

ESG Report

2025



syniverse®



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About this report

Syniverse's Environmental, Social, and Governance (ESG) Report for 2025 captures our ongoing journey toward ESG excellence, highlighting key advancements and the contributions we've made in service to our stakeholders.

The Syniverse 2025 ESG Report reflects our steadfast commitment to advancing ESG excellence and creating lasting value for our stakeholders. Guided by the belief that responsible business practices are fundamental to both stakeholder trust and sustainable growth, this report details our achievements in 2024. Notable milestones include a downward trend in carbon emissions, continued investment in people and cultural initiatives, and the ongoing refinement of governance frameworks to uphold the highest standards of ethics, transparency, and operational excellence. Through these efforts, Syniverse reaffirms its dedication to responsible leadership and positive societal impact.

OVERVIEW

Our Approach

We have organized our disclosures around our RISE Program (Responsibility, Inclusivity, Service, Environmental), guided by insights from our material sustainability topics. Through close collaboration with our stakeholders, we have identified the key risks and opportunities that affect both our business and those we serve. Addressing these risks and leveraging these opportunities are fundamental to our strategy, sustainability efforts, and overall performance.

Commitment to Transparency

Transparency and consistency are fundamental to our reporting practices. We published our inaugural ESG report in January 2022. Since 2013, we have partnered with EcoVadis, an independent rating platform, to assess our environmental performance in comparison to similar organizations. Since 2011, we have diligently tracked and reported our energy consumption, carbon emissions, and efforts to combat climate change through submissions to the Carbon Disclosure Project (CDP).

Holistic ESG Approach

We continue to frame our approach through our RISE program, which expands the scope of our sustainability initiatives. RISE is our sustainability framework, encompassing responsibility, inclusivity, service integrity, and environmental performance. It reflects our commitment to a holistic approach, building trust with stakeholders, fostering a positive and diverse workplace, ensuring ethical and reliable service delivery, and minimizing negative impacts on the environment.

Supplier Engagement

Demonstrating our unwavering commitment to positive societal impact, Syniverse conducts comprehensive evaluations of both our operations and those of our suppliers. Each year, we transparently report our greenhouse gas (GHG) emissions – including those of our suppliers – through the Carbon Disclosure Project (CDP), a leading global platform dedicated to advancing environmental transparency and accountability. Our proactive engagement with suppliers, underpinned by our Supplier Code of Conduct, ensures the adoption of responsible ESG practices and drives continuous improvement in reducing GHG emissions across our value chain.

As we navigate an evolving landscape of environmental, social, and governance challenges and opportunities, we remain steadfast in our commitment to transparency, accountability, and delivering meaningful, measurable impact. We value the insights and perspectives of our stakeholders. Contact us at esg@syniverse.com.



OVERVIEW

About Syniverse

Syniverse is a communications technology company that seamlessly connects the world's multiplying networks, enterprises, and smart devices.

At Syniverse, we believe every industry, every business, every home, and every person should be equally empowered by our promise of accelerating an intelligently connected world.

Supporting a truly digital society is the core of our business — enabling connectivity is the reason we exist. Our unmatched global infrastructure, communications platform capabilities, and secure message routing provide safe, reliable, and secure connectivity anywhere, at any time.

As a result, we increase global participation in the digital landscape. Our impact grows every day as we help to level the playing field for those in less developed areas and keep more connected areas running seamlessly.

Our products and services encompass messaging and mobility solutions that support mobile network operators and enterprises across various verticals and geographies. We connect people and things globally through the Internet of Things (IoT) and mobile devices across every industry, region, and circumstance, ensuring people can reach one another and businesses can reach their customers and employees for any reason, big or small. Syniverse has the industry's only complete and fully integrated product line to implement transformational technologies, including 3G to VoLTE roaming, 5G roaming, 5G messaging, private wireless networks, and IoT connectivity. Our products and services encompass messaging and mobility solutions that support mobile network operators and enterprises across various verticals and geographies.

→↙ **9.5 Exabits**
of data transferred

▷ **1 Trillion+** messages delivered

8.5 Billion mobile devices connected globally

((A)) **820+** mobile operators connected

🌐 **Global reach**



OVERVIEW

Our Values

Our company values are embedded in everything we do. They foster a cohesive environment, aligning our efforts to achieve our business objectives collectively. Our values include:

Debate, decide, do

We encourage healthy debate to arrive at a clear and actionable path forward. We rally around decisions and commit to making our ideas a reality.

Lead with yes

We tackle challenges as a team and find simple solutions we can execute efficiently. We're confident we can find a creative solution to overcome any obstacle.

Seek to understand

We strive to understand our customers, partners, and fellow employees. Our focus on their diverse experiences leads to truly innovative and transformative approaches.

Think ahead, move fast

We approach problems as opportunities and anticipate challenges before they arise. We foster the agility needed to adapt quickly and move ahead with solutions.

Reimagine the possibilities

We never settle; we take risks and learn from failure. Our drive fuels growth, inspires better customer experiences, and creates a more inclusive, sustainable future.

OVERVIEW

ESG Highlights

Environmental

59%

Reduction in Scope 1, 2, and 3 emissions over ten years (2015–2024)

74%

Reduction in Scope 1 and 2 emissions over ten years (2015–2024)

33%

Reduction in Scope 3 emissions over ten years (2015–2024)

2%

Increase in overall 2024 emissions (Scope 1, 2, and 3) vs. 2023

Social



Dedicated additional focus on connecting internal stakeholders from all cultures across the globe



Committed internal funds to support the Employee Association (EA), in turn positively impacting local communities in which Syniverse employees are based



Increased overall Volunteer Time Off used (1,343 hours) by nearly 46% over 2023 totals (919 hours)



Active Employee Association participation in all Syniverse geographic locations (10 global offices) and through virtual engagement for remote employees

Governance

Achieved 100% compliance in 2024 with:

- Employee training requirements for anti-corruption/anti-bribery training
- Annual review and acknowledgment of the employee Code of Conduct
- Employee Security Training

Acceptance of Syniverse supplier Code of Conduct by all onboarded vendors

Achieved a Net Promoter Score (NPS) of 55 in 2024



Rated #1 vendor in multiple mobile technology categories

52%

Reduction in annual voluntary employee turnover compared to 2023

95%

Overall customer experience rating in 2024

OVERVIEW

Letter from the CEO



Andrew Davies
Chief Executive Officer,
Syniverse

With our fifth annual Environmental, Social, and Governance (ESG) Report, I am proud to share the significant strides we have made in our commitment to responsible business practices, none of which would be possible without the continued dedication of our global Syniverse team.

As the world's most connected company®, we recognize that our connections extend beyond our business operations to the communities we serve, the environment we strive to protect, and the governance principles that are at the core of our culture and inform our business decisions.

The annual report focuses on three areas: Environmental Stewardship, Social Responsibility, and Governance Excellence. I'm pleased to share the following highlights:

Environmental Stewardship

In 2024, we achieved an 11% reduction in Scope 1 and 2 emissions compared to the prior year, marking a 74% decrease over the past decade. While overall emissions saw a slight 2.3% increase due to the high demand in political traffic during the 2024 US election process, we remain focused on progress, having reduced Scope 3 emissions by 33% since 2015. We responsibly disposed of 22.5 metric tons of e-waste, ensuring 100% ethical processing through certified partners. Our ongoing ESG reporting, disclosed through CDP and EcoVadis, demonstrates our commitment to transparency and long-term sustainability. Notably, I'm proud to share that our employees continue to embrace initiatives such as Earth Month, with significant participation.

Social Responsibility

We have deepened our focus on connecting colleagues across cultures and geographies, supporting our Employee Association with additional resources to positively impact our communities. Overall, VTO usage grew by nearly 46%, with 1,343 hours dedicated to service. Employee Association participation now spans all our global offices and includes robust virtual engagement for remote staff.

Governance Excellence

In 2024, we achieved 100% compliance with anti-corruption and anti-bribery training, along with universal acknowledgment of our Code of Conduct. All new vendors have accepted our Supplier Code of Conduct, reinforcing our ethical standards. Most notably, voluntary employee turnover dropped by 52%, reflecting our employees' strong commitment to our company and vision, and underscoring the positive, engaging culture we've built together. We earned a Net Promoter Score of 55, a 95% customer experience rating, and recognition as the #1 vendor in multiple mobile technology categories.

These accomplishments are a testament to our collective dedication to sustainability, integrity, and excellence.

Sincerely,

A handwritten signature in dark ink that reads "Andrew Davies". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

OVERVIEW

Governance of Sustainability



Kevin Beebe
Director and Chair
of the Nominating
and Corporate
Governance
Committee

In an industry defined by constant innovation and global reach, Syniverse remains committed to our ESG principles. This report highlights our progress in cultivating a culture of responsibility, transparency, and sustainable impact. These foundations not only strengthen Syniverse but also help build a more connected and inclusive future for all.

Board of Directors and Primary Stakeholders

The Carlyle Group, a global investment firm that gained a controlling interest through its Carlyle Partners V L.P. fund in 2011, is the majority owner of Syniverse. In 2022, Twilio, Inc. acquired a minority stake in the company. Both The Carlyle Group and Twilio currently have representatives serving on the Syniverse Board of Directors, which oversees the company's strategic direction and execution, with a strong focus on sustainability and environmental responsibility.

James A. Attwood, Jr., Chairman of the Board, brings extensive experience in the telecommunications, media, and technology sectors. Currently a Senior Advisor at The Carlyle Group, Attwood has led significant investment activities in these industries since joining Carlyle in 2000. His previous roles include Executive Vice President for Strategy, Development, and Planning at Verizon Communications, where he managed strategic planning, alliances, and M&A activities, as well as over a decade as an investment banker at Goldman, Sachs & Co. in both New York and Tokyo.

OVERVIEW

Governance of Sustainability

Board Committees

Audit and Risk Committee

The Audit and Risk Committee reviews the company's accounting policies, financial statements, and reporting processes. It also evaluates the adequacy of internal controls, monitors regulatory initiatives, and provides oversight for complex financial transactions. Additionally, the committee regularly reviews the company's financial risk exposures and evaluates the strategies implemented to manage and mitigate these risks.

Compensation and Human Capital

The Compensation and Human Capital Committee ensures that executive leadership is closely aligned with Syniverse's strategic objectives. The committee is responsible for reviewing and approving corporate goals for executive officers, evaluating the performance of board members, and determining compensation in line with these assessments. Regular reports on People and Culture initiatives are presented by the Chief Human Resources Officer, providing ongoing oversight of the company's Culture Connect strategy. This approach underscores the Board's commitment to fostering an inclusive workplace environment.

Nominating and Corporate Governance

The Nominating and Corporate Governance Committee plays a crucial role in maintaining the effectiveness and integrity of the Board by actively identifying and recommending qualified candidates for director appointments, as well as promoting robust corporate governance practices. The committee establishes and continually refines comprehensive onboarding processes to ensure new directors are fully equipped to fulfill their responsibilities. In addition, the committee provides dedicated oversight of the company's Environmental, Social, and Governance (ESG) initiatives, ensuring that ESG priorities are integrated into the company's long-term strategy and governance framework. This commitment reinforces Syniverse's dedication to ethical leadership, transparency, and sustainable business practices.

Senior Leadership Sponsor

The Chief Financial Officer is vital in connecting the Board-level committees with RISE's governance structures, ensuring effective oversight and alignment of ESG initiatives throughout the organization.



Our Approach to ESG Standards

As a key contributor to the global communications technology landscape, our success depends on recognizing and addressing the challenges that matter most to our business and our stakeholders.

ESG is an Integral Part of our Overall Business Purpose

Operating at the center of a rapidly evolving communications ecosystem, Syniverse recognizes that long-term success comes from actively managing the ESG issues that matter most to our business and those we serve.

We are proud to report our carbon emissions through global sustainability ratings platforms, such as the Carbon Disclosure Project (CDP) and EcoVadis, marking our 11th consecutive year of participation with the CDP and our 13th consecutive year with EcoVadis. This demonstrates our ongoing commitment to advancing our ESG responsibilities and further aligning with Global Reporting Initiative (GRI) standards. Additionally, we actively monitor developments related to the EU Corporate Sustainability Reporting Directive (CSRD) to ensure readiness for future compliance requirements.



Our Contributions to Sustainable Development Goals (SDGs)

	Good Health and Well-being Ensuring the well-being of our employees and their families, both inside and outside of work
	Gender Equality Ensuring opportunities in career progression for all employees and potential talent
	Decent Work and Economic Growth Providing jobs in 24 countries and developing emerging technologies to accelerate growth in the industry
	Industry, Innovation, and Infrastructure Building resilient infrastructure, promoting inclusive and sustainable industrialization, and fostering innovation
	Responsible Consumption and Production Ensuring we source from ethically responsible suppliers to create clean value chains for our customers and their customers
	Climate Action Fine-tuning our climate reporting and setting goals in line with the Paris Climate agreement
	Peace, Justice, and Strong Institutions Ensuring there is no forced labor in our supply chain and ensuring that we conduct business in an ethical manner
	Partnerships for the Goals Supporting the means for implementing and revitalizing the Global Partnership for Sustainable Development

We pursue these goals not only to align with global standards like the United Nations SDGs, but also because we believe they are the right thing to do for our business, supporting sustainable growth, resilience, and long-term value for all our stakeholders.

ESG Strategy & Framework

RISE embodies our sustainability strategy and framework.

It illustrates the four critical pillars to our long-term sustainability and ability to create value. The pillars are:

R Responsibility to promote ethical practices

Syniverse is committed to upholding the highest standards of business conduct. We live by a Code of Business Conduct that includes policies and procedures for conducting business in a legal and ethical manner.

Material Areas of Focus

- Business ethics and integrity
- Competitive behavior and tax integrity
- Supply chain management
- Systemic risk management

I Inclusive Culture that Connects Our People and the Global Community

We are committed to creating a safe, supportive, and inclusive environment where every employee feels a genuine sense of belonging. Our culture is rooted in human connection – fostering trust, collaboration, and respect across our global community of employees, customers, and partners. We celebrate the richness of our different backgrounds and experiences, and we work together to ensure everyone feels valued, heard, and supported.

Material Areas of Focus

- Employee engagement, growth, and retention
- Safety, health, and well-being
- Human connection and belonging
- Community engagement and social impact

S Service integrity in performance, security, and privacy

We are committed to superior service integrity, delivering consistent and reliable service to our customers and end users, and protecting their privacy.

Material Areas of Focus

- Customer and data privacy
- Cybersecurity
- Business continuity and growth
- R&D and innovation

E Environmental performance that protects the world

We are conscious of the impact that our actions and activities may have on the environment, and the impact of environmental change and degradation on our company and communities. We seek to manage, minimize, and mitigate these impacts.

Material Areas of Focus

- Energy management – Data Centers and Operations
- GHG emissions
- E-waste disposal

RISE Initiatives

We continue to mature our ESG programs through RISE initiatives:

Pillar	Initiative	Description
R R - Responsibility	ESG Risk Register	Establish a formal enterprise risk register and related processes that capture and address ESG risks
	Modern Slavery	Adhere to the Modern Slavery Act 2015 and publish an annual statement
	ESG Training	Conduct annual company-wide ESG training
	Supply Chain Ethics	Monitor and assess our supply chain to ensure that activities meet ethical benchmarks, uphold labor standards, combat modern slavery, lower carbon emissions, and deter corrupt practices
	Supplier Sustainability Transparency	Optimize the procurement process to gather supplier sustainability assessment and supplier diversity disclosure data easily
I I - Inclusivity	Culture Connect	Communicate: celebrate employees and global reach
		Recruit: strategically build a diverse talent pipeline
		Educate: create global awareness and drive inclusion
		Connect: facilitate relationships to foster engagement
		Engage: reinforce our values and recognize contributions
		Develop: provide development opportunities to accelerate growth

RISE Initiatives

We continue to mature our ESG programs through RISE initiatives:

Pillar	Initiative	Description
 S – Service Integrity	Data Privacy	Maintain a robust privacy program that safeguards personal and sensitive information, ensuring the privacy and trust of our customers, partners, and employees
	Cyber Security	Further align the cybersecurity program to the NIST Cybersecurity Framework (CSF)
	Defense-in-Depth	Continue to expand the cybersecurity program by developing and utilizing a risk-based security approach, strengthened by a defense-in-depth strategy that implements multiple, layered security controls to protect against evolving threats
	Operational Excellence	Implement advanced technology for intelligent alarm management and data-driven decision making
 E – Environment	Volunteer Time Off	Empower employees to support environmental initiatives
	Sustainability Awareness	Educate employees on how their individual actions contribute to the broader fundamentals of sustainability, as well as how these actions support organizational objectives
	Responsible Carbon Footprint	Reduce carbon footprint across corporate spaces and data centers
	E-Waste	Continue to execute an e-waste management program to ensure that all office and data center electronic equipment, such as laptops, monitors, servers, and networking devices, are responsibly disposed of through certified environmental partners

Our Stakeholders



syniverse.



At Syniverse, we believe that a strong ESG strategy begins with understanding the people and organizations who influence — and are influenced by — our business. These stakeholders shape our priorities, inform our decisions, and ultimately help us create sustainable, shared value.

To remain responsive to the world around us, we continually monitor the key issues and macro trends that affect our operating landscape. This helps us proactively manage risks and identify opportunities that matter to our stakeholders and our future.

By tracking these developments and engaging regularly with our internal and external partners, we gain meaningful insight into what matters most. This engagement ensures our strategy remains aligned with stakeholder expectations and supports the resilience of our company.

Our key **external** stakeholders include:

- Customers and end-users
- Suppliers
- Investors
- Regulatory bodies
- Media

Our **internal** stakeholders:

- Employees
- Executive Leadership
- Board of Directors

Materiality Matrix

Syniverse’s Top Material Areas

R	
1	Business ethics & integrity
2	Competitor behavior
3	Supply chain management
4	Systemic risk management
I	
5	Employee engagement & retention
6	Employee safety, health, & well-being
7	Inclusive culture
8	Community engagement
9	Human rights & modern slavery
S	
10	Customer & data privacy
11	Cybersecurity
12	Business continuity and growth
13	R&D and innovation
E	
14	Energy management
15	GHG emissions
16	E-waste disposal



OUR APPROACH

Responsibility to Promote Ethical Practices

R

Our Commitment to Ethical Practices



As a globally trusted communications provider enabling seamless connectivity between more than 820 mobile operators, we play an unseen but vital role in the mobile ecosystem. Billions rely on our services every day, and we uphold this trust with transparency, accountability, and ethical discipline.

RESPONSIBILITY

Performance Highlights

BUSINESS ETHICS

100% employee participation

In Code of Business Conduct acknowledgement and anti-bribery/anti-corruption training

SUPPLY CHAIN

100% of Syniverse suppliers

Agreed to abide by the Syniverse Supplier Code of Conduct

RISK MANAGEMENT



Executive Leadership representing 82% of the business actively participates in the Risk and Assurance Council, demonstrating commitment in identifying, mitigating, and monitoring high-priority risks. This Council advises the CEO and rest of the executive leadership team on a monthly basis.

Alignment with RISE initiatives	Alignment with material issues
■ ESG Risk Register ■ Modern Slavery Act ■ ESG Training ■ Supply Chain Ethics ■ Supplier Sustainability Transparency	■ Ethical Standards and Corporate Integrity ■ Human Rights ■ Responsible Supply Chain Oversight ■ Fair Market Practices ■ Enterprise Risk Management

Alignment with the UN Sustainable Development Goals



Entrenching Ethical Behavior Within the Business

Entrenching ethical behavior into a **business** starts with leadership that consistently models integrity and transparency. When leaders embody ethical values in their decisions and interactions, it sets a powerful example for everyone in the organization.



Ethics reminds us that **every choice** reflects our character

Ethics serves as a constant reminder that our decisions, both large and small, shape the story that others tell about us. Each time we choose a path, we leave behind evidence of what we truly value. Even seemingly trivial actions can signal our principles to those around us. Over time, these choices accumulate, defining our character more clearly than any words or intentions ever could.

Syniverse leaders:

Create and foster a culture of ethics supported by open communication, where employees feel safe to voice concerns and ask questions about complex and essential business issues.

- Weave ethical behavior into the fabric of daily operations, not just stated in policy documents. This includes integrating ethics into training, decision-making processes, and performance evaluations.
- Recognize and reinforce the crucial role that every Syniverse employee plays in sustaining ethical standards. We celebrate employees who make principled choices, even when it's difficult, reinforcing the importance of doing the right thing.
- Empower employees with clear guidelines and practical tools for ethical decision-making, giving them the confidence to act responsibly. This support helps bridge the gap between intentions and actions.

Ethics Helpline/Portal:

Syniverse offers an anonymous, independent, third-party ethics helpline operated by a leading compliance and ethics provider. Available 24/7 by phone or online, this service ensures that any stakeholder can report concerns without barriers and with the option to remain anonymous. Stakeholders can also opt to send any concerns via postal service to the Chief Legal Officer. All reports are reviewed by a core team, which supports a culture of openness, accountability, and trust. The results are then communicated to the Audit & Risk Committee of the Board of Directors. This process reflects Syniverse's ongoing commitment to transparency, ethical business conduct, and empowering employees to speak up, strengthening the integrity of our organization and community.

Procurement

ESG is not a checkbox — it's a continuous journey of improvement and innovation. Our sourcing strategies reflect a broader mission: to drive long-term value for our customers, partners, employees, and the planet. As we move forward, we remain committed to evolving our practices and deepening our impact across the entire value chain.



Pablo Vargas-Rojas
Strategic Sourcing Director

At Syniverse, we recognize that responsible sourcing is more than a business imperative — it's a commitment to global sustainability, ethical governance, and social impact. In 2024, we further reinforced our ESG strategy by embedding these principles across every stage of our procurement and supplier engagement processes.

Our procurement and sourcing teams play a critical role in advancing Syniverse's ESG goals. We actively engage with both new and existing partners to foster a clean, transparent supply chain — one that upholds human rights, labor standards, and environmental sustainability. Every supplier is required to sign and comply with our Supplier Code of Conduct, which sets the foundation for ethical collaboration and responsible operations.

Our strategic sourcing decisions continue to prioritize sustainability and integrity. We have formalized sustainable sourcing practices, and preference is given to suppliers that demonstrate measurable efforts in reducing their carbon footprint, utilizing renewable resources, and embracing circular economy models. Partners such as our trusted travel management company and a technology value-added reseller have been selected in part due to their leadership in ESG best practices, particularly in carbon reduction and supply chain transparency.

Social responsibility remains a key pillar of our ESG approach. We are committed to upholding fair labor practices and workplace safety. We favor suppliers that contribute meaningfully to their communities through initiatives like workforce development and local investment.

Go to Market



Mahinder Kumar
Sales Director

“At Syniverse, our sales strategy is anchored in our role as a trusted partner and advisor to our customers. We are committed to upholding the highest ethical standards throughout every stage of the sales cycle and beyond. This commitment includes ensuring transparency, fair pricing, and accurate representation of our products and services. We respect our competitors, safeguard customer data, and consistently deliver on our promises, including the quality of our ongoing support. We recognize that successful business relationships are built on mutual understanding and collaboration. We believe that trust, grounded in ethical principles and open, transparent dialogue, is essential to bridging these gaps, fostering mutual alignment, and achieving shared business success.

OUR APPROACH

I Inclusive Culture that Connects Our People and the Global Community



Our Commitment: a Human-Centered & Connected Culture

Our approach to culture fosters connections that empower individuals to be authentic and contribute meaningfully to one another.

We foster a culture that genuinely celebrates our global diversity. Through our Culture Connect program, we focus on building human connection empowering employees to engage with:

- Individual cultures and heritages
- Company culture and values
- Most importantly — each other

We live Culture Connect every day by celebrating employees worldwide, strengthening our diverse talent pipeline, deepening global awareness and inclusion, fostering engagement, living our values, recognizing contributions, and providing development opportunities.

Our 2024 priorities emphasized training, executive visibility, building a gender-diverse pipeline, and strengthening employee engagement. These priorities have been consolidated into five key pillars that guide our culture and inclusion strategy going forward.





Communicate

We developed and communicated Syniverse's five-year strategy: Culture Connect.

To ensure this work reflected both our strategy and our people, we engaged outside expertise to guide the process.

More than 100 employees across all regions and levels participated in interviews or focus groups, offering perspectives on our culture and ideas for fostering greater inclusion.

Our Executive Leadership Team leveraged this feedback to shape an approach aligned with Syniverse's culture, our customers, and long-term sustainability.

In 2024, we continued to strengthen internal communication through a global calendar that highlighted global holidays, featuring spotlights on Syniverse employees to showcase their personal stories and the natural diversity of our teams worldwide.



Educate

We advanced employee learning through global education and training initiatives.

In 2024, we introduced Respect in the Workplace, a program designed to promote safe, respectful, and inclusive environments for all employees. This training equips employees with tools to prevent and address all forms of workplace harassment, while reinforcing the importance of mutual respect in every interaction.

We also launched a Global Awareness Training to help employees build cross-cultural understanding and practice inclusive behaviors. The program covers effective communication, recognizing and mitigating bias, and fostering collaboration across diverse teams.

These efforts were developed in partnership with business leaders to ensure new and updated training aligns with Syniverse values and culture.





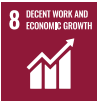
Connect

We continued to strengthen employee connections through mentoring and networking initiatives. Our “Link Now” mentoring program pairs new hires with experienced employees to help them navigate the organization and build relationships, and feel welcomed into Syniverse.

This approach accelerates onboarding, drives engagement and retention, and enhances job satisfaction.

In 2024, we also launched our First Women’s Network, creating a global forum for female Syniverse employees to engage with senior leadership, learn from internal and external speakers, and build meaningful connections with colleagues across regions.

Alignment with the UN Sustainable Development Goals



Engage

We strengthened performance and recognition practices to align with our values and engage employees at every level. In partnership with senior leadership, we introduced enhanced tools and training to support consistent evaluation practices and ensure fair, transparent, performance outcomes.

We also leveraged our core values as a guide to demonstrate progress and align our people and culture for long-term success.

Looking ahead into 2025, we will expand this focus with targeted communication campaigns and resources that encourage employees to actively embody our values. We will also continue to promote our recognition platform as a way to celebrate excellence, share success stories, and inspire others across the organization.

Alignment with RISE initiatives

- Women in Technology
- Culture Connect
- Employee Associations



Develop

We strengthened leadership development through a pilot mentoring program for a select group of leaders. In 2024, we paired participants with SVP- and executive leadership team-level mentors to focus on three pillars:

- **Networking** – building relationships with executives outside their traditional work groups
- **Learning** – gaining new perspectives on leadership and the broader business
- **Growth** – exploring development goals and career aspirations

This program will expand to high-potential talent in 2025 and evolve into a broader open-network mentoring program in 2026, designed to foster connections, accelerate learning, and support long-term career growth.

Alignment with material issues

- Employee engagement and retention
- Employee health, safety, and security
- Training and leadership development
- Community engagement

Syniverse Employee Association

Our Employee Association (EA) is a funded organization within Syniverse that creates opportunities for employees to connect, collaborate, and engage.

With hundreds of active members across all ten global offices, and strong participation of remote employees, the EA is a central part of our culture and engagement efforts.

Led by dedicated site leaders the EA organizes dozens of regional initiatives each year, including:

- **Professional Development:** training sessions, workshops, and career advancement resources
- **Social Engagement:** volunteer opportunities that extend our culture of connection into local communities
- **Advocacy and Support:** Representing employee interests and providing a platform for feedback to leadership
- **Cultural Initiatives:** celebrating diversity, inclusion, and shared workplace values

These initiatives reflect our commitment to supporting and valuing our employees, while fostering an environment where people feel connected, engaged, and fulfilled – a foundation for long-term success.





Culture Connect in Action: How Costa Rica Builds Belonging **Every Day**



To see what inclusion looks like in action, look no further than our Costa Rica team. They've built a culture that's warm, welcoming, and deeply connected. Belonging here isn't about checking boxes or hosting events – it's about creating an environment where people feel they matter and want to show up for each other.

Throughout the year, our Costa Rica team found meaningful ways to bring people together – from celebrating Women's Day and Independence Day, to gathering for a local holiday picnic. These weren't just events; they were opportunities for employees to share their culture, connect with colleagues, and feel part of something bigger. Even simple traditions, like birthday celebrations or a Halloween contest, became ways to build relationships and make work feel a little more human.

The team also extended this spirit of connection beyond the workplace. For Earth Month, employees volunteered for a beach cleanup. Later in the year, the team visited a senior home and two children's organizations, bringing gifts, sharing time, and offering support. These weren't one-off acts of kindness, but part of a larger commitment to community and care. This is how our Costa Rica team brings Culture Connect to life: by showing up, listening, and making a difference.



The Employee Association plays a big role in keeping this energy alive, creating opportunities for employees to engage, celebrate, and support one another. Through our Link Now mentoring program, new hires are paired with teammates who help them feel at home from day one. Together, these initiatives build a workplace where everyone feels seen, supported, and connected.

“This isn’t just a job for us,” said Juan Corea, Operations Manager and Costa Rica’s site leader. “We care about each other as people. Whether it’s helping someone new feel welcome or volunteering in our community, we’re always looking for ways to connect. That’s what makes this place feel like more than just work.”

The Costa Rica team shows that culture is not just a program — it’s a mindset. By leading with empathy and connection, they demonstrate how workplace can be a place where people are themselves, do their best work, and experience true belonging.

 Employees By Region

India	521
United States of America	455
Costa Rica	221
China	100
Luxembourg	51
United Kingdom	39
Hong Kong	36
Other	58
Total	1,481

OUR APPROACH

S

Service integrity
in performance,
security, and privacy

Our Commitment to Service Integrity

Service integrity anchors our ESG approach. We are committed to responsible data management, ensuring that every aspect of our operations upholds the highest standards of security, privacy, and performance.

Our comprehensive data protection framework incorporates industry leading best practices, compliance with global regulations, and continuous monitoring to ensure the safeguarding of customer information.

We invest in advanced cybersecurity technologies, conduct regular risk assessments, and provide ongoing training for our employees to foster a culture of vigilance and accountability. Through transparent governance and proactive incident response, we keep the trust our partners place in us and strengthen our reputation as the world's most connected company®.

Strategic Leadership Philosophy and Vision

Ensuring the security and privacy of the information entrusted to us by our customers and their clients is a top priority for our leadership team, which champions the creation of products that are designed to be secure. By intentionally limiting the use of personal data, we mitigate the risks inherent in data processing. Our commitment to service integrity is a defining feature of our ethical and sustainability-driven business model.

SERVICE INTEGRITY

Performance Highlights

 **11 Billion** SPAM Messages blocked annually

820 Mobile Operators connected globally



Expanded capability and increased maturity of our Identity and Access Management (IAM) solutions



95% Overall customer experience rating

Increased the frequency and depth of security and privacy messaging to all employees



Extended maturity and capability of our technology internal controls

55

Net Promoter Score (NPS)

 **182** Global Patents Issued

Alignment with the UN Sustainable Development Goals



Alignment with material issues

- Customer and data privacy
- Cybersecurity
- Service performance and business continuity
- R&D and innovation

Alignment with RISE initiatives

- Cybersecurity
- Defense-in-Depth

Risk & Assurance Council

Managing risks and controls requires a continuous, cross-functional effort that involves stakeholders throughout the organization. The Risk and Assurance Council (RAC) is a forum that facilitates open, transparent communication and a high level of collaboration between these groups.



Aleks Preston
VP and
Corporate
Controller

The Risk and Assurance Council (RAC) is a critical component of Syniverse's commitment to identifying, mitigating, and managing risks. With a clear vision to expose existing risks and drive accountability and oversight in their mitigation, the RAC's mission is to foster a culture of continuous improvement around risk identification, mitigation, controls, and assurance.

By aiming to manage known risks and identify emerging threats, the RAC adheres to a philosophy of continuous improvement of internal controls and maintaining a defense-in-depth approach.

The RAC provides critical visibility and communication to the executive leadership team, serving as trusted business advisors. With robust cross-functional representation spanning the C-suite, VPs, and practitioners across various business capabilities, the RAC benefits from a collaborative approach that leverages diverse perspectives and expertise throughout the organization.

The RAC has strong support from the CEO and leverages multiple industry-leading risk frameworks, integrating them into our overall risk management program. It also monitors and evaluates the effectiveness of our risk management processes, including annual external audits conducted by a global assurance firm in the areas of financial reporting, privacy, security, and availability, as well as operational reviews conducted by an independent team of internal auditors who report to the Audit and Risk Committee of the Board of Directors.

Vision

Expose existing risks and drive accountability and oversight in the mitigation of these risks.

Risk Pillars

- Financial
- Cybersecurity
- Enterprise Risk Assessments and Emerging Risks
- Compliance and Customer Audits

Privacy and Generative Artificial Intelligence



Privacy

As a global organization, Syniverse complies with applicable provisions of all major privacy legislation wherever we do business, including the General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA). We continually monitor the rapidly changing privacy landscape as new laws, regulations, and best practices emerge, and we update our policies and data protection approaches to continually align with the privacy interests of our global stakeholders.

Our privacy program includes:

- Adoption of privacy-by-design and privacy-by-default (PbD) approaches in our product development processes
- Ensuring that our records of processing are maintained and are current as our product set evolves
- Robust vendor due diligence and data transfer mechanisms
- Security and integrity of our processing activities

Artificial Intelligence (AI)

Syniverse also recognizes the opportunities and risks associated with the use of artificial intelligence within its business. We have adopted the NIST AI Risk Management Framework to supplement our NIST CSF and NIST SP 800-53 controls, ensuring that the use of AI within the business is ethical and aligned with our broader business approaches and best practices.

As AI capabilities continue to evolve, we will regularly assess associated business risks and opportunities, implement safeguards to protect confidentiality, integrity, and availability, and ensure ongoing evaluation of emerging AI-specific ethical considerations.

Awards and Achievements

Mobility Products

#1 Overall Roaming Vendor

Kaleido Intelligence (2021, 2022, 2023, 2024)

- Kaleido Intelligence: #1 Data & Financial Clearing Vendor (2022, 2023, 2024)
- ROCCO Research: Tier 1 IPX Provider (2024)
- TMC: IoT Evolution Private Wireless Network Innovation Award (2023) – Mobility for Private Wireless Networks
- Kaleido Intelligence: Champion Vendor for Private Networks Connectivity (2022, 2023)

- Juniper: Gold Winner – Best Data & Financial Clearing Solution (2024)

- Juniper: Platinum Winner – Best BCE Platform (2024)

- Juniper: Established Leader for Retail Roaming (2023)

#1 Overall Established Leader

Juniper, Roaming Clearing (2023)

Syniverse's leadership in the communications industry has been consistently affirmed by top global analysts and research organizations, including Kaleido Intelligence, Juniper Research, Omdia, and IDC.

Our expertise spans a broad spectrum of mission-critical markets, including Mobile Roaming, Data & Financial Clearing, A2P Messaging, CPaaS, Fraud Management, and Private Networks.

Over the past four years, Kaleido Intelligence's annual Vendor Hub report has ranked Syniverse as the #1 Overall Leader in Mobile Roaming.

This recognition encompasses a range of categories, including IPX, Roaming Analytics, Sponsored Roaming, Roaming Hubs, and more. Our Data & Financial Clearing Solutions, including Universal Commerce, have achieved top global rankings from industry leaders like Kaleido Intelligence, Juniper Research, and ROCCO.

Messaging Products

Leading Challenger for CPaaS

Juniper: (2023, 2024)

- Omdia: CPaaS Universe Challenger Vendor (2022, 2023)
- Juniper: Leading Challenger for Mobile Messaging (2024)
- Juniper: Leading Challenger for A2P Messaging (2022, 2024)
- Juniper: Leading Challenger for Mobile Authentication (2023)
- Juniper: Leading Challenger for OTT Business Messaging (2023)
- Juniper: Leading Challenger for Mobile Voice (2023)

In the messaging arena, Syniverse is repeatedly acknowledged as a leader in CPaaS, A2P Messaging, Voice, and Mobile Authentication by Omdia, Juniper Research, and ROCCO. These markets are essential to global operators, enterprises, and travelers, and they are evolving rapidly. Syniverse's ongoing commitment is to push the boundaries of innovation while upholding the highest standards of responsibility, customer experience, cybersecurity, and industry best practices. Our vision is rooted in future readiness and seamless global connectivity.

We are deeply engaged in industry leadership, actively participating in dozens of associations worldwide, including the GSMA, where we contribute to thought leadership and the evolution of the mobile ecosystem. In 2023, the appointment of our CEO, Andrew Davies, to the CTIA Board of Directors, came at a pivotal moment as the US prepares for the transformative rollout of 5G. Syniverse's dedication to shaping the industry's future has never been stronger.

Service Integrity Champion



Natalia Ramirez Nunez
Principal Cybersecurity Analyst

When dealing with security events, there's no room for guesswork. Every action must be grounded in facts, aligned with policy, and carried out with the utmost integrity. You're not just solving technical problems — you're safeguarding the organization's reputation. Behind every alert or response to an incident, there are people relying on us to do the right thing.

Natalia started her technology career as a data center service desk representative and was quickly promoted to Cisco TAC Support Engineer following her certification as a Cisco Certified Network Associate (CCNA).

She was promoted to the Syniverse cybersecurity team as a Cyber Security Incident Response Analyst in November 2022 and was promoted again in August 2024 to the prestigious role of Principal Cybersecurity Analyst, where she guides and influences the Syniverse incident response strategy and technical processes.

Natalia's primary responsibility as a Syniverse Incident Response Analyst is to ensure the prompt detection, investigation, resolution, and prevention of further security anomalies and attacks. As a passionate, self-motivated information assurance practitioner, she continues to develop the knowledge, skills, and techniques required to protect Syniverse systems and customers from breaches of confidentiality, integrity, and availability.

Natalia has been recognized as one of the top female security practitioners in Costa Rica and serves as a prime role model for both women in technology, and for her information assurance peers at Syniverse.

OUR APPROACH

Environmental
performance that
protects the world

E

ENVIRONMENTAL PERFORMANCE

Our Commitment to Environmental Performance



We recognize that our actions and operations have an impact on the environment, and we acknowledge our vital role in addressing climate change. This responsibility is both an ethical obligation and a core business priority, as shown by our focus on environmental stewardship within our organizational structure and strategic direction.

Leadership Approach and Intention

We integrate environmental risks into our enterprise risk management program under the direction and oversight of the Risk and Assurance Council (RAC), recognizing that environmental risks are also business risks. The RAC oversees our overall environmental performance and reviews our progress, strategies, and policies annually, ensuring that our actions align with our stated goals. The Chief Financial Officer (CFO) is directly responsible for leading our environmental initiatives, underscoring the importance of environmental responsibility at the executive level. Our approach to managing, minimizing, and mitigating environmental impacts focuses on three key areas: energy management, greenhouse gas (GHG) emissions, and e-waste disposal. Through dedicated efforts in these areas, we have achieved notable performance milestones.

ENVIRONMENTAL PERFORMANCE

Performance Highlights

Decreased our Scope 1 and 2 emissions by nearly 11% from prior year, demonstrating our ongoing commitment to reducing our carbon footprint

Launched our fourth annual employee commute survey to better understand the greenhouse gas (GHG) footprint of our employees as they engage in hybrid work

Reported consistently since 2011 on our environmental goals and performance through the Carbon Disclosure Project (CDP)

Celebrated our 4th annual April as Earth Month — Syniverse employees answered the call to action with a year-over-year 46% increase in Volunteer Time Off hours

Alignment with the UN Sustainable Development Goals



Alignment with material issues

- Energy management.
- GHG emissions.
- E-waste disposal.

Alignment with RISE initiatives

- Volunteer Time Off (Earth Month Community Outreach)
- Sustainability Awareness
- Responsible Carbon Footprint
- E-waste

ENVIRONMENTAL PERFORMANCE

Sustainability Metrics

At Syniverse, we take our environmental responsibilities seriously and are committed to reducing our impact through a data-driven approach to performance improvement. Environmental stewardship is a core value that informs our decisions across all operations, the supply chain, and product development. We focus on critical areas, including energy use, emissions, waste reduction, and resource efficiency, while embedding sustainable practices into our core business.

Our approach is grounded in high-quality data and transparent reporting. We adhere to established frameworks, including the Greenhouse Gas Protocol and the GRI Standards, to ensure consistency and credibility in our environmental disclosures. To further demonstrate our commitment to accuracy and transparency in climate disclosure, we engage a third-party provider to calculate our greenhouse gas emissions independently. By prioritizing reliable metrics and fostering continuous learning, we identify opportunities for improvement and make informed, responsible decisions for the environment.

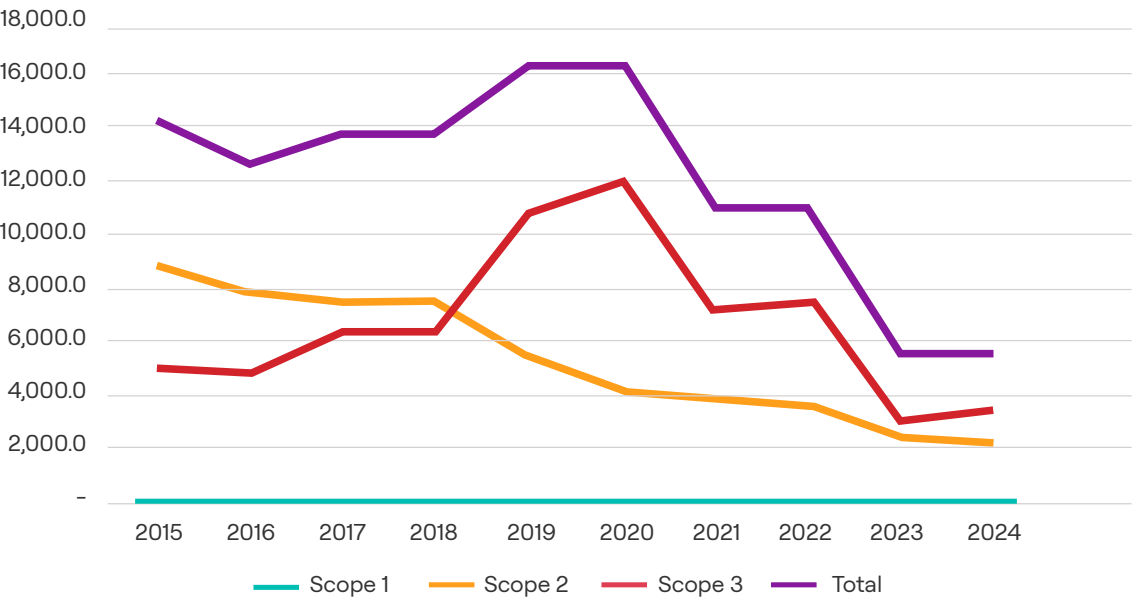


Scope 1, 2, and 3 Emissions by Year (2015–2024)

Scope	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Scope 1	47	8	50	7	62	38	27	7	1	1
Scope 2	8,901	7,890	7,490	7,477	5,424	4,235	3,879	3,576	2,581	2,298
Scope 3	5,120	4,770	6,231	6,261	10,826	11,874	7,147	7,554	3,049	3,427
Total	14,068	12,668	13,770	13,745	16,313	16,146	11,053	11,137	5,631	5,726

Sustainability Metrics

10-Year Trend: Greenhouse Gas Emissions



Over the past ten years, we have made substantial progress in reducing our carbon footprint, achieving significant decreases in our overall emissions. As a result of these sustained efforts, we are now approaching a plateau where further large-scale reductions are becoming more challenging. Nevertheless, we remain committed to environmental responsibility and will continue to seek and implement opportunities for optimization wherever possible to minimize our impact further.



10-Year Emissions Trend:
2015-2024

74%

Combined Scope 1 and Scope 2 emissions decreased by 74%

Scope 3 emissions decreased by 33%

Total emissions (Scopes 1, 2, and 3) decreased by

59%

ENVIRONMENTAL PERFORMANCE

Environment Champion



Rick Flahart
Senior Billing Manager, Finance



As a parent, it's imperative for me to have a positive impact on my surroundings for the next generation. We can all make a difference, and even small actions can have a significant effect. Why not use a reusable coffee mug or water cup, pick up a piece of litter on your walk, or recycle your plastic bottle? It only takes a moment to recycle instead of throwing it away.

Can you imagine the impact if everyone recycled plastic? Currently, only a small percentage of plastic is recycled, which has a negative impact on our environment.

I believe in doing what's right, especially for the planet. It's essential to me to make a positive difference, and I believe we can all contribute to creating change. Little things add up to significant impacts.

In the office, Rick consistently identifies additional opportunities to further enhance energy and waste reduction. He has actively supported a range of impactful initiatives, such as promoting hoteling and shared desk spaces to optimize real estate use and lower associated heating and cooling costs. He has also recommended a reduction in plastic liners for office waste cans, encouraged the adoption of reusable silverware, coffee cups, and water glasses to minimize plastic and paper waste, and helped ensure after-hours lighting and non-essential electronic devices are turned off to conserve energy, among many other efforts.

Rick stands out as a passionate advocate for environmental stewardship within Syniverse and the broader Tampa community. As the most dedicated supporter of our Adopt-a-Road program, he consistently leads and participates in regular cleanup events, directly contributing to the reduction of litter and the enhancement of our local roadways'

appearance. Rick's commitment goes beyond participation — he actively encourages colleagues to join these initiatives, helping foster a culture of environmental responsibility throughout the organization.

His environmental thought leadership is reflected not only in his hands-on efforts but also in his ability to inspire others to act, demonstrating that individual contributions collectively drive significant positive change. Rick's dedication has made a lasting impact, serving as a model for community engagement and sustainability at Syniverse. His actions remind us that environmental progress is built on both large-scale programs and the everyday choices of committed individuals.

Environmental Highlight: Syniverse APAC Teams

APAC Teams Show their Passion for Protecting the Planet

During Earth Month 2024, Syniverse employees across APAC rolled up their sleeves and got to work on projects that made a real difference for the environment. In Hong Kong, the team organized a month-long plastic bottle recycling drive, encouraging everyone to bring in clean, empty bottles to be sent to a recycling facility. It is proof that even small, everyday actions can add up to something big when we work together. Over in Xi'an, colleagues spent an afternoon in the stunning QinLing Mountains, picking up litter along the trails. Not only did they help protect one of China's most beautiful ecosystems, but they also had a chance to bond and build teamwork while doing something meaningful.

In Beijing, the team headed to Xishan National Forest Park for a six-hour cleanup session. By clearing trash from this green space, they demonstrated their commitment to maintaining their city's natural areas and showed how much they care about keeping these areas thriving.

Across Hong Kong, Xi'an, and Beijing, the APAC teams didn't just talk about environmental stewardship — they lived it. Their efforts remind us all that taking action locally can create ripples that inspire global change.

These projects reflect the APAC team's commitment to protecting the planet, and Syniverse's belief that sustainability isn't just a business goal — it's a

responsibility. From reducing waste to preserving natural spaces, they've set an example of how teamwork and passion can drive real progress.



ENVIRONMENTAL PERFORMANCE



ENVIRONMENTAL PERFORMANCE

Reducing E-waste and Ensuring Responsible Waste Management

In 2024, 100% of our obsolete office and data center electronics were ethically and securely disposed of through vetted, industry-leading e-waste recovery providers, totaling an estimated 22.5 metric tons of global office electronics.

Syniverse is committed to the sustainable and ethical disposal of e-waste, recognizing the crucial role it plays in environmental stewardship and corporate responsibility. As a leading telecommunications organization, we understand the impact our operations can have on the planet, and we strive to minimize this through rigorous e-waste management practices. Our approach is built on the principles of reducing, reusing, and recycling electronic waste, ensuring that we contribute positively to the global effort of preserving natural resources and reducing pollution.

Education and awareness are also central to our approach. We actively engage our employees, customers, and stakeholders in initiatives that promote understanding and participation in e-waste recycling efforts. As part of this approach, we urge employees working in all our global offices to bring obsolete home electronics to the office for convenient, environmentally responsible disposal in coordination with our scheduled disposal of business electronics.

Our commitment to sustainable and ethical e-waste disposal is a testament to our broader corporate values. By integrating environmentally responsible practices into our business model, we not only mitigate our ecological footprint but also inspire others to join us in the pursuit of a cleaner, more sustainable future.

Alignment with material issues

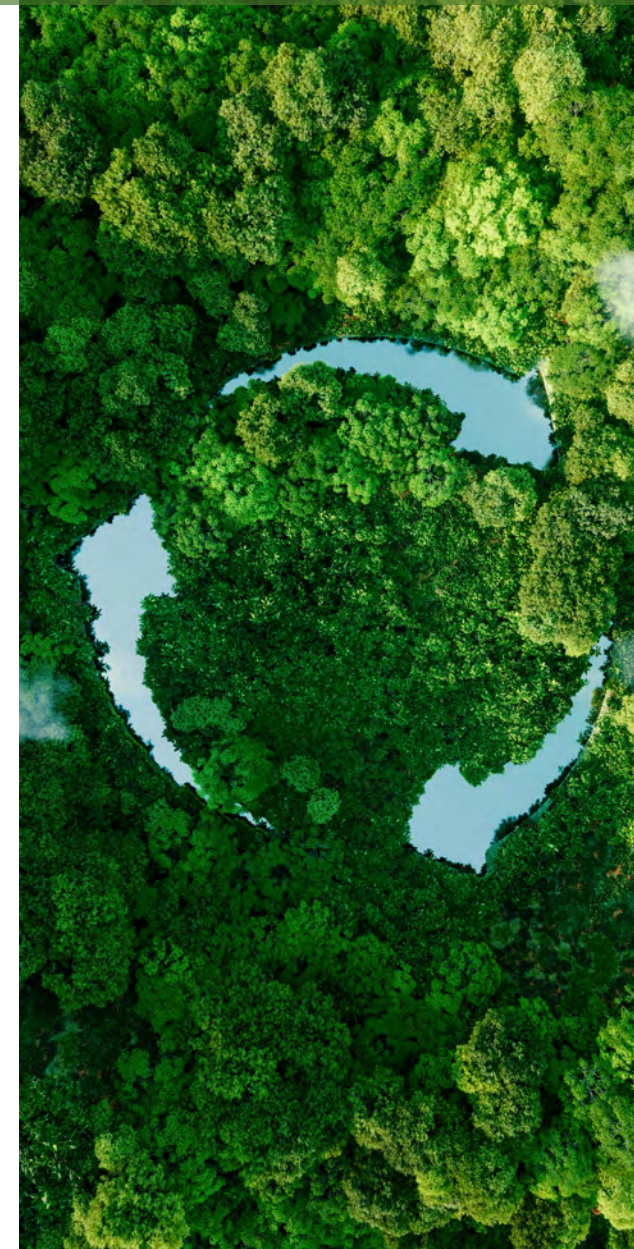
- E-waste disposal

Alignment with RISE initiatives

- E-waste



Alignment with
the UN Sustainable
Development Goals



Modern Slavery Statement

Statement

This statement is made pursuant to s.54 of the Modern Slavery Act 2015 and sets out the steps that Syniverse Technologies S.à r.l., and its subsidiaries ("Syniverse") have taken in the financial year ending November 30th, 2024, and will continue to take to address the risks of modern slavery and human trafficking occurring in its business and supply chains.

Syniverse is a values-driven organization, and we aspire to meet the highest professional, legal, and ethical standards.

Syniverse supports the protection of internationally proclaimed human rights, the elimination of all forms of forced and compulsory labor, and the effective abolition of child labor.

Syniverse is committed to ensuring that there is no modern slavery or human trafficking in our supply chain or in any part of our business.

This statement sets out our approach to modern slavery. For more information on Syniverse's approach to Environmental, Social, and Governance topics, please visit: [Syniverse.com/about/corporate-responsibility](https://syniverse.com/about/corporate-responsibility)

Our business and risks

Syniverse's ultimate parent company is Syniverse Technologies LLC which has its head office in Tampa, Florida and is incorporated under the laws of Delaware. As of November 30, 2024, the global group of companies had 1,481 full-time equivalent employees and provided services in nearly 200 countries worldwide.

Syniverse is incorporated under the laws of Luxembourg and is the immediate parent company of Syniverse Technologies Solutions Limited, its principal UK operating entity.

Syniverse is an integral part of the mobile ecosystem and its proprietary software, protocols and orchestration capabilities power mobile experiences for almost every person and device on earth. Given the nature of the services we provide, the industry in which we operate, and the professional workforce we employ, we assess the risk of modern slavery or human trafficking in our own organization to be low.

Our supply chain

Our supply chain comprises primarily services, including professional advisory services, travel services, and IT services, as well as office supplies. We have reviewed our supply chain and believe the overall risk of modern slavery or human trafficking is low owing to:

- The nature of the goods and services which we procure (mostly services, mostly skilled professions).
- The locations from which we procure them (mostly in developed markets).
- Our procurement practices (for example, we agree to reasonable terms and standard payment).

- While the overall level of risk is low, these criteria also enable us to identify where the risk may be higher.

Our policies on slavery and human trafficking

Our internal policies reflect our commitment to acting ethically and with integrity in all our business relationships and to implementing and enforcing effective systems and controls to ensure slavery and human trafficking is not taking place anywhere in our supply chain.

Due diligence processes for slavery and human trafficking

We have embedded checks for modern slavery in our routine supplier due diligence process and have raised awareness of these issues with colleagues who manage this supplier vetting process.

The due diligence process reflects the relative risk for potential suppliers and includes:

- Checks against global sanctions and enforcement databases (for example, OFAC, World Bank Debarment List) and adverse media review to identify risks, including human rights abuses, human trafficking, and labor violations.
- Further vetting and evaluation of potential suppliers identified as medium or high risk based on the specific supplier's circumstances.

Modern Slavery Statement

This includes higher-risk and higher-spend suppliers, who will be asked as part of a questionnaire about their policies and procedures in place regarding human rights, modern slavery, forced labor, child labor, or human trafficking.

- A Supplier Code of Conduct and related supplier questionnaire, which has been rolled out. As part of our Supplier Code of Conduct, Syniverse requires suppliers to fully comply with the applicable legal requirements of slavery, forced labor, and human trafficking laws (including the UK Modern Slavery Act 2015) and expects suppliers to enact practices to ensure compliance with such laws.

Steps taken to address risks of modern slavery since last statement

- We have embedded an evaluation of modern slavery risks in our supplier risk assessment, based on criteria such as country of operation and government response, as assessed by the Global Slavery Index.
- To support our assumptions on supply chain risks, the Syniverse Legal and ESG functions carried out a Slavery & Trafficking Risk assessment using the Social Responsibility Alliance's Slavery & Trafficking Risk Template ("STRT"). The assessment was reviewed independently by the Syniverse Internal Audit function. The Internal Audit function confirmed that the assessment of Syniverse's risk of Slavery, Human Trafficking, and Child Labor is low. This rating was in accordance with guidance set out in the STRT Scoring Guide and based on Syniverse employees working in a low-risk industry, low-risk geography, and a low-risk workforce.
- Syniverse has published the Human Rights Statement within our ESG Report, which expresses our commitment to human rights and our commitment against contributing to, participating in, or enabling the use of child, forced, or exploited labor or forced or exploitative conditions and against assisting our clients in doing so in any way.

Ongoing Steps

Syniverse does not tolerate slavery, forced labor, or human trafficking in any form and expects its suppliers to adhere to the same standards.

Syniverse remains committed to continually improving our practices to ensure that there is no modern slavery or human trafficking in our supply chains or any part of our business.

This slavery and human trafficking statement has been approved by the board of Syniverse Technologies S.à r.l. It is published pursuant to S.54 of the UK Modern Slavery Act 2015 for the financial year ending 30 November 2024.

Andrew Davies, CEO

syniverse®