

RISE

ESG Report 2023



syniverse®

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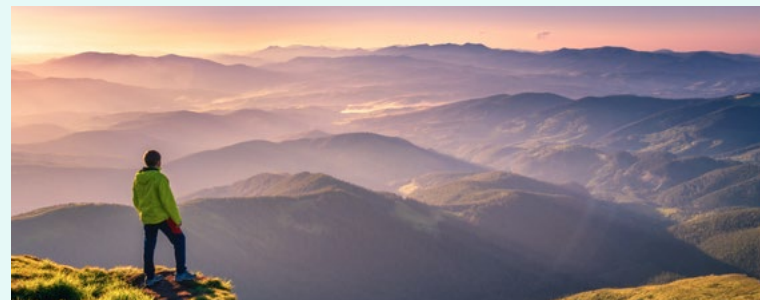
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About this report

The Syniverse Environmental, Social, and Governance (ESG) Report 2023 communicates the progress we have made in advancing our ESG goals and how, through this, we have created value for our stakeholders. The reporting period for this report is fiscal year 2022, which began on December 1, 2021, and ended on November 30, 2022.

Our ESG report is organized around our RISE strategy, which is informed by our material sustainability topics. Together with our stakeholders, we have jointly identified the most significant risks and opportunities facing them and our business. Managing these risks and benefitting from the opportunities they provide is central to our strategy, our sustainability initiatives, and our performance.

We are committed to transparent and consistent reporting and published our first ESG report in January 2022. For more than a decade prior, we tracked and reported our energy consumption, carbon emissions, and our commitments to address climate change through our annual submissions to the Carbon Disclosure Project (CDP). We have also worked with EcoVadis, an independent ratings platform, since 2019 to assess our environmental performance.

The 2021 launch of our RISE program, which encompasses responsibility, inclusivity, service integrity, and environmental performance, added breadth and diversity to our sustainability initiatives.

As part of our continuous commitment to creating a positive influence on society, we assess all operations within Syniverse and our relevant suppliers. Our suppliers' contributions to greenhouse gas (GHG) emissions are reported in our annual CDP submission. We have adopted initiatives to support our suppliers in reducing their emissions. Our Supplier Code of Conduct promotes responsible ESG policies across our supply chain.

This report references the principles of the Global Reporting Initiative (GRI), and we report on several GRI-aligned indicators under GRI 2021 standards.

In assessing our material issues, we also considered the guidance of the Sustainability Accounting Standards Board (SASB). We continue to support the UN Sustainable Development Goals (SDGs) and have reported our alignment with these goals throughout our report. A summary is provided on page 11.

We welcome stakeholder feedback on this report. Contact us at esg@syniverse.com.



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 white routing provides safe, reliable, and secure connectivity anywhere, anytime.

Because of this, we naturally advocate for everyone, globally, to participate 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.

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 internet of things (IoT) connectivity.

Our products and services include messaging and mobility solutions that support mobile network operators and enterprises across verticals and geographies to improve their business outcomes while also enhancing their customers' experience.

Visit www.syniverse.com for more information about our products and services.



Our values

Syniverse accelerates the promise of an intelligently connected world. Our platforms connect networks, devices, and people so our partners can unlock the full power of communication.

Our company values are entrenched in everything we do. They ensure alignment across the organization so that we all work together to achieve our business objectives. 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.



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.



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.



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.



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.

ESG Highlights

from the 2023 Report

3%

energy reduction in operations (GJ)

2022	27,563
2021	28,356

100%

of our e-waste disposed of ethically and sustainably



April is our Earth Month

Environmental

- Continued focus on energy reduction in operations by 3% from 28,356GJ in 2021 to 27,563GJ in 2022.
- Recognition of climate change: Scope 1 and 2 emissions decreased by 5%.
- Committed to reporting progress on environmental goals through CDP since 2011, expecting our next score at the end of calendar 2023.
- Consistently disposed of 100% of our e-waste (17.7 MT) ethically and sustainably in 2022.
- Continue to designate April 2023 as Earth Month, setting employee challenges to positively impact the environment both inside and outside of work.



Social

- 84% participation in our annual employee engagement survey: 96% rated their experience at Syniverse as positive or neutral.
- Increased diversity on our Board from 13% in 2021 to 33% in 2022.
- Increased individual employee training spend from \$300 in 2021 to \$800 in 2022.
- Implemented a performance objective for all employees that supports our efforts to build a more equitable and inclusive culture.
- Employee associations in cooperation with our employees around the globe contributed in excess of 614 hours to improve their communities.
- Launched a Volunteer Time Off policy allowing employees to donate time to charitable organizations without having to use their paid time off.



84%

participation rate in annual employee survey

660

pounds of food were donated to charities

16

patents filed bringing our total to 96

37.5%

increase in Net Promoter Score

2022	66
2021	48
2020	42

Governance

- Ranked as the #1 vendor for Data & Financial Clearing by Kaleido Intelligence in 2022.
- Net Promoter Score (NPS) increased from 48 in 2021 to 66 in 2022.
- Continued to mature a well established cross-functional Risk and Assurance Council between finance, technology, and operations.
- Completed adoption of the Modern Slavery Act to manage risks of modern slavery (see page 34 for details).
- Implemented an integrated platform for unifying audit, risk, and compliance activities to increase governance effectiveness and efficiency.



Director's report



Syniverse is committed to creating a more sustainable and equitable future. We believe this report showcases our continued commitment and progress. We will continue to push boundaries in pursuit of our ESG goals.

I am pleased to present our third annual Environmental, Social, and Governance (ESG) Report. This report reflects our commitment to transparency, sustainability, and responsible corporate citizenship. As we navigate the complexities of the modern business landscape, we understand that our actions have implications for the world. We are dedicated to upholding the highest standards in ESG principles and practices.

Our ESG journey has been one of continuous improvement and dedication. A comprehensive overview is found in the following pages, highlighting our successes and areas where we strive for further advancement.

We are focused on the importance of our ESG initiatives. Our Board of Directors (BOD) maintains oversight of all ESG matters with the support of our Nominating and Corporate Governance Committee and our RISE Leadership Council. We continue to see progression in diversity, equity, and inclusion (DEI) following the establishment of our DEI Council in 2021. Notably, as the report indicates, diversity on our BOD, as an example, has increased to 33% in 2022, from 13% in 2021. We also continue to pursue every opportunity to build a more diverse culture and workplace. Syniverse's Risk and Assurance Council continues to play a crucial role in our risk governance model and includes cross-functional representation. The Council monitors and evaluates the effectiveness of our risk management processes and provides recommendations and guidance on risk-related matters to Syniverse's leadership. The Council also acts as change agents in driving a risk and controls culture.

In 2022, we launched a volunteer time off policy to allow employees to give back to the community in meaningful ways.

We look forward to reporting further progress on these and other actions in our quest to create a more sustainable Syniverse for the future.

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

Letter from the CEO



At Syniverse, our commitment to Environmental, Social, and Governance (ESG) is both a responsibility, as well as a fundamental part of our corporate identity. This report reflects our continued dedication to making a positive impact, especially in the geographies in which we operate. We believe that sustainable business practices, social responsibility, and strong governance are essential for the shared well-being of our planet and people, as well as for the long-term success of Syniverse, and the businesses and individuals that we serve around the world.

As “the world’s most connected company”[®], Syniverse remains proud of the critical role that we play in delivering on the promise of an intelligently connected world. Our platforms transform how information is exchanged, so our partners can unlock the full power of communications technology. Wherever connections are made, we’re there to drive the innovation needed to reimagine today and fuel the experiences that will reshape the future.

Our role in powering nearly every person and device on earth is a privilege that we do not take for granted. We are also aware of the responsibility that this position brings with it, and consistently strive to work according to the highest standards of integrity and transparency.

We decided several years ago that our responsibility included providing annual updates on our progress. This is our third ESG report. We’ve made significant strides since we initiated our focus on ESG, though we have more work to do, as almost any company can say today. That said, we have continued to further our ESG initiatives across our global operations during the year under review. We have found ways to improve many aspects of our ESG framework, which we call RISE, an acronym for the four critical areas that determine our success and guide our decision-making, actions, and reporting:

R Responsibility to promote ethical practices

I Inclusive culture for employees and global community

S Service integrity in performance, security, and privacy

E Environmental performance that protects the world

In 2022, given the lingering impacts of COVID-19, we continued with our hybrid work policy to optimize independent working while maintaining the cohesive work community required for collaboration and innovation.

Our reinstated Employee Associations (EAs) have engaged with our employees to connect and support local communities and topical causes. Notably, our EAs work to engage both on-site employees, as well as our many global employees who may be working remotely. Our focus is to be inclusive, irrespective of where an employee may be physically located.

We also continue to be recognized within the industry as a leader in various solutions areas, notably by Kaleido, which the report covers in more detail. We couldn’t be prouder to see our services and innovators recognized.

As “the world’s most connected company” – one that seamlessly connects multiplying networks, enterprises, and smart devices – we understand that when everything is connected, for our customers, between our stakeholders, and within our communities, society, and the environment, the possibilities are limitless.

Thank you for allowing us to share our progress in creating a better connected and more sustainable Syniverse. We will continue to support these activities moving forward.

Andrew Davies
CEO

Governance of sustainability

Board committees and leadership bodies

Board of Directors

Our Board of Directors has overall responsibility for oversight of our company's strategy and execution.

It is chaired by James Attwood, who was Managing Director at The Carlyle Group, a global investment firm, until January 1, 2023, when he became a Senior Advisor.

A group of funds controlled by The Carlyle Group acquired a controlling stake in Syniverse in 2011, and the interest held by such funds was later consolidated in Carlyle V Holdings, L.P. In May 2022, Twilio, Inc. acquired a minority stake in Syniverse. Carlyle V Holdings, L.P. retains majority control.

Board committees

Several committees support the Board in its deliberations.

Audit and Risk

Reviews accounting policies, financial statements, and reporting issues, adequacies of internal controls, regulatory initiatives, special purpose financings, trading vehicles, derivatives, and other complex transactions. It also discusses financial risk exposures, and the steps leadership is taking to monitor and control such exposures.

Compensation and Human Capital

Reviews and approves the corporate goals and objectives of the executive officers, as well as evaluating their performance and approving their compensation based on that evaluation. This process takes into consideration employment agreements, equity incentive plans, and annual bonus plans. Our Chief Human Resources Officer also provides reports on DEI to this committee.

Nominating and Corporate Governance

Responsible for recommending the selection of new directors to the Board and overseeing a system of corporate governance. This includes establishing procedures to evaluate Board diversity and overboarding. This committee, which meets quarterly, is responsible for the oversight of ESG matters within the group.



RISE senior leadership sponsor

The Chief Financial Officer plays a vital role in connecting the Board-level committees with RISE's governance structures.

Our approach to our ESG standards, strategy, and framework

ESG is an integral part of our overall business purpose.

Our success as a lynchpin in the global communications technology ecosystem depends on our ability to identify and manage the issues that are most important to our business and to our stakeholders. We therefore focus on our most material sustainability issues and ensure that they are embedded within our ESG strategy and framework.

We have examined several different standards, including SASB and GRI, to understand our industry's key issues, ultimately selecting SASB as a reference point as it focuses on the issues that are financially material.

We also recognize the importance and relevance of the UN SDGs. We believe that goals 3, 5, 8, 9, 12, 13, 16, and 17 are specifically relevant to us, and report on these in this report, or intend to report on them in the future.

In 2022, we followed the developments of the EU Corporate Sustainability Reporting Directive (CSRD) to align with its requirements.

We report our carbon emissions to the CDP on an annual basis and intend to continue to assess our work in terms of GRI in the future.



ESG strategy and framework

We call our sustainability strategy and framework RISE. It identifies the four areas that are critical to our long-term sustainability and our ability to create value. These areas 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.

Relevant material issues

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

I Inclusive culture for employees and global community

We are committed to creating a safe, supportive, and inclusive professional environment that celebrates the diversity of our employees, customers, and suppliers.

Relevant material issues

- Employee engagement and retention
- Employee safety, health, and wellbeing
- Diversity, equity, and inclusion
- Community engagement
- Human rights and modern slavery

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.

Relevant material issues

- 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.

Relevant material issues

- Energy management
 - Data Centers and Operations
- GHG emissions
- E-waste disposal
- Pathway to Net Zero

ESG strategy and framework continued

RISE initiatives

The table below provides an overview of our RISE initiatives as we continue to mature the programs established in prior years.

Initiative	Project		Progress
R	Continue to adopt and publish the Modern Slavery Act 2015		Ongoing
	Increase ESG considerations in our Supplier Code of Conduct to promote responsible actions across the supply chain		Ongoing
	Monitor and ensure there are no instances of Modern Slavery and human trafficking in our supply chain or in any part of our business		Ongoing
I	Implement diversity initiatives for minority groups, including women, LGBTQIA+, and veterans		Ongoing
	Continue community engagement and philanthropy adding a volunteer time off policy		Ongoing
	Support and drive DEI programs		Ongoing
	Support a hybrid working policy to allow for more productive and flexible working arrangements		Ongoing
S	Initiated alignment of the cybersecurity program to the NIST Cybersecurity Framework (CSF)		Ongoing
E	Ensure continued footprint reduction across corporate space and data centers		Ongoing
	Conduct annual company-wide ESG training		Ongoing
	Provide ESG materials in employee onboarding		Ongoing
	Track e-waste disposal and unify global standards		Ongoing

ESG strategy and framework continued

Our contribution to Sustainable Development Goals (SDGs)

We recognize the importance and relevance of the UN SDGs. We believe that the following goals are specifically relevant to us, and report on these in this report, or intend to report on them in the future.

SDG

Syniverse contribution



Good Health and Well-being
Ensuring the well-being of our employees and their families, both inside and outside of work



Gender Equality
Ensuring equal 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

SDG

Syniverse contribution



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

ESG strategy and framework continued

Our stakeholders

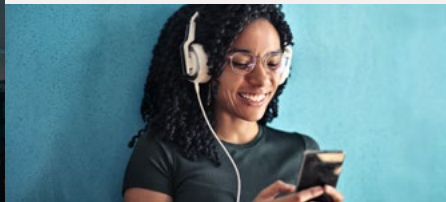
Our business and ESG strategy are informed by the material issues that have a direct or indirect impact on our ability to create, preserve, or erode economic, environmental, and social value for the company, our stakeholders, and society at large. We know that our success is dependent on our ability to identify and manage those aspects that are most important to the business and to our stakeholders.

Our approach is informed by a thorough understanding and close monitoring of the global trends that affect our business and stakeholders, both positively and negatively. We also assess and prioritize the issues that are most critical to the sustainability and success of our business and are of primary concern to our stakeholders.

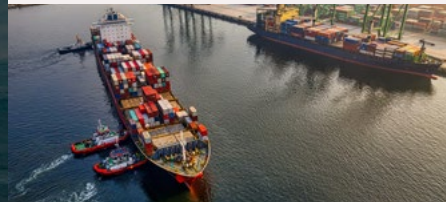
Our stakeholders are closely aligned with and dependent on our business, and our success is in turn dependent on the positive relationships we nurture with them. We engage regularly and constructively with our stakeholders on matters of shared concern and interest.

Our key external stakeholders include:

Customers and Their Users



Suppliers



Investors



Regulators



Internally, our stakeholders include

RISE Council



RISE Champions and Action Committees



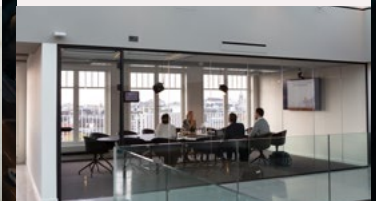
Employees



Senior Leadership Team



Board of Directors

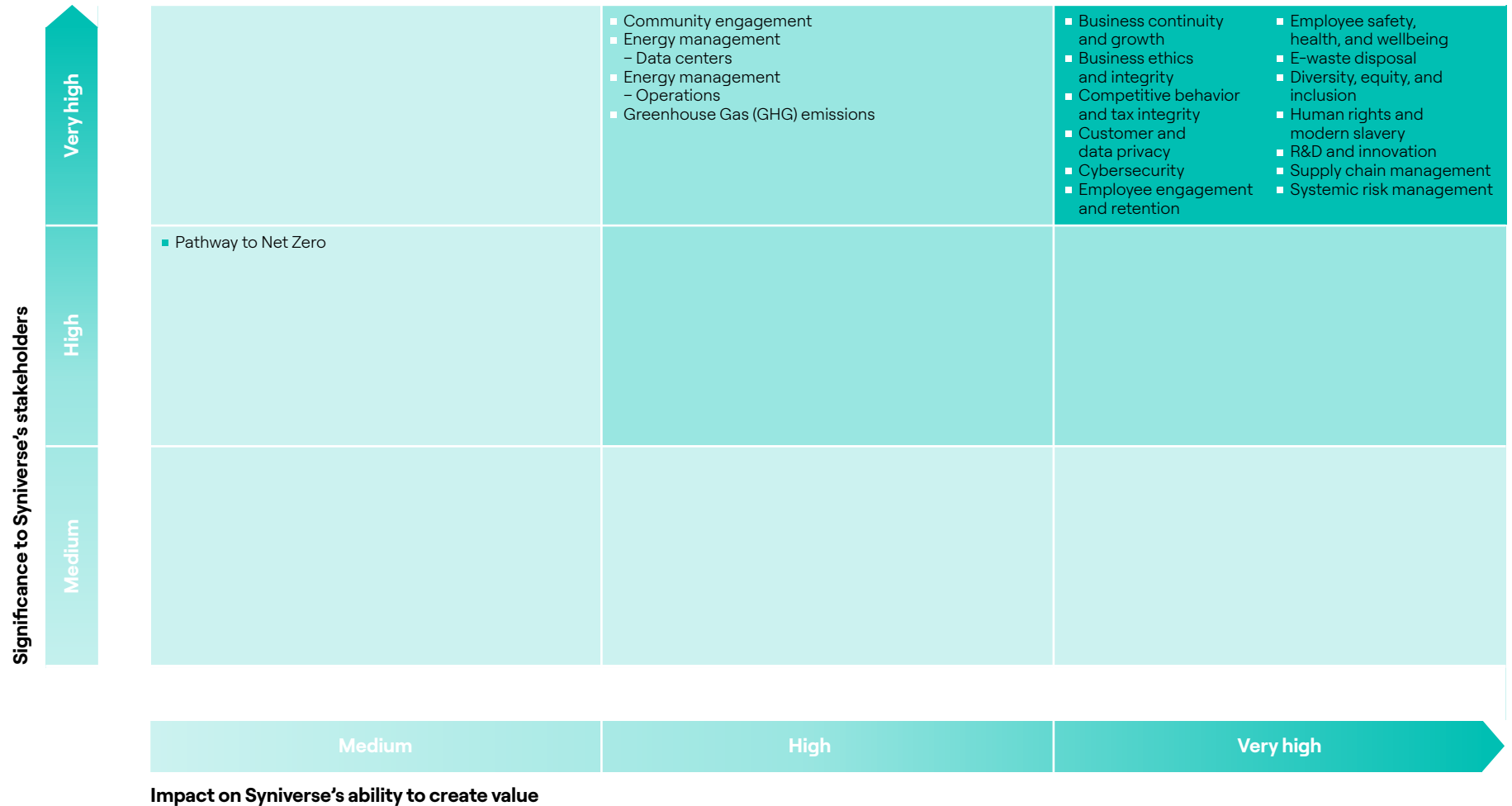


ESG strategy and framework continued

2022 materiality matrix

Material issues assessment

We continued to focus on the areas identified in our materiality assessment and have plotted them on the materiality matrix below.



R

Responsibility to promote ethical practices



Responsibility to promote ethical practices

Our commitment to ethical behavior
As an intermediary trusted worldwide, 24x7, by carrier and enterprise customers, Syniverse consistently works to uphold the highest standards of business conduct. Our work is governed by our Code of Business Conduct, which includes policies and procedures for running our business in a legal and ethical manner.



Leadership approach and intention

Our Board of Directors has oversight of our strategy and execution. They are supported by several board committees and leadership bodies, each of which plays a role in overseeing our approach to ESG. For more information on how these structures work, please see page 7.

We prioritize four key governance issues in our company: business ethics and integrity, supply chain management, human rights and modern slavery, and competitive behavior and tax integrity. The responsible management of these issues is an ongoing and closely monitored business imperative.

Performance highlights

- Gained agreement that 100% of Syniverse's suppliers will abide by our Supplier Code of Conduct which promotes ESG actions across our supply chain.
- Continued to gather ESG information from our supply chain.
- Increased risk management governance through the Risk and Assurance Council between finance, technology and operations.
- Plan to undergo a supply chain risk assessment to further our commitment to eliminate modern slavery.
- Continued 100% Code of Business Conduct and Anti-Bribery and Corruption Training in 2022.

Alignment with the UN Sustainable Development Goals



Alignment with material issues

- Business ethics and integrity.
- Supply chain management.
- Human rights and modern slavery.
- Competitive behavior and tax integrity.

Alignment with RISE initiatives

- Continue to increase ESG considerations in our supply chain to promote responsible actions including supplier certification of their commitment.

Responsibility to promote ethical practices continued

Entrenching ethical behavior within the business

We have increased our focus on career development at all levels, accelerating the development of all People Leaders, as well as building bench strength. We continue to invest in technical training to stay up-to-date on product and market knowledge.

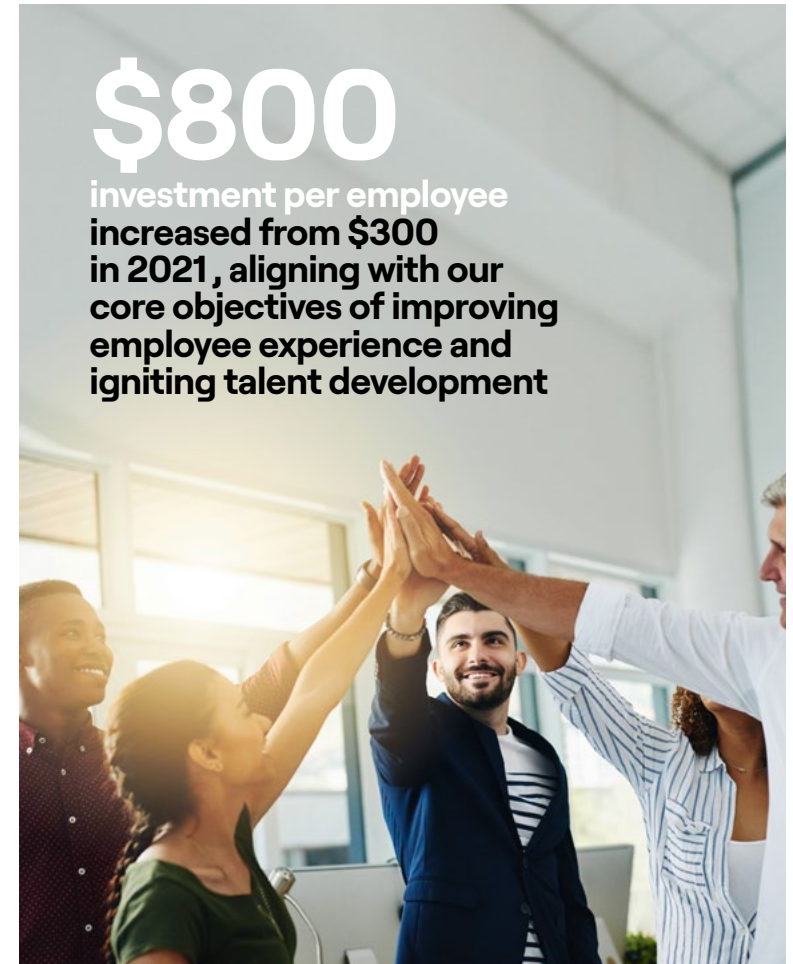
In 2022, we increased our investment in employee training to \$800 per employee, from \$300 in 2021.

In December 2022, we launched a company-wide ESG training that defined ESG and its importance and relevance to our employees' work and business goals. The training reached a 100% completion rate, giving all employees a detailed understanding of how Syniverse approaches and implements ESG best practices. Annual company-wide ESG training reinforces employee understanding and aids in their ability to contribute and be good stewards of Syniverse RISE.

We understand the importance of ESG topics to all our stakeholders, particularly our customers. Just as we work closely with our customers to provide relevant information and align on goals, we also engage with our suppliers to make sure the whole supply chain is working together to achieve ESG excellence. In 2021, we updated our supplier code of conduct and ensured it was signed by all of our suppliers. In 2022, we took this a step further, working closely with procurement to design and implement an ESG questionnaire to issue to our suppliers. It covered topics such as: Green House Gas emission tracking and reduction targets; policies around the disposal of hazardous waste; DEI goals; modern slavery; and harassment and discrimination. From early 2023, we began asking all new suppliers to complete our ESG questionnaire during their onboarding process. In the future, we aim to extend this to all existing suppliers.

\$800

investment per employee increased from \$300 in 2021, aligning with our core objectives of improving employee experience and igniting talent development



100%

of our global workforce completed mandatory training on anti-bribery and corruption

100%

of all Syniverse suppliers must agree to abide by our Supplier Code of Conduct



Alignment with the UN Sustainable Development Goals

**Responsibility to
promote ethical
practices**
continued

Reimagining audit efficiency ensuring excellence, value, and compliance



Responsibility champion:

**Melissa Pici,
Senior IT Audit Manager –
Tampa, Florida**

Melissa joined Syniverse in 2005 as part of the Audit Services team, becoming the Sr. IT Audit Manager in 2020.

Melissa was recognized for her contributions to her team and the company as part of the 2021 Syniverse President's Club, our highest employee accolade. The President's Club recognizes employees who demonstrate diligent focus on our customers and our business.

Melissa has been integral in identifying risks throughout her tenure and more recently in the implementation of Syniverse's centralized risk management solution as both the system administrator, as well as leading educational efforts, sharing her knowledge about the interconnected risks that impact the company and how to mitigate or compensate said risks.



I see myself as a guardian of not only the company but also mobile subscribers. There are inherent risks to being a mobile user today that can have a profound impact on individuals and organizations alike. Syniverse is a key player in the global mobile markets and the more we understand the potential impact to our systems and the company, the better we can provide secure services to our customers and ultimately, their customers. I feel a deep sense of responsibility to both the company and global mobile users to help ensure we are doing everything we can in addressing those risks.



**Alignment with
the UN Sustainable
Development Goals**

A woman with dark hair, wearing a red button-down shirt and dark pants, is seated in a wheelchair. She is holding a tablet computer in her left hand and gesturing with her right hand as if in conversation. The background shows a brick wall and a white door. The image is partially obscured by a large red vertical bar on the left side, which contains a white vertical line. The text 'Inclusive culture for employees and the global community' is overlaid on the image in a large, white, sans-serif font.

Inclusive culture for employees and the global community

Inclusive culture for employees and the global community

As the world's most connected company, we take connecting to our communities worldwide seriously, across all corners of the globe, areas large and small.

We commit to creating a safe, supportive, and inclusive professional environment that celebrates the diversity of our employees, customers, and suppliers.

This involves deliberately and consistently maintaining a safe and healthy working environment that remains free from harassment or discrimination of any kind.

Syniverse is committed to zero tolerance towards any form of harassment and discrimination.

Leadership approach and intention

Our corporate policies and procedures support sustaining a positive and inclusive work environment and culture. We closely monitor employees' compliance with these policies and procedures.

We operate in compliance with the relevant health and safety regulatory bodies in every region where we operate. We outline guidelines for safety in our employee environmental, health, safety and labor policy. In 2022, we reported no major incidents or accidents.

Performance highlights

- Increased diversity on our Board to 33% in 2022, from 13% in 2021.
- Implemented mandatory anti-harassment training for all employees reinforcing our commitment to zero-tolerance towards any form of harassment.
- Committed to having all employees experience a safe work environment, free from harassment, along with the peace of mind that complaints remain private and confidential.
- Continued efforts to globally support our communities and bring employees together through our Employee Associations.
- Implemented DEI objectives for every employee in 2022. All employees were asked to commit to a goal that supports our efforts to build a more diverse, equitable, and inclusive (DEI) culture. These objectives will continue into 2023 and help inform our ever-evolving DEI strategy.
- Required all suppliers to share in our commitment to high ethical standards protecting our employees and customers. This aligns with our values of conducting business in a safe and responsible manner.

Alignment with the UN Sustainable Development Goals



Alignment with material issues

- Employee engagement and retention.
- Employee health, safety, and security.
- Training and leadership development.
- Diversity, equity, and inclusion.
- Community engagement.

Alignment with RISE initiatives

- Progressing in our commitment to diversity initiatives for minority groups, including women, LGBTQIA+, and veterans.
- Continue to support a hybrid working policy to allow for more productive and flexible working arrangements.
- Reinstated community engagement and philanthropy.



Inclusive culture for employees and the global community continued

Diversity, equity, and inclusion

We strive to become a more inclusive place to work. DEI is more than an objective; it is integrated into our corporate strategy. In furtherance of one of our core six strategic pillars, "people and culture" remained a top priority.

Championing diversity throughout the organization enables us to identify better, more innovative, and more inclusive ways of doing business.

Syniverse is committed to creating an environment where all employees can be their authentic selves. We stand for equity and actively promote equal rights for all employees. As awareness of our workforce grows, we are open to understanding the needs of our individual employees and supporting these as best we can. We track and measure our workforce diversity and seek to improve our proportion of total employees and employees in senior positions that are members of traditionally under-represented ethnicities and gender identities.

Because we operate worldwide, and with a majority of our workforce outside our United States headquarters, we intend to create a diverse and equitable culture that reflects the communities in which we operate. We seek to better understand these communities and are actively working to determine the appropriate benchmarks to inform our goals.

Our DEI Council continued its work in executing DEI objectives through its cross-departmental members, including 17 employees located across various locations and departments.

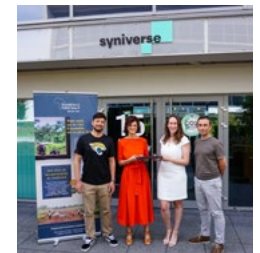
Our council focuses on three pillars

- ✓ Communication
- ✓ Engagement
- ✓ Data

For example, the DEI Council created a diversity internal communications content calendar focusing and highlighting global holidays as well as featuring spotlights on Syniverse employees that relate to DEI priorities.

The DEI Council served as brand ambassadors spreading awareness by setting up focus groups to understand common issues important to employees within the DEI space.

To assist in onboarding new employees, we continue to use Link Now, a program that pairs new hires with existing employees who help them to navigate and build relationships at Syniverse. This buddy system is designed to embrace the new hire and accelerate the onboarding experience, driving employee engagement and retention, and improving job satisfaction.



Alignment with
the UN Sustainable
Development Goals

Inclusive culture for employees and the global community continued

Regional diversity

Financial year 2022

Country	Number of employees	Number of women	% of women	Regional benchmark %	Regional benchmark number
United States of America	530	155	29%	35%	186
India	497	100	20%	36%	179
Costa Rica	217	50	23%	23%	50
China	108	43	39%	39%	42
Luxembourg	61	19	31%	19%	12
United Kingdom	49	22	45%	27%	13
Hong Kong	36	17	47%	31%	11
Other	87	25	29%	N/A	
Total	1,585	431	27%		

Gender and ethnic representation

Financial year 2022

Level	Women	Men	Total	% of women	Ethnic group	Number of employees	% of employees
C level	4	5	9	44%	American Indian/Alaska Native	4	0%
SVP and VP	8	38	46	17%	Asian	592	37%
Senior director and director	25	94	119	21%	Black or African American	51	3%
People leaders	45	121	166	27%	Hispanic or Latino	215	14%
Individual contributors	349	896	1,245	28%	Native Hawaiian or other Pacific Islander	3	0%
Total	431	1,154	1,585	27%	Two or more races	15	1%
					Other	71	5%
					White	405	26%
					Not self-reported	229	14%
					Total	1,585	100%

Age representation

Financial year 2022

Generation	Born	Women	% of total employees	Men	% of total employees	Number of Employees	% of total employees
Baby Boomer	1946 – 1964	25	1%	83	5%	108	7%
Gen X	1965 – 1980	168	11%	461	29%	629	39%
Millennials	1981 – 1996	220	14%	553	35%	773	49%
Gen Z	1997 – 2012	18	1%	57	4%	75	5%
Total		431	27%	1,154	73%	1,585	100%

Inclusive culture for employees and the global community continued

Community engagement

Our employee associations allow for various methods of engagement with our communities. Each location is encouraged to host at least one event each year that serves their community.

Community engagement is a core component of our ESG focus. In 2022, Syniverse employees around the world made an impact in the communities where we work and live in the following ways.

Dubai

Employees in Dubai donated blood to the Dubai Health Authority and participated in a clothing and shoes initiative to benefit the Emirates Thalassemia Society which works to aid people with thalassemia, a genetic hereditary anemia disease.

India

In Hyderabad, in cooperation with the Arunodaya Foundation, lunch was served to impoverished children and/or HIV/AIDS stricken families, making a difference in their daily lives.

The Shine Children's Home in Bangalore was the recipient of groceries and stationery items to aid the children.

In Gurgaon, trees were planted in partnership with Hara Jeevan, a Delhi-based non-profit organization focused on spreading awareness and improving the environment.

Singapore

In Singapore, employees volunteered at the Ang Mo Kio-Thye Hua Kwan Hospital by assisting residents with daily activities with one of the highlights being participation in the seated Tai chi class.

China

Employees participated in cleanup activities at Beijing's Xiangshan Park, a popular spot known for its imperial architecture, temples, and memorials as well as in the Qinling Mountains, home of the Qinling pandas and many other species of wildlife.

Hong Kong

Employees undertook cleanup activities to preserve and beautify their popular local landmarks at Lion Rock Mountain and Shek O Beach.

USA

Tampa employees, in cooperation with Meals on Wheels, delivered hot noon-time meals weekly to the elderly who are housebound or have limited mobility. Other notable activities include volunteer opportunities at:

- Metropolitan Ministries, a non-profit organization serving at-risk and homeless families.
- Atlanta Community Food Bank via The Hunger Action Center to end hunger in their community.
- The Humane Society of Tampa Bay, an organization providing shelter, adoptions, and veterinarian services for animals in peril.

Luxembourg

3,867 pounds (1,754 kilos) of non-perishable goods were collected and sorted by Luxembourg employees to benefit the local foodbank, La Banque Alimentaire, feeding families in need.



Alignment with the UN Sustainable Development Goals

S

Service integrity in performance, security, and privacy

Service integrity in performance, security, and privacy

We are committed to superior service integrity. That means delivering consistent and reliable service to our customers and end users, and always protecting their privacy. Keeping all personal information we manage secure, handling it in a transparent and ethical manner, and protecting it from any unauthorized access, accidental loss, damage, or destruction is fundamental to our business.



Leadership approach and intention

We consistently work not only to protect the data our customers and their customers entrust to us, but also to build products and solutions that are inherently private and secure. Our approach to business and operations is also designed to limit the need for personal data, which helps to mitigate the security and privacy risks associated with the data we process.

Performance highlights

- Increased overall customer experience rating from 91% in 2021 to 98% in 2022.
- Improved Net Promoter Score (NPS) from 48 in 2021 to 66 in 2022.
- Ranked as the #1 vendor for Data & Financial Clearing by Kaleido Intelligence in 2022.
- Awarded the MEA Business Magazine Technology Advancement Award and recognized in the Exceptional Products/ Services category for Syniverse's Evolved Mobility solution. Awards presented at the GITEX 2022.
- Aligned cybersecurity program to NIST Cybersecurity Framework (CSF) and NIST 800-53 control catalog.

Alignment with the UN Sustainable Development Goals



Alignment with material issues

- Customer and data privacy.
- Cybersecurity.
- Service performance and business continuity.

Alignment with RISE initiatives

- Cybersecurity program aligned to the NIST Cybersecurity Framework (CSF) and NIST 800-53 control catalog.
- Continue to provide a new monthly performance report on service outages and degradations.

**Service integrity
in performance,
security, and privacy**
continued

Risk and Assurance Council

The Risk and Assurance Council has cross-functional C-Suite, VP, and practitioner representation from finance, technology, and operations.

The Council's mission is to engender a culture of continuous improvement around risk identification and mitigation, controls, and assurance by developing a risk-ranking structure that focuses on high-impact risks. This includes managing known risks and identifying emerging ones while providing visibility to Syniverse's Senior Leadership Team to drive risk-focused compliance, improvement, and remediation.

For risk identification, we continue to leverage multiple industry best practice risk frameworks and have integrated them in the overall enterprise risk management program. A risk and assurance platform was implemented to assist the Council in continuing to mature and unify its risk, audit, and compliance functions. The new platform provides additional risk governance by easily linking controls and mitigating activities across the company.

The Council continues to focus on areas that matter most to mitigate company and stakeholder risks.

The Council monitors and evaluates the effectiveness of risk management processes, including annual external audits conducted by a global assurance firm in the areas of privacy, security, and availability.

The Council not only serves as a governing body but also as advisors to the business.

Risk and Assurance Council

Vision

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

Risk pillars

Financial and
customer audits

Cybersecurity

Enterprise Risk
Assessments (ERAs)

Other risk/compliance

**We are driving towards an
improved risk and control
culture at Syniverse**

**Service integrity
in performance,
security, and privacy**
continued

Cybersecurity

Syniverse Global Security (SGS) is committed to addressing our customers' rapidly evolving needs and protecting the information owned by or entrusted to Syniverse. SGS supports our worldwide enterprise and services portfolio. Its mission is to protect our people, assets, data, and customers by promoting effective risk mitigation through security awareness, readiness, and compliance. SGS strives to:

- Ensure confidentiality, integrity, and the availability of data and systems in line with industry standards and organizational risk tolerances.
- Proactively execute risk mitigation by promoting advanced cybersecurity and response capabilities.
- Advance a knowledgeable security, compliance, and privacy-focused workforce, as well as alignment to global industry standards of best practices and security frameworks.
- Document and operate under industry standard information security policies, standards, and procedures that reflect business strategy and current compliance and regulatory environments.



Led by our Senior Vice President and Chief Information Security Officer, SGS reviews and updates our information security policies at least annually to maintain compliance with legal, statutory, regulatory, and contractual obligations, and to ensure we are appropriately responding to changes in our operating environment. Our information security program provides a solid foundation and methodology to initiate and control the implementation and operation of information security within the organization, regardless of functional area.

In 2023, we aligned our information security program and governance to the National Institute of Standards and Technology, Cybersecurity Framework (NIST CSF). As part of CSF, the NIST 800-53 control catalog supports the development of secure and resilient information systems by providing a comprehensive framework for security and privacy controls. These standards are invaluable for monitoring, reviewing, maintaining, and improving our information security program, and give partner organizations and customers greater confidence in how they interact with us.

We are currently increasing our cybersecurity capabilities and tools to provide:

- A better understanding of the health of the cybersecurity tool stacks.
- Increased coverage and scanning at asset level while providing vulnerability data at more frequent intervals.
- Additional insights and visibility into the environment by ingesting additional log sources and ensuring resiliency for the SIEM solution.

Service integrity
in performance,
security, and privacy
continued

Awards and achievements

In 2022, Syniverse's Evolved Mobility solution was recognized in the Exceptional Products/Services Category. Evolved Mobility, Syniverse's 3G-to-Voice over LTE ("VoLTE") Roaming solution, provides 3G fallback on 4G- and 5G- only serving networks, enabling voice and data services for inbound roamers using VoLTE enabled devices. Serving network operators can therefore recover revenues from inbound roamers, while also building an enhanced customer experience for served roamers. Adopted by Tier 1 U.S. operators, Evolved Mobility offers mobile operators who run 4G -and 5G- only networks the ability to maintain and grow critical inbound roaming revenues as the servicing network from non-VoLTE-supported served network operators. Served operators who have not yet launched VoLTE roaming can recover revenues from inbound roamers while also building an enhanced customer experience for served roamers.

We partner with the GSMA, an organization whose mission is to unify the mobile ecosystem and related industries. Supporting our belief that ESG is good for people, business, and society, we actively participate in GSMA forum groups to drive industry thought leadership as well as raise ESG awareness in the industry. It is critically important to our long term sustainability and ability to create value foundational to the technology and interoperability that make mobile work.

Syniverse Industry Recognition and Awards

Carrier Business:

- **Kaleido Intelligence:** #1 Overall Roaming Vendor (2022)
- **Kaleido Intelligence:** #1 Data & Financial Clearing Vendor (2022)
- **Kaleido Intelligence:** Champion Vendor for IPX, Roaming Hubs, Analytics/VAS, Fraud Management (2022)
- **Kaleido Intelligence:** Champion Vendor for Private Networks Connectivity (2022)
- **MEA Business:** Exceptional Product Award – Evolved Mobility (2022)
- **ROCCO Research:** Tier 1 IPX Provider (2022)

Enterprise Business:

- **Omdia:** CPaaS Universe Challenger Vendor (2022)
- **Juniper:** Leading Challenger for A2P Messaging (2022)
- **Metrigy:** Syniverse HCP featured in CPaaS Report (2022)
- **ROCCO Research:** Tier 1 A2P Provider (2022)



In 2022, Syniverse received several awards and industry recognition.

ROCCO, established in 2012, creates multiple types of reports on roaming and interconnect. In ROCCO's 2022 rankings, Syniverse was named as a "Tier 1" IPX Network Vendor and a "Tier 1" A2P Provider. This is considered the highest rankings in their leaderboard rankings.

Kaleido Intelligence, a global research firm covering the carrier market, ranked Syniverse as the top Overall Leader in Mobile Roaming, top Data & Financial Clearing Vendor, Champion Vendor for IPX, Roaming Hubs, Analytics/VAS, Fraud Management, and Champion Vendor for Private Networks Connectivity.

2 years in a row!

Ranked Highest Rated
Mobile Roaming
Vendor Hub



Kaleido Intelligence
2022

Ranked Tier 1 IPX
Networks Vendor



ROCCO
2022

Recognized as Tier 1
A2P SMS Messaging
Vendor



ROCCO
2022



Service integrity
in performance,
security, and privacy
continued

Awards and achievements continued



Service champion:

Daniel Bremer, Principal Security Engineer – Tampa, Florida

Dan Bremer joined Syniverse in July 2022 as a Principal Security Engineer, bringing his expertise to the Cybersecurity's Attack Surface Reduction team. In a short period, he has transformed a fledging cloud security program into a well-operationalized one, elevating the company's visibility and significantly improving its overall security posture. Dan's efforts not only advanced the cloud security program, but his contributions also elevated the company's security culture, positioning it for better protection against potential threats.



As a Principal Security Engineer in the Cybersecurity Attack Surface Reduction team, I am responsible for implementing security-related controls for Syniverse's cloud environment. In the context of cloud environments, this means identifying and mitigating vulnerabilities in the network, applications, and infrastructure that could be exploited by attackers. Reducing the attack surface is a crucial aspect of cloud security and an ongoing process that requires regular monitoring and updates to keep up with the evolving threat landscape.

E

Environmental
performance that
protects the world



Environmental performance that protects the world

We are conscious of the impact that our actions and activities may have on the environment, and the corresponding impact environmental change and degradation has on our company and communities. Syniverse has a part to play in combating climate change, the most pressing environmental issue of our time, and combating it is an ethical and business imperative.

Leadership approach and intention

Our RISE Leadership Council addresses all environmental issues, and our Executive Committee has full oversight over our environmental performance. These committees review our performance annually, together with our environmental strategies and policies. In 2022, the CFO continued to be the senior leader directly responsible for Syniverse's climate change activities for the reporting year. He attended board meetings and interacted directly with Syniverse's parent investment company, The Carlyle Group. Together, they oversee our environmental efforts, especially those related to climate change and our carbon reduction goals.

In everything we do, we seek to manage, minimize, and mitigate our environmental impacts by focusing and reporting on three key environmental areas: energy management, GHG emissions, and e-waste disposal.

Performance highlights

- Decreased Scope 1 and 2 emissions by 5% (184 MTCO₂e).
- Continued commitment to reporting progress on environmental goals through CDP since 2011 and maintained our score of B- for a second year running.
- Celebrated April as Earth Month within Syniverse, setting employee challenges to positively impact the environment both inside and outside of work.
- Launched our second annual employee commute survey to understand the GHG footprint of employees while they engage in hybrid work.

Alignment with the UN Sustainable Development Goals



Alignment with material issues

- Energy management.
- GHG emissions.
- Pathway to Net Zero.
- E-waste disposal.

Alignment with RISE initiatives

- Ensure continued footprint reduction across corporate space and data centers.
- Continuous education and reinforcement - embracing of ESG training in 2023.
- ESG program materials included in new hire training courses.
- Continue our commitment to assess or attain a Net Zero target for both direct and indirect energy consumption.
- Ongoing tracking of e-waste disposal consistent with global standards.

Environmental performance that protects the world continued

Optimizing energy usage and reducing GHG emissions



We are committed to understanding our environmental impact so that we can plan and prepare for a better future. This approach involves engaging with our landlords and data center owners to gather relevant data and put measurable action plans in place.

Our Scope 1 and 2 emissions decreased by a total of 184 MTCO₂e as compared to the prior fiscal year.

GHGs by scope

Scope	Fiscal year 2022 (December 1, 2021 – November 30, 2022)	Fiscal year 2021 (December 1, 2020 – November 30, 2021)
Scope 1	10.44	26.47
Scope 2	3,731.71	3,900.17
Scope 3	7,427.94	6,802.95
Total	11,170.09	10,729.59



Alignment with the UN Sustainable Development Goals

Environmental performance that protects the world continued

Designation of April as Earth Month

For the second year running we designated April as Earth Month at Syniverse. Though being a sound occupant of this planet is an everyday endeavor, April is the month we set aside to actively discuss the ways we can live a more sustainable life. Earth Month enables us to share ideas, assess what's working or not working, and implement new practices—all with the goal of protecting the planet. We asked employees to make an Earth Month resolution, where you commit to tackle one change that will positively impact the planet, like setting up a more robust recycling station in your home, switching to low flow faucets or more energy efficient light bulbs, taking shorter showers/baths, etc. We also asked our employees to share their resolutions with us so we could highlight them in our internal communications and inspire each other.

Environmental champion:

**Kristin Melton,
Associate General Counsel – Tampa, Florida**



Kristin Melton and her family after a hike to the top of Bald Mountain in Deer Valley, Utah.



In addition to my career impacts, I have committed throughout my life to the simple practices of “reduce, reuse, recycle” and keeping the protection of the earth in the back of my mind. Over the past few years, I’ve significantly reduced my use of water bottles and instead carry around a large refillable water jug, which has caused quite the commentary around the Syniverse offices. Our house always turns off the water from faucets and follows applicable watering restrictions to conserve water. If we go to the beach or a park, my motto is to “leave it better than you found it.” If everyone always made sure to clean up after themselves and then took a couple of extra steps to clean up any extra trash from others, we could make a significant impact in preserving our planet.

We are continuing the environmental legacy with our kids. We take them to national parks to expose them to and educate them about the beauty and importance of our natural environment. We also sponsor turtle rehabilitation at Loggerhead Marinelifelife Center in Juno beach.



Alignment with the UN Sustainable Development Goals

Environmental performance that protects the world continued

Reducing e-waste and ensuring responsible waste management

The ethical and sustainable disposal of e-waste is important for two reasons. Firstly, it ensures that our customers' data is securely protected, and secondly, it reduces the amount of hardware being dumped into landfills.

We responsibly dispose 100% of our e-waste through a third-party supplier that upholds e-waste standards. This supplier uses stringent disposal processes that ensure customer data protection and uphold environmental compliance standards.

We have completed our global policy on e-waste disposal to ensure that all e-waste is disposed of by vendors that have similarly high e-waste standards, now and into the future. And we have started discussions with our procurement team to seek out cradle-to-cradle products that will help us to eradicate e-waste entirely.

In 2022, we disposed of 17.7 MT of e-waste. The 76% decrease from the 74.9MT of e-waste we disposed of in 2021 is attributable to our ongoing data center reduction efforts as we endeavor to reduce power usage and increase efficiency. We expect future decreases in e-waste as we continue to reduce space and equipment use. As per our policy, all e-waste is disposed of sustainably and ethically.

Environmental champion:

Oriane Margeotte, Senior HR Business Partner, EMEA - Contern, Luxembourg

Oriane joined Syniverse in 2017 as an HR Business Partner, first looking after Luxembourg, then Europe, and now EMEA. Through her role, Oriane works with a variety of stakeholders from different business units and across Syniverse's offices worldwide.

When it comes to environmental issues, Oriane is always keen to find new ways of making a positive impact. Back in 2019 Oriane noticed that the coffee capsules we were using in the office could be recycled. Not only did she arrange to have them recycled with the maker, but she also set up a system to collect the capsules from the other tenants in the office complex. Oriane is working on several other initiatives including setting up a workshop about climate change for employees and donating used laptops. Oriane is not only an environmental champion, she is also driving social initiatives such as the implementation of payroll giving for our Luxembourg employees, which is an easy way to donate to worthy causes on a monthly basis. The initiative that is supported by Syniverse this year is to fight against child labor in Benin via the Fondation Follereau (NGO based in Luxembourg acting to better life quality of vulnerable populations in Africa). In addition, Oriane has forged a partnership with La Banque Alimentaire, a foodbank in Luxembourg, where Syniverse Employees volunteer annually to collect food for those in need.



Being born and raised in Reunion Island, a place committed to keeping nature clean and avoiding pollution, I was inspired at an early age. I cherish this special spot which reminds me to keep the planet as beautiful and clean as we can. I have volunteered for several charities, so when Syniverse announced the "Syniverse Give Back Program," I was very enthusiastic about finding a valuable action to give back to our community. I launched our first payroll giving initiative in Luxembourg and love that even small donations can make a big impact. In life, I try to do the little things (i.e., using reusable bags, reducing my family's amount of meat consumption) so when our company laptops were refreshed, I thought we could donate them instead of wasting them. I'm really proud to be working for a company that is supportive of these initiatives and has a real focus and impact from an ESG perspective.



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 30 November 2022 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/corporate-responsibility](https://www.syniverse.com/corporate-responsibility)

Our business and risks

Syniverse's ultimate parent company is Syniverse Corporation which has its head office in Tampa, Florida and is incorporated under the laws of Delaware. As of November 30, 2022, the global group of companies had 1,585 full time equivalent employees and provides 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 professional services).
- The locations from which we procure them (mainly 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.

Modern Slavery Statement

continued

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 (e.g., OFAC, World Bank Debarment List) and subject to adverse media review to identify risks including human rights abuses, human trafficking, and labor violations.
- An evaluation of new suppliers identified as medium or high risk to be vetted based on the specific supplier profile. 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.
- Procedures to require suppliers to agree with our Supplier Code of Conduct, including compliance with the applicable legal requirements of slavery, forced labor, and human trafficking laws (e.g., UK Modern Slavery Act 2015) and expect suppliers to enact practices to ensure compliance with such laws.

Steps taken to address risks of modern slavery since last statement

- To support our assumptions on supply chain risks, in November 2022 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 the assessment of Syniverse's risk of slavery, human trafficking, and child labor to be 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 and low-risk geography with 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. We:

- Plan to embed in our risk assessment of suppliers an evaluation of modern slavery based on criteria such as the country of operation and government response, as assessed by the Global Slavery Index.

- Intend to update the Syniverse Supplier Policy for Business Code of Conduct to confirm all vendors comply with the Modern Slavery Act 2015 as well as other applicable global laws relating to modern slavery; to warrant that they have not been convicted of any offenses relating to slavery or human trafficking; and to ensure they implement due diligence procedures in their own supply chains.
- Support our human rights-related policies with regular awareness and training. Every Syniverse employee has the right to raise concerns about values, ethics, and professional conduct without fear of retribution. In addition to clearly defined internal channels, we have a global hotline that allows colleagues to raise concerns relating to potential violations of laws and the firm's policies, professional standards, and values in a confidential manner and, where legally permissible, anonymously.

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

This slavery and human trafficking statement has been approved by the board of Syniverse Technologies S.à r.l and is published pursuant to S.54 of the UK Modern Slavery Act 2015 for the financial year ending 30 November 2022.

Andrew M. Davies
CEO

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			Governance of sustainability	7
	2-2	Entities included in the organization's sustainability reporting	About this report	2
	2-3	Reporting period, frequency, and contact point	About this report	2
	2-4	Restatements of information	About this report	2
	2-5	External assurance	None	
Activities and workers	2-6	Activities, value chain, and other business relationships	About Syniverse Letter from the CEO Responsibility to promote ethical practices	3 6 14
	2-7	Employees	Inclusive culture for employees and the global community	19
	2-8	Workers who are not employees	None	N/A
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2-20	Process to determine remuneration	Governance of sustainability	7	
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Energy	302-1	Energy consumption within the organization	Optimizing energy usage and reducing GHG emissions	31
Emissions	305-1	Direct (Scope 1) GHG emissions	Optimizing energy usage and reducing GHG emissions	31
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	306-2	Waste by type and disposal method	Reducing e-waste and ensuring responsible waste management	33
Supplier environmental assessment	308-1	New suppliers that were screened using environmental criteria	Responsibility to promote ethical practices	15
Employment	401-1	New employee hires and employee turnover	Inclusive culture for employees and the global community	19
Training and education	404-2	Programs for upgrading employee skills and transition assistance programs	Training and leadership development	19
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GRI Standard	Disclosure number	Disclosure title	Section and page	
Diversity and equal opportunity	405-1	Diversity of governance bodies and employees	Diversity, equity, and inclusion	20-21
	405-2	Ratio of basic salary and remuneration of women to men	Not reported	N/A
Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	None	N/A
Freedom of association and collective bargaining	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	None	N/A
Human rights assessment	412-1	Operations that have been subject to human rights reviews or impact assessments	RISE initiatives	10
			Responsibility to promote ethical practices	15
			Modern Slavery Statement	34
	412-2	Employee training on human rights policies or procedures	Responsibility to promote ethical practices	15
Local communities	413-1	Operations with local community engagement, impact assessments, and development programmes	Community engagement	22
Supplier social assessment	414-1	New suppliers that were screened using social criteria	Responsibility to promote ethical practices	15
	414-2	Negative social impacts in the supply chain and actions taken	None	N/A
Socio-economic compliance	419-1	Non-compliance with laws and regulations in the social and economic area	None	N/A

