



FAQ: Mobile Aid Business collection campaign

Questions	Answers
Idea behind the collection campaign	<p>For the environment: This campaign allows employees to dispose of the old devices they are no longer using, thereby making a contribution to environmental protection and social engagement. The devices are sorted by a social enterprise. If they are in working order, they are refurbished for resale. In this way, they are granted a second lease on life.</p> <p>Doing good: Profits from the sale of the old, working devices go to SOS Children's Villages (after deduction of the expenses incurred by the social enterprise that sorts and prepares the handsets). As a result, two good causes are supported at once: individuals at the Swiss social enterprise are offered professional prospects, and SOS Children's Villages provides family support programmes and hence a future for children.</p>
How does the collection campaign work in detail?	<ol style="list-style-type: none">1) Alongside SOS Children's Villages and Swisscom, old devices that are no longer being used (incl. any accessories/chargers) are collected at the participating company for a set time period. During this time, employees can deposit devices in the Mobile Aid Boxes located at one or several locations. They are determined and communicated by the customer in advance.2) Following the collection campaign, the Mobile Aid Boxes are collected and counted by a Swisscom logistics partner. The company is informed of the numbers collected.3) The devices are then transferred to the social enterprise Réalise in Switzerland, where they are sorted and carefully prepared for resale. All personal data is deleted in the process.4) The functioning devices are resold on the international market for second-hand mobile phones.5) Defective devices are disposed of in Switzerland in an environmentally friendly manner by a recycling partner licensed by Swisscom.6) Profits from sales and recycling are used for projects run by SOS Children's Villages. Neither Swisscom nor the partner company receives any profit from the campaign.
When and where can I donate my old mobile phone for the collection campaign?	The collection campaign runs for a time period defined with the participating company. During this period, the Swisscom Mobile Aid Box is set up on the company's premises.
How is my data deleted?	It is recommended that people donating mobile phones reset their devices to "factory settings" before donating them. The data on all devices is reset during the triage process for reclaiming restorable devices, and any user data that is found is deleted.
How are the devices recycled?	Devices that are not working are sent to raw materials recycling. Within the context of the Mobile Aid Business programme, Swisscom works with the company SOREC. SOREC is a Swiss recycling firm that



	recycles old electronic devices in line with the Swisscom Recycling directives.
Who is responsible for resale?	The company Recommerce, a Swisscom partner, sells the devices that are still usable.
Who is responsible for overhauling the devices?	The handsets that are collected are sorted by the social enterprise Réalise and prepared for resale.
How and when will I be informed of the collection campaign's success?	Swisscom ensures that the devices collected during the campaign are counted and reports the results of the collection campaign to the participating company. The financial proceeds per collection campaign are not determined, as the devices are processed (triage, deletion, sale) alongside other Mobile Aid devices collection programmes. Experience gained during the Mobile Aid programme shows that each device collected provides an average of five meals or one day of schooling for children in SOS Children's Villages.
What happens with the profits?	Profits (after deduction of the expenses incurred by the social enterprise) are donated to SOS Children's Villages. Swisscom pays the costs for marketing, logistics, etc.
How and when does Swisscom transfer the profits from the collection campaign to SOS Children's Villages?	Swisscom transfers the net profits from the Mobile Aid Business programme to SOS Children's Villages annually.
How can I personally support SOS Children's Villages?	Support options can be found at www.sos-kinderdorf.ch/unternehmen . For instance, you can opt to become an SOS Children's Villages partner. All partnership models offering added value for the company and its stakeholders, as well as other donation options, are listed.
How is the collection box secured?	The collection boxes (Mobile Aid Boxes) are secured against spontaneous attacks (e.g. theft) using a combination lock. However, the collection boxes are not designed for unsupervised use. For that reason, the participating company undertakes to use the boxes only in supervised areas (e.g. reception area, access only with identification) and to lock them away securely at night, if necessary.
What added value do companies gain from participating in this campaign?	Thanks to the collection campaign, the company provides a future for children within projects run by SOS Children's Villages. Through a collection campaign, the employees of the participating company can play an active part in their employer's social engagement. The campaign has a positive effect on image.