared to the prior year.

Expansion of boundaries
- Organizational scope: The inclusion now covers all operational regions, except for the Gulf region.
- Operational scope: Expanded to encompass upstream transportation, business travel, purchased goods and services, capital goods, commuting, downstream transportation, product use, and end-of-life treatment.

Comprehensive reporting
The report measures Ascom's GHG emissions, summarizing them as CO_2 equivalents (CO_2e) covering all Kyoto Protocol gases (CO_2, CH4, N2O, HFCs, PFCs, SF6, NF3). The reporting period spans from August 2023 to July 2024, applying a consistent approach to defining system boundaries and data collection.

Principles guiding emission reporting
The GHG Protocol principles underpin Ascom's carbon footprint assessment:
- Relevance: Reflect GHG emissions accurately to meet stakeholders' decision-making needs.
- Completeness: Include all emission sources and activities within the boundary, justifying any exclusions.
- Consistency: Maintain consistent methodologies for year-to-year comparability.
- Transparency: Provide a clear audit trail and disclose methodologies, assumptions, and data sources.
- Accuracy: Strive to minimize over- or under-estimation and ensure data integrity.

Data collection and verification

Data collection is organized at global, regional, and local levels:

- Global level: Managed by the Communications & Sustainability department, which collects data on purchased goods, capital goods, upstream transport, commuting, product use, and end-of-life.
- Regional level: Designated data collectors' aggregate information on energy use, business travel, and downstream transportation.
- Local level: Site-specific data is provided by local teams and consolidated through the carbon footprint tool Sulytics.

Swiss Climate AG validates data quality and conducts plausibility checks before calculating emissions using updated conversion and emission factors. Despite improvements, data uncertainties persist, particularly for smaller sites' heating emissions and specific product categories.

Addressing data and emission factor uncertainties

Data gaps: Challenges include differentiating diesel and petrol consumption, residual mix usage of electricity, and extrapolated travel data.

Emission factors: Some electronic products required the application of proxy emission factors, such as those for computer mice, to address categorization gaps.

Continuous improvement: Ascom's efforts in commissioning life cycle assessments (LCA) for key products have significantly reduced uncertainties.

Ascom remains committed to enhancing its data collection processes and refining emission calculations to support robust sustainability management and transparent reporting.

9. GRI CONTENT INDEX

The Ascom Sustainability Report 2024 has been prepared in accordance with GRI Standards. This report applies to Universal Standards 2021, General Disclosures 2021, to 2016, 2018 and 2020 version of the Global Reporting Initiative (GRI) Standards. 2016*, 2018*, 2020*, 2021* refer to the standards, publication date, not to the date of the information contained in this report.

GRI Standard	Title	Location of content	Annual Report 2024 page	Omission
GRI 1	**Universal Standards 2021***			
	Apptlicable GRI Sector Standard	None		
GRI 2	**General Disclosures 2021***			
	The organization and its reporting practices			
2-1	Organizational details	Ascom Holding AG	160	
	Location of headquarters	Zugerstrasse 32 I CH-6340 Baar	160	
	Location of operations	Worldwide contacts	160	
	Ownership and legal form	Listed stock company, registered shares listed on SIX Swiss Exchange	55–57	
2-2	Entities included in the organization's sustainability reporting	Corporate Governance Report	64	
2-3	Reporting period, frequency and contact point	1 January 2024 – 31 December 2024 Annualy Contact	160	
2-4	Restatement of information	No restatements of information in 2024		
2-5	External assurance	No external assurance in 2024		
	Activities and workers			
2-6	Activities, value chain and other business relationships	Corporate Profile Performance Report Strategy Customer Cases Sustainability Report	Inside cover 4–5 6–15 16–19 20–3	
2-7	Employees	Company profile Sustainability Report Summary of Key Financial Data	inside cover 34–35 148	
2-8	Workers who are not employees	None		
	Governance			
2-9	Governance structure and composition	Corporate Governance Report Sustainability Report TCFD Report Sustainability Directive	63 ff 38 52–54	
2-10	Nomination and selection of highest governance body	Corporate Governance Report	69	
2-11	Chair of the highest governance body	Corporate Governance Report	70	
2-12	Role of highest governance body in overseeing the management of impacts	Corporate Governance Report Sustainability Report TCFD Report	69 38 52–53	
2-13	Delegation of responsibility for managing impacts	Corporate Governance Report Sustainability Report TCFD Report	74–76 38 52–54	
2-14	Role of the highest governance body in sustainability reporting	Sustainability Report TCFD Report Sustainability Directive	38 52	
2-15	Conflict of interest	Corporate Governance Report Code of Conduct	73	
2-16	Communication of critical concerns	Sustainability Report	39	
2-17	Collective knowledge of the highest governance body	Corporate Governance Report TCFD Report	69 52–53	

GRI Standard	Title	Location of content	Annual Report 2024 page	Omission
2-18	Evaluation of the performance of the highest governance body	Corporate Governance Report	74	
2-19	Remuneration policy	Remuneration Report	89	
2-20	Process to determine remuneration	Remuneration Report	90 ff	
2-21	Annual total compensation ratio	Remuneration Report	101	
2-22	Statement on sustainable development strategy Statement from senior decision-maker	Letter to Shareholders Sustainability Report	2 20	
2-23	Policy commitments	Sustainability Report Corporate Governance Report Remuneration Report Code of Conduct Sustainability Directive	36, 42 85 89 ff	
2-24	Embedding policy commitments	Corporate Governance Remuneration Report Sustainability Report	85 89 ff 36, 42	
2-25	Processes to remediate negative impacts	Corporate Governance Sustainabiity Report TCFD Report	76–77 26–43 51 ff	
2-26	Mechanisms for seeking advice and raising concerns	Sustainability Report Sustainability Directive	39	
2-27	Compliance with law and regulations	Corporate Governance Sustainability Report TCFD Report Sustainability Directive	63 ff 62 51	
2-28	Membership associations	None		
	Stakeholder engagement			
2-29	Approach to stakeholder engagement	Corporate Governance Report Sustainabilty Report	64, 80ff 40	
2-30	Collective Bargaining Agreement	Sustainability Report	38	

GRI 3   Material Topics 2021*

3-1	Process to determine material topics	Sustainability Report Sustainability Directive	24	
3-2	List of material topics	Sustainability Report / Materiality matrix	22, 24, 25	
3-3	Management of material topics	Sustainability Report	26–43	

GRI 200: 2016*   Economic Topics

GRI 201	**Economic Performance**			
201-1	Direct economic value generated and distributed	Shareholder Return Letter to Shareholders Performance Report Sustainability Report	Front inside cover 2 4 41	
201-2	Financial implications and other risks/opportunities due to climate change	TCFD Report	51–61	
201-3	Defined benefit plan obligations and other retirement plans	Remuneration Report	89 ff	
201-4	Financial assistance received from government	None		
GRI 202	**Market Presence**			
202-2	Proportion of senior management hired from the local community	Corporate Governance Report	79	
GRI 203	**Indirect Economic Impacts**			
203-2	Significant indirect economic impacts	Customer Cases Sustainability Report	16 ff 34–35	

GRI Standard	Title	Location of content	Annual Report 2024 page	Omission
GRI 204	**Procurement Practices**			
204-1	Logistics & Supply chain	Sustainability Report	31	
GRI 205	**Anti-Corruption**			
205-1	Operations assessed for risks related to corruption	Sustainability Report Sustainability Directive Code of Conduct	38, 39, 43	
205-2	Communication and training about anti-corruption policies and procedures	Sustainability Report Sustainability Directive	38–39	
205-3	Confirmed incidents of corruption and actions taken	None		
GRI 206	**Anti-competitive Behavior**			
206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	None		

GRI 300: 2016* Environmental Topics

GRI 301	**Materials**			
301-1	Materials used by weight or volume	Sustainability Report Sustainability Directive	29, 32	
301-2	Recycled input materials used	Sustainability Report	32	
301-3	Reclaimed products and their packaging materials	Sustainability Report	32	
GRI 302	**Energy**			
302-1	Energy consumption within the organization	Sustainability Report Sustainability Directive	31–32	
302-4	Reduction of energy consumption	Sustainability Report	26 ff	
302-5	Reductions in energy requirements of products and services	Sustainability Report Sustainability Directive	29, 32 ff	
GRI 305	**Emissions**			
305-1	Direct (Scope 1) GHG emissions	Sustainability Report	26 ff	
305-2	Energy indirect (Scope 2) GHG emissions	Sustainability Report	26 ff	
305-3	Other indirect (Scope 3) GHG emissions	Sustainability Report	26 ff	
305-4	GHG emissions intensity	Sustainability Report	26–27	
305-5	Reduction of GHG emissions	Sustainability Report Sustainability Directive	26 ff	

GRI 306: 2020* Effluents and Waste

306-1	Waste generation and significant waste-related impacts	Sustainability Report	29, 32	
306-2	Management of significant waste-related impacts	Sustainability Report Sustainability Directive	29, 32	
306-3	Waste generated	Sustainability Report Sustainability Directive	29 ff	
306-4	Waste diverted from disposal	Sustainability Report Sustainability Directive	29 ff	
306-5	Waste directed to disposal	Sustainability Report Sustainability Directive	29 ff	
GRI 307	**Environmental Compliance**			
GRI 307-1	Non-compliance with environmental laws and regulations	None		
GRI 308	**Supplier Environmental Assessment**			
308-1	New supplies that were screened using environmental criteria	Sustainabilty Report	31	

GRI Standard	Title	Location of content	Annual Report 2024 page	Omission
308-2	Negative environmental impacts in the supply chain and actions taken	Sustainability Report TCFD Report	29, 31 57	

GRI 400: 2016* Social Topics

GRI Standard	Title	Location of content	Annual Report 2024 page	Omission
GRI 401	**Employee Engagement**			
401-1	New employee hires and employee turnover	Sustainability Report	34	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Ascom complies with all local employment laws and regulations		
401-3	Parental leave	Ascom complies with all local employment laws and regulations		
GRI 402	**Labor Management**			
402-1	Minimum notice periods regarding operational changes	Ascom ensures timely communication with employees and their representatives regarding both negative and positive corporate changes		
GRI 403: 2018*	**Occupational Health and Safety**			
403-1	Occupational health and safety management system	Sustainability Report Sustainability Directive	37	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Sustainability Report	37	
403-8	Workers covered by an occupational health and safety management system	Sustainability Report	37	
GRI 404	**Training and Education**			
404-1	Average hours of training per year per employee	Sustainability Report	36	
404-2	Programs for upgrading employee skills and transition assistance programs	Sustainability Report	36, 37	
404-3	Percentage of employees receiving regular performance and career development reviews	Sustainability Report	34	
GRI 405	**Diversity and Equal Opportunity**			
405-1	Diversity of governance bodies and employees	Sustainability Report Corporate Governance Sustainability Directive	34–37 72	
GRI 406	**Non-discrimination**			
406-1	Incidents of discrimination and corrective actions taken	Sustainability Report	38–39	
GRI 407	**Freedom of Association & Collective Bargaining**			
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Sustainability Report	31, 38	
GRI 408	**Child Labor**	Sustainabiiity Report Sustainability Directive	38	
GRI 409	**Forced or Compulsory Labor**	Sustainability Directive	38	
GRI 410	**Security Practices**	Sustainabiiity Report Sustainability Directive	39	
GRI 411	**Rights of Indigenous Peoples**	Sustainability Report Sustainability Directive	36	
GRI 412	**Human Rights Assessment**	Sustainabiiity Report Sustainability Directive	38	
GRI 414	**Supplier Social Assessment**			
414-1	New suppliers that were screened using social criteria	Sustainability Report Sustainability Directive	31	
414-2	Negative social impacts in the supply chain and actions taken	None		
GRI 415	**Public Policy**	None		

GRI Standard	Title	Location of content	Annual Report 2024 page	Omission
GRI 416	**Customer Health and Safety**			
416-1	Assessment of the health and safety impacts of product and service categories	Sustainability Directive		
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	None		
GRI 417	**Marketing and Labeling**			
417-1	Requirements for product and service information and labeling	Sustainability Directive		
417-2	Incidents of non-compliance concerning product and service information and labeling	None		
417-3	Incidents of non-compliance concerning marketing communications	None		
GRI 418	**Customer Privacy**			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	None		
GRI 419	**Socioeconomic compliance**			
419-1	Non-compliance with laws and regulations in the social and economic area	Ascom did not record any relevant fines or non-monetary sanctions due to non-compliance with laws and / or regulations in the social and economic area in the reporting year.		

Sustainability Directive

https://www.ascom.com/globalassets/assets/global/corporate/documents/
sustainability/ascom-sustainability-directive-2021.pdf

Code of Conduct

https://www.ascom.com/globalassets/assets/global/corporate/documents/
corporate-governance/ascom-code-of-conduct-2021.pdf

Contacts

https://www.ascom.com/about-us/who-we-are/contact-us/

10. TCFD

Ascom is a global provider of ICT and mobile workflow solutions in the healthcare and enterprise sectors. Ascom's mission is to put the right information in the right hands at the right time so that people can make the best possible decisions. With its unique product and solution portfolio as well as its software architecture for the integration of devices and mobilization solutions, Ascom closes digital information gaps in critical situations. In this way, the Company ensures smooth, complete, and efficient workflows.

Ascom is headquartered in Baar (Switzerland), operates in 20 countries, and employs around 1,415 people worldwide.

Since 2010, Ascom has annually reported on its sustainability initiatives and achievements. The sustainability reports have always been an integral part of the Annual Report and since 2021, written in accordance with GRI standards. The Sustainability Reports comment on Ascom's commitment and progress in minimizing the impact of climate change and generating positive contributions for its stakeholders. For more information, please visit Ascom's existing disclosures in its annual and sustainability reports on https://www.ascom.com/investors/reports-and-presentations/

For 2024, Ascom is reporting for the first time on climate-related risks and opportunities according to TCFD guidelines (Task Force on Climate-related Financial Disclosures). With this, Ascom adheres to the Swiss Climate Ordinance, which recommends that companies align their climate-risk assessment with the TCFD requirements.

The present TCFD Report describes the governance and risk management processes within the Ascom Group. In addition, key figures and targets are presented to show annual developments and medium- and long-term progress in CO_2 reduction. This report also describes how Ascom identifies, assesses, and manages climate-related physical and transitional risks and opportunities.

Depending on the location, physical risks may be caused by extreme weather conditions, resulting in property damage, production interruptions, or delivery delays, either at the Company or indirectly at Ascom's customers. The probability and impact of such events may, for example, affect insurability and the level of insurance premiums, or they may also lead to cost increases due to supply bottlenecks or production stoppages. Transition risks as well as opportunities arise from the transition to a low-carbon economy, through investments in environmentally friendly and resource-efficient production facilities and products. These challenges also lead to a change in expectations among Ascom's customers and end users. All of this can affect the future economic performance of the Ascom Group.
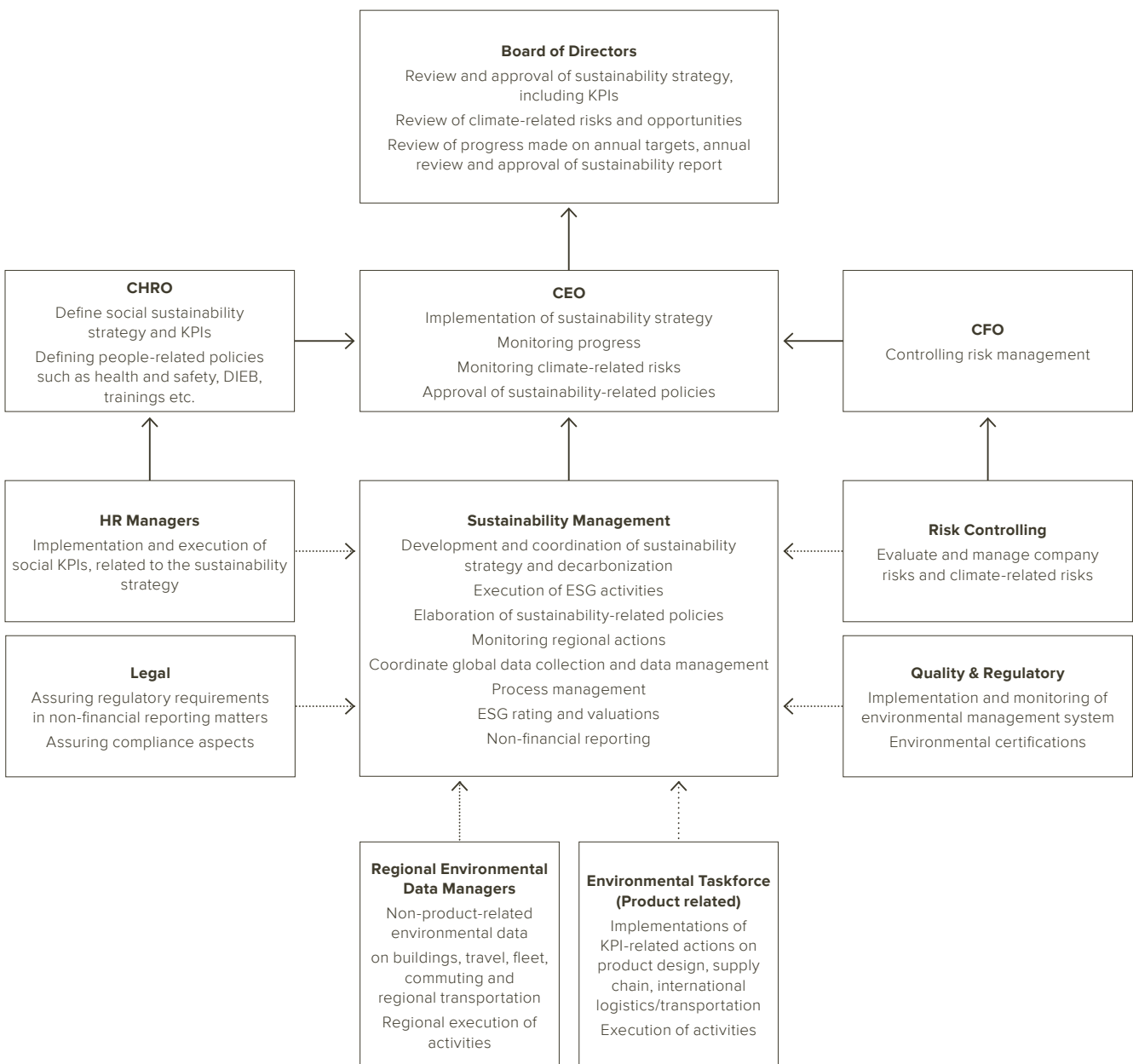
Governance

Ascom has taken responsibility in the field of sustainability for many years. In 2003, the Company communicated its Code of Ethical Business Conduct. Since publishing its first Sustainability Report back in 2010, Ascom has continually improved its holistic management approach.

Sustainability governance, including climate-related issues, is fully embedded within the Company's corporate governance framework and integrated into all strategic functions across the organization.

Organizational structure of sustainability management

Ascom's organizational structure regarding sustainability is designed with a clear allocation of tasks, competencies, and responsibilities. Climate-related topics affect all business areas at Ascom and thus must be overseen and controlled at the highest level within the organization.

Board of Directors

Review and approval of sustainability strategy, including KPIs

Review of climate-related risks and opportunities

Review of progress made on annual targets, annual review and approval of sustainability report

CHRO

Define social sustainability strategy and KPIs

Defining people-related policies such as health and safety, DIEB, trainings etc.

CEO

Implementation of sustainability strategy

Monitoring progress

Monitoring climate-related risks

Approval of sustainability-related policies

CFO

Controlling risk management

HR Managers

Implementation and execution of social KPIs, related to the sustainability strategy

Sustainability Management

Development and coordination of sustainability strategy and decarbonization

Execution of ESG activities

Elaboration of sustainability-related policies

Monitoring regional actions

Coordinate global data collection and data management

Process management

ESG rating and valuations

Non-financial reporting

Risk Controlling

Evaluate and manage company risks and climate-related risks

Legal

Assuring regulatory requirements in non-financial reporting matters

Assuring compliance aspects

Quality & Regulatory

Implementation and monitoring of environmental management system

Environmental certifications

Regional Environmental Data Managers

Non-product-related environmental data on buildings, travel, fleet, commuting and regional transportation

Regional execution of activities

Environmental Taskforce (Product related)

Implementations of KPI-related actions on product design, supply chain, international logistics/transportation

Execution of activities

Board of Directors

At Ascom, the Board of Directors has the highest level of direct responsibility for climate-related risks and opportunities. It holds ultimate responsibility and approves the Corporate Sustainability Strategy determined by the Group Executive Committee. At least twice a year, the Board of Directors is informed about ESG-related projects. The Board of Directors agrees on Ascom's climate objectives and progress, and reviews the Sustainability Report, as part of the annual report submission process. The Audit Committee nominated Dr. Monika Krüsi as main contact on the board for coordinating ESG-related activities. In 2024, the Ascom Sustainability Management together with the CEO coordinated an ESG Workshop with the Board members, Jürg Fedier and Monika Krüsi, to align KPIs and future sustainability strategies for Ascom.

Management team

While the Board of Directors oversees governance, the Executive Committee ensures the execution of the sustainability strategy and has direct oversight of the progress made against strategic goals and targets, including those that are climate related.

In 2022 the Executive Committee developed the target to become CO_2-neutral by 2040. The Executive Committee is responsible for implementing the Sustainability strategy and integrating climate considerations into the Company's overall strategy (including the CO_2 strategy as part of the Sustainability strategy). Results and achievement of objectives (KPI) are submitted to the Board of Directors for verification at least once annually. This was also the case in the reporting year 2024.

The CEO monitors progress toward corporate climate goals and conducts performance reviews regularly (in June and November) with the sustainability management team. These reviews enable the CEO to take the necessary strategic and operational measures to ensure that target achievement remains on track. The CEO also oversees budgets for climate mitigation.

The CFO conducts the annual risk assessment, including climate-related risks and opportunities. The CFO and the internal Risk Manager assesses climate risks and opportunities, documented in this TCFD Report. Human Resources, led by the CHRO, defines, implements and monitors the social responsibility initiatives and targets within Ascom's Sustainability strategy.

Quality & Regulatory on their side oversee the implementation of the Ascom environmental management system in certified Ascom business entities.

The General Secretary, as a direct report to the CEO, leads the operational development and execution of the sustainability strategy. The General Secretary is supported by the Head of Communication & Sustainability. Both meet regularly with the CEO to address ESG-related topics.

The Head of Communication & Sustainability, reporting to the General Secretary, is responsible for the coordination and implementation of sustainability initiatives such as the decarbonization, plan and for implementing measures detailed in the sustainability strategy. He tracks progress toward climate-related targets and manages value chain engagement on climate issues. Furthermore, he evaluates proposals for new actions and initiatives submitted by employees across the organization. To ensure business-wide integration of sustainability efforts, the Head of Communication & Sustainability collaborates with the nominated Environmental Data Collector in each region, as well as with representatives of various Global Functions. The responsibility of the regional data collectors is to deliver to the Group all data required for the calculation of CO_2 emissions according to GHG Protocol (Scope 1, 2, and 3). In terms of responsibility, the regions and group functions are responsible for the execution of their local or specific sustainability actions.

Environmental Taskforce

The most significant part of Ascom's CO_2 emissions is related to the manufacturing and transportation of products. The Head of Communications & Sustainability leads the Environmental Taskforce, a cross-functional working group representing Global Supply Chain, Research & Development (R&D), Service & Operations, Quality & Regulatory, Legal, and Product Management.

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                    ┌─────────────────────────────┐
                    │       Steering Board        │
                    │  CEO and 4 other EC members │
                    └─────────────────────────────┘
                          ┌──────────────────┐
                          │ Communication &  │
                          │  Sustainability  │
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Supply Chain	R&D	Service & Operations	Quality & Regulatory	Product Management
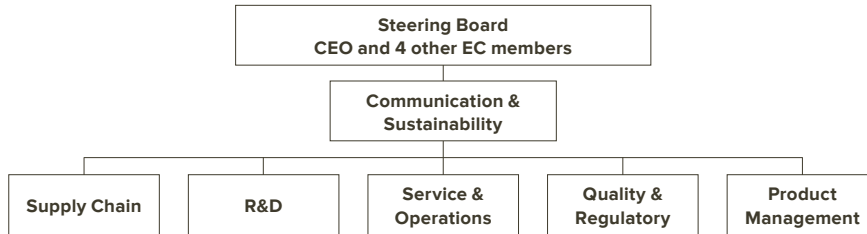
The task of this group is to elaborate a plan on how to reduce emissions on product-related aspects. Furthermore, the group guarantees in-time support for customers in ESG-related aspects such as providing product-specific data about materials used, recyclability, packaging, etc. The Environmental Taskforce meets quaterly to discuss KPIs and progress on initiatives, but also to align implementation and reduction plans.

Ascom's well-defined sustainability governance structure enables the Company to enhance sustainability across its product portfolio continually. Ascom maintains contacts, at least twice a year, with shareholders and investors, utilizing all available touchpoints to communicate its ESG strategy and climate transition plan. This ongoing dialogue allows the Company to gather feedback and, where feasible, incorporate suggestions into its ESG initiatives. The Sustainability Report serves as the foundation for these discussions, presenting the key elements of Ascom's Sustainability Strategy, ambitions, and decarbonization roadmap.

Ratings by EcoVadis, CDP (Carbon Disclosure Projects), and zRating Studies provide further sources of suggestions for Ascom, on how to continuously benchmark and improve our sustainability profile. Like in previous years, Ascom has achieved good rankings in independent corporate governance surveys. The report again allows us to understand which categories require our attention to reach higher scores. In 2024, the leading Swiss governance rating study zRating, provided by Inrate, rated Ascom in the top quarter among the Swiss listed companies, with a particularly good rating for "Sustainability and Information policy".

Strategy and climate transition path

Ascom's goal is to achieve carbon-neutral operations by 2040 and net zero by 2050. Our Sustainability strategy takes climate change mitigation into account, including energy and CO_2 reduction in production and logistics, the development of innovative, sustainable, and resource-saving products, the consistent implementation of eco-design principles, and a sustainable supply chain. These efforts aim to significantly reduce greenhouse gas emissions even as the Company anticipates business growth.

Ascom's sustainability activities are driven by the conviction that our commitment to protecting the planet and taking on social and ethical responsibility in our business activities can bring added value to our customers. Furthermore, we have the ambition to support our customers and partners in their own sustainability ambitions.

We have made significant progress over the past year towards becoming a more sustainable and responsible Company. Key accomplishments included completing a comprehensive Greenhouse Gas Balance for Scope 1, 2, and 3 emissions. Additionally, we conducted a Life Cycle Assessment (LCA) for one of our key product groups, allowing us to identify emission hotspots and providing valuable information for our efforts to effectively reduce lifecycle emissions. This initiative is complemented by ongoing advancements in product development aimed at building a circular economy, ensuring our solutions are durable, repairable, and manufactured with recyclable materials.

As we build on the progress of 2024, our focus on driving sustainability in our business is strongly defined by actions that create value for customers. These include:
Reducing CO_2 emissions: Products, mobility (business travel and transportation), and buildings (heating and electricity) are the main contributors to Ascom's CO_2 emissions.
Building a circular economy: By implementing stricter sustainability criteria for suppliers of raw materials and components and designing products that contribute to sustainable lifecycles through durability and recyclability, we will reduce the amount of waste of Ascom and our customers.

Ascom's decarbonization roadmap

Ascom is committed to reaching climate neutrality for its own operations (Scope 1 and 2) by 2040, aligning with the 1.5°C reduction pathway established by the Science Based Target Initiative (SBTi).

At the beginning of 2025, Ascom plans to start the registration and the preparatory work for the SBTi validation of our sustainability strategy and decarbonization roadmap and align our climate transition plan with the SBTi targets by 2030.

More information about Ascom's Decarbonization Roadmap, our ambitions and measures are described on pages 22 ff of this sustainability report.

Climate-related risks

Ascom is committed to identifying and mitigating both physical and transitional risks associated with climate change through the ongoing refinement of its decarbonization roadmap. We have identified potential climate-related risks that could have an impact on the Company's business, strategy, and financial planning. By TCFD requirements, a distinction is made between physical risks, which can be acute or chronic, transition risks, and climate-related opportunities.

Physical risks stem from direct climate events, such as rising average temperatures, floods, landslides, increased sea levels, or increased droughts. They include short-term acute extreme weather events as well as longer-term chronic local impacts. Physical risks classified as relevant by Ascom may have an impact on supply chains and employee health and performance, but also on production downtime or renovation of buildings. Ascom maintains property as well as a business interruption insurance to minimize existing risks.

Physical risks due to climate change

Risk (acute and chronical)	Potential impact and significance	Risk minimization	Financial impact in short to mid-term
Storms, landslides, and floods	- If suppliers' infrastructures or Ascom buildings or the supply chain (transportation) are affected: - Disruption of supply chain (production). - Disruption of communication networks because of natural disasters. - Currently, no Ascom sites, nor sites of suppliers are in the zone of risks.	- Regular assessment of acute physical risks in office buildings as part of business continuity management. - Evaluate supplier locations on weather risks and find alternative suppliers in case of high risks. - Evaluate alternative transportations options - Investments in infrastructure, such as the construction of emergency concepts for protecting the affected production plants. Property insurance including contingency losses for major suppliers.	Significant CHF 3-5 million
Rising sea levels	- Disruption of supply chain (production). - Disruption of communication networks because of natural disasters. - Main suppliers of Ascom are assessed within the scope of property insurance for any risks of natural disasters.	- Regular assessment of chronic physical risks as part of the risk management system and taking action at an early stage. - Risk reports from the insurance company. - Property insurance including contingency losses for major suppliers.	Noticeable CHF 0.5 - 3 million
Wildfires and droughts	- Disruption of supply chain (production). - Disruption of communication networks because of natural disasters. - Currently, no Ascom sites or for Ascom relevant sites of partners or manufacturers.	Regular assessment of chronic physical risks as part of the risk management system and taking action at an early stage.	Noticeable CHF 0.5 - 3 million
Heatwaves	- Disruption of supply chain (production). - Disruption of communication networks because of natural disasters. - Higher staff absence because of health issues. - Lower productivity of employees. - A higher need for cooling in Ascom buildings and data centers leads to higher costs. - Higher production costs are due to higher fixed costs for facility cooling.	Paying attention to ecological cooling systems in new buildings or building renovations.	Noticeable CHF 0.5 - 3 million

Transitional risks are business-related risks that follow societal and economic shifts toward a low-carbon and more climate-friendly future. These risks can include policy and regulatory risks, technological risks, market risks, reputational risks, and legal risks. Ascom sees the following issues as relevant climate-related transition risks: a lack of or exaggerated communication regarding climate protection (risk of "greenwashing"), failure to achieve sustainability targets or implement climate protection measures, an introduction/extension of the CO_2 tax for companies or eco-design regulations and a change in customer purchasing behavior.

On the other hand, Ascom also recognizes opportunities in connection with climate change: rising demand for sustainable, energy-efficient products, changing consumer preferences regarding greater sustainability, and opportunities for new business models (remote services, etc.).

The following table outlines the primary climate-related risks assessed by Ascom, which might impact the business activities.

Transitional risks due to climate change

Risk	Potential impact and significations for Ascom	Risk minimization	Financial impact in short to mid-term
Stricter regulatory requirements on reporting	Increase of operational costs: • Due to higher reporting efforts increased compliance costs or penalties for non-compliance. • Increased CO_2 taxes on fossil combustibles and fuel costs. • To achieve governmental sustainability goals, governments require public organizations such as hospitals to require high ESG standards from partners. Most Ascom clients belong to the public sector.	Further implementation of the comprehensive CO2 strategy: (i) implementation of measures for saving energy, heat recovery, and increasing efficiency in the plants, increasing the share of green electricity, and replacing heating systems using fossil fuels and energy-intensive technologies.	Noticeable CHF 0.5 - 3 million
Stricter regulatory requirements on eco-designs products	Higher Innovation costs, higher product development costs. Use of alternative materials and technologies that are more costly. • Lost market share due to competitive disadvantages or due to higher product price. • Lower profitability due to higher operational costs.	• Reducing energy consumption of devices and software. • Consistent development of products according to the eco-design principle. • Identification of ways in which to close internal material cycles and make production waste useful as secondary materials. • Increasing the share of recycled materials in production.	Significant CHF 3-5 million
Failure to achieve a reduction in ESG impact and to take environmental responsibility	Reputational risk: • Loss of customers affects customer loyalty and investor confidence. • Loss of employees. Ascom is perceived as a brand that takes no responsibility or accountability in relation to climate protection. Our communication approach to climate protection is exaggerated and perceived as "greenwashing".	• Keeping realistic KPIs. • Monitoring achievements. • Transparency in communication • Define ESG activities that keep business value in mind. • Commit to standards and reduction (GRI, SBTi, CDP).	Noticeable CHF 0.5 - 3 million
Ascom's offering less effectively fulfills market needs for environmental products than competitors	• Loss of market shares because Ascom recognizes new customer expectations or new trends too late and cannot meet them.	• Invest in more energy-efficient products • Increase recyclability of products. • Regular assessment of market risks as part of the risk management system. • Consistent development of products according to the eco-design principle.	Significant CHF 3-5 million
Supply chain sustainability: Ensuring that the supply chain for hardware and software components adheres to sustainable and ethical practices can be a positive contribution	A new supply chain may lead to higher operational costs in the supply chain and investments in bigger inventory. Dependence on connectivity: • Dependency on network connectivity can pose risks in case of disruptions, potentially affecting the delivery of healthcare services.	• Regular analysis and optimization of the sustainability impact fo transportations. • Analyse increased inventories to reduce the number of transportations. • Analsye alternative, sustainable means and fuels for transportation.	Noticeable CHF 0.5 - 3 million
Low-emissions sources of energy	Additional costs for buying renewable energy sources for buildings, or for fleet.	• Minimize the use of energy for buildings • Increase remote services to reduce business trips.	Noticeable CHF 0.5 - 3 million
Increased insurance costs	As climate risks grow, insurers may raise premiums or reduce coverage for companies operating in vulnerable areas or sectors.	Yearly review of existing insurance contracts and market comparison for alternatives.	Marginal Lower CHF 0.5 million
Reduced capital availability	Only with a strong ESG profile compared to industry benchmarks can investments be attracted.	• Keep an ambitious but realistic ESG transition plan. • Communicate transparently • Compared to benchmark • Keeping ESG efforts linked to customer value and needs.	Noticeable CHF 0.5 - 3 million

Strategic elements to respond to climate-related risks on Ascom's business

The identified climate-related risks validate Ascom's strategic focus areas and highlight the need for further action. Ascom is committed to developing high-quality products and solutions that respond to market trends and that support our customers on their journey to reduce emissions.

One core element to managing climate-related risks is our focus on reducing the emissions of our products. Part of this is the use of components that support Ascom's repairing offers and thereby prolong the lifetime of our products. This not only saves costs for the customer but also reduces the waste of materials.

Ascom's extensive and reliable supplier network, along with the expertise of its procurement teams, has proven invaluable. The Company has begun encouraging suppliers to offer more sustainable alternatives, either as replacements of existing materials or for the use of alternative components. At the same time, more environmentally friendly means of transportation have been implemented, mainly shifting from plane to boat.

Ascom is also committed to developing further its profile in ESG as an employer. We are committed to profiling our Company as an environmentally and socially engaged company with a meaningful purpose. With our focus on DIEB and on people development with training and learning programs, we are convinced that we provide our employees values that are relevant to them, that increase their engagement, and help to attract talents. A high retention rate of employees reduces recruiting costs and avoids know-how drainage.

In 2025, Ascom will start registering for the Science-Based-Target Initiative and preparing for its validation. With this, we commit to a significant reduction of emissions in the short- and mid-term and underline our ambitions to enhance customer value with environmentally friendly solutions, to reduce environmental impact, and to assume social responsibility.

Climate-related opportunities

Together with the Risk Management Department, Ascom also identified climate-related opportunities with a potential substantive financial or strategic impact on its business. Stricter environmental rules and regulations – particularly in terms of energy, and greater environmental awareness among customers in general are creating additional demand for durable products that increase efficient workflows and resources. Similarly, there will also be an increasing demand on the market for products that can be repaired.

Opportunities	Potential impact	Significations for Ascom	Financial impact short to mid-term
Customer preferences: market shift to sustainable products	Increased demand for energy-efficient devices. And the replacement of old devices with new ones.	Replacement of certain components can even increase the reparability of our products and prolong their life cycle.	Significant
Digital Transformation: market need for remote patient monitoring	Implementing digital solutions can lead to more efficient healthcare processes, reducing paperwork and administrative overhead.	New business opportunities: Ascom provides various products to support remote patient monitoring. In our product development, we focus on solutions in this area, also in view of staff shortage.	Noticeable
Increasing demand for repair services	Change in Customer request: To improve their own Emission Balance, customers reduce their waste. They try to prolong the lifetime of their products.	New business opportunities: Higher demand of customers for repair service. The replacement of certain components can even increase the reparability of our products and prolong their life cycle.	Noticeable
Optimized costs due to alternative sourcing	Sourcing alternatives for components that are more environmentally friendly (less energy-consuming or more easily recyclable) can lead to lower costs. More environmentally friendly transportation.	New components may offer the potential for cost reductions. The same for alternative ways of transportation from plain to ship.	Marginale
Resource substitute or diversification	The shift to new means of transportation that takes more time requires a bigger and more decentralized stock of material.	The diversification of stock material in different locations reduces cluster risk and increases flexibility in cases of natural disasters on production sites or transportation.	Noticeable
Customer partnerships become more influenced by the common ESG journey	Demand from investors in line with the EU taxonomy increases investments in companies with sustainable products.	Strengthened customer relations: Ascom is focusing on ESG Activities that provide customer value.	Noticeable
Capital availability		Ascom's ESG commitment especially regarding environmentally friendly products and repair services increases attractiveness for investors.	Significant

Strategic elements to enhance climate-related opportunities for Ascom

To achieve climate neutrality by 2040, Ascom is committed to enhancing efficiency and increasing revenue without escalating its environmental footprint. Investing in renewable energy procurement, alternative means of transportation and in evaluating environmentally friendly materials and components will be a focus of Ascom in the years to come.

The strategy's focus on sustainable products is particularly important in minimizing future climate-related risks for Ascom and utilizing opportunities to their full potential.

Ascom's Materiality Matrix therefore lists four product-related materialities:
- Circular product design
- Highly reliable and state-of-the-art product design
- Energy efficiency for products and solutions
- Data production and information security

The development of innovative, durable products with exceptional quality and design is pivotal for Ascom. Eco-design principles offer opportunities for developing innovative products. These principles focus on optimizing the environmental performance of products without compromising their functionality. By incorporating eco-design, Ascom can reduce material usage, minimize process-related waste, and adopt reusable or recyclable packaging and products, all while considering social benefits and economic efficiency.

The shift toward digitalization in the health industry to increase staff productivity and remote monitoring and care presents a significant opportunity for Ascom, which aims to expand its portfolio of components and products tailored to emerging market needs.

Risk management

As a globally active company, Ascom is exposed to a variety of financial and non-financial risks that are directly related to our business activities. Risk management is therefore integrated into the general risk and control framework of the business processes.

The Company's structured risk management framework categorizes risks into four main areas: strategic, operational, financial, and compliance. The risks identified by Ascom are based on an annual risk mapping analysis and are analyzed in terms of probability of occurrence and potential impact. Where possible and appropriate, the consequences of the identified risks are quantified, considering the frequency of impact and the measures already implemented, otherwise a qualitative assessment is used.

Once risks are identified and assessed, it is the responsibility of business area leaders to design and implement mitigation strategies to minimize both the likelihood of occurrence and potential impact. They are requested to provide regular updates to the Executive Committee and document their findings. The effectiveness of the measures is monitored as part of the ongoing risk management process and factored into future evaluations.

To maintain business continuity, risks are continuously identified and assessed across all operations centrally by the group's finance department to ensure an objective assessment. The Executive Committee reviews the Group-wide risk assessment and defines suitable risk mitigation measures.

Risk consolidation and annual reporting to the Board are coordinated by the CFO, while the ultimate responsibility for assessing risks resides with the Board of Directors.

Further information on the overall risk management process is provided in the Sustainability Report 2024 on page 43, in the Corporate Governance Report 2024 on page 77, and in the notes to the consolidated financial statements on pages 138.

Key figures and targets

Ascom provides key performance indicators and objectives related to sustainability and greenhouse gas (GHG) emissions within the Ascom Sustainability Report 2024. Information on Ascom's climate-related metrics and targets is available in the "Ascom's Key Ambitions and KPIs" (page 22) as well as in the sections "Planet" and "Products" of the report on page 22-33.

Greenhouse gas emissions

In 2024, Ascom focused on completing a comprehensive CO_2e balance with detailed reporting on Scope 1, 2, and 3 emissions. The company refined the environmental data collection process, conducting a Life Cycle Assessment on the d63 DECT handset to get more details about our product emissions and analyzing the results to evaluate Ascom's emission hotspots and net zero strategy with a reduction roadmap.

Ascom's total CO_2e emissions in 2024 is 18,441 tCO_2e. This resulted in an intensity of 12.49 tCO_2e per employee. Compared to 2023, Ascom did some methodological adjustments, primarily driven by the expansion of system boundaries: the scope of data collection was broadened to include upstream transportation and business travel, and new relevant Scope 3 categories—such as purchased goods and services, capital goods, commuting, downstream transportation, use of sold products, and end-of-life treatment of sold products—were incorporated into this year's calculations. Moreover, the emission factors used for calculations were re-evaluated, resulting in higher but more accurate emissions data. These methodological changes explain the increased from 4,801 tCO_2e in 2023 to the total CO_2e emissions reported for 2024.

All details on Ascom's greenhouse gas emission balance are documented in the Sustainability Report 2024. Based on the CO_2 emission balance, Ascom has defined three hotspots, as main sources of emissions: products & procurement, mobility & transport, buildings & energy. For each hotspot, Ascom has selected specific actions to efficiently reduce emissions and defined the key performance indicator (KPI) to be achieved by 2030. The reduction targets as well as the description of the specific actions can be found in the Ascom Sustainability Report 2024 on page 26 ff.

Integration of ESG and climate-related metrics in remuneration

Today, Ascom has not integrated ESG or climate-related performance metrics into the remuneration schemes yet. For further information, please refer to page 90 of the Remuneration Report in the Annual Report 2024.

11. GENERAL NOTE

Regulatory basis

The Ascom Sustainability Report 2024 has been prepared

- in accordance with Art. 964 CO ff "Reporting on non-financial matters" and the Federal Ordinance "Reporting on climate matters".
- in accordance with the GRI Standards. This report applies to the Universal Standards 2021, General Disclosures 2021, and the 2016, 2018, and 2020 version of the Global Reporting Initiative (GRI) Standards.

This Sustainability Report 2024 is based on rules and regulations to be followed as set out in:

- the Swiss Code of Obligations
- the Ordinance on Climate Disclosures
- the Articles of Association of Ascom Holding AG (dated 18 April 2023)
- the Organizational Regulations of Ascom Holding AG (dated 19 January 2022)
- the Ascom Code of Ethical Business Conduct (dated 1 January 2021)
- the GRI Standards

Sources of the greenhouse gas emission factors

In the Greenhouse Gas accounting 2024, emission factors from the following institutions (amongst others) were used:

- Federal Office for the Environment (CH)
- Department for Environment, Food and Rural Affairs (UK)
- Carbon Footprint Ltd.
- Verein mobitool

The organizational boundaries of the 2024 GHG footprint were determined using the financial control consolidation approach by the GHG Protocol. All relevant greenhouse gases are included, i.e. in addition to carbon dioxide (CO_2), methane (CH_4), nitrous oxide (N_2O), sulfur hexafluoride (SF_6), nitrogen trifluoride (NF_3), hydrofluorocarbons (HFCs), and perfluorocarbons (PFCs), and are shown in CO_2 equivalents (CO_2e).

Approval of the Board of Directors

The Board of Directors of Ascom Holding AG approved this Sustainability Report (Report on Non-Financial Matters) according to Art. 964a ff. Swiss Code of Obligations on 3 March 2025.

Disclaimer

The content of this Sustainability Report has been developed based on current information, estimates, beliefs and assumptions. Ascom does not undertake to update any such statements, information or data contained in this content, nor to inform the reader if any statements, data, or information contained herein change in future. The information and data in this content have not been audited or assured. Some of the information and data in this content may have been obtained from public, internal or other third-party sources.

This Sustainability Report contains forward-looking statements relating to Ascom. Because these forward-looking statements are subject to risks and uncertainties, the reader is cautioned that actual future results may differ from those expressed in or implied by the statements, which constitute projections of possible developments. All forward-looking statements are based only on data available to Ascom at the time of preparing the Sustainability Report.