

RISE

ESG Report 2022



syniverse®

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About this report

The Syniverse Environmental, Social and Governance (ESG) Report 2022 communicates the progress we have made in advancing our ESG goals and how, through this, we have created value for our stakeholders.

The quantitative data on pages 46 and 47 is for fiscal year 2021 ending November 30, 2021, and for the corresponding 12-month period in 2020 ending November 30, 2020. Significant developments or events in 2022 have been included in the interest of timely and complete disclosure.

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 topics that represent 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 addressing 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 launch of our RISE program in 2021, which encompasses responsibility, inclusivity, service integrity, and our environmental performance, added breadth and diversity to our sustainability initiatives.

Our reporting boundary considers the direct impacts of all operations within Syniverse and of 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 and, in 2021, we updated our Supplier Code of Conduct to promote responsible ESG policies across our supply chain.

This report references the Global Reporting Initiative (GRI), particularly its principles and the concept of materiality, and we report on several GRI-aligned indicators under GRI2016 standards. In this report, we demonstrate how we have furthered our materiality assessment to consider the needs and views of our stakeholders, as well as emerging global trends.

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. Please contact us at ir@syniverse.com.



About Syniverse

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

Our proprietary software, protocols, orchestration capabilities, and network assets allow our customers to deliver better, more efficient experiences, and to accelerate growth. We believe that when everything is connected, the possibilities are limitless.

Our record of innovation spans generations. From 1G to 5G, we have always been at the center of the connected world, setting mobile standards, and pioneering technology. Our software and services revolutionize mobile experiences for our customers.

Syniverse was established in 1987 as GTE Telecommunications Services Inc. and is headquartered in Tampa, Florida, with regional offices in China, Hong Kong, India, Luxembourg, the UK, and Costa Rica.

As of December 31, 2021, we employed 1,435 people in 28 countries around the world, although 94% of our employees work from seven locations.

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 consumer mobile marketing, customer experience, mobile network operator, IoT, emerging wireless, mobile security, and outsourcing and consulting solutions.

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, 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 2022 Report

5%
energy reduction
in operations (GJ)

2021	28,356
2020	29,812

100%
of our e-waste
disposed of ethically
and sustainably



Designated
April 2022 as
Earth Month

Environmental

- Continued focus on energy reduction in operations by 5% from 29,811.60GJ in 2020 to 28,356.24GJ in 2021
- Recognition of climate change: Scope 1, 2 and 3 emissions decreased by 36% to 10,729.59MT
- Committed to reporting progress on environmental goals through CDP since 2011, expecting our next score at the end of calendar 2022
- 100% of our 74.9MT of e-waste disposed of ethically and sustainably
- Designated April 2022 as Earth Month, setting employee challenges to positively impact the environment both inside and outside of work



Social

- 87% participation in our annual employee engagement survey: 93% rated their experience at Syniverse as positive or neutral
- Employee turnover in 2021 stayed within industry benchmark* of 16% at 15.2% (4.7% increase from 2020)
- Increased individual employee training spend from \$185 in 2020 to \$300 in 2021, on track to over double this in 2022
- Began to implement an inclusive recruitment strategy that focuses on attracting a diverse candidate pipeline
- Implemented a performance objective for all employees that supports our efforts to build a more equitable and inclusive culture
- Relaunched our employee association post Covid-19, creating opportunities for employees to give back to their local communities
- Announced our support for Girls Who Code, to help build a global pipeline of women engineers, and provided support to a LGBTQIA+ outreach organization



87%
participation rate
in annual employee survey

+62%
increase in employee
training spend

2021	\$300
2020	\$185

*Industry benchmark from Gartner

16
patents files
bringing our
total to 96

99.98%
increased service
uptime

2022	99.98%
2021	99.85%

48
increase in Net
Promoter Score

2022	48
2021	42

Governance

- Progressed materiality assessment to calibrate on ESG topics of mutual importance to us and each of our major stakeholder groups: 76 employees, investors, customers, and executives were surveyed
- Updated our Supplier Code of Conduct to promote responsible ESG actions across our supply chain
- Increased service uptime to 99.98% from 99.85% in 2021
- Net Promoter Score (NPS) increased from 42 in 2020 to 48 in 2021
- Filed 16 patents in 2022, bringing our total to 96 patents
- Established a new cross-functional Risk and Assurance Council between finance, technology, and operations
- Renewed accession to the UK Modern Slavery Act 2015 (see page 51 for details)



Director's report



Our holistic approach to ESG is becoming increasingly integrated across our business over time.



Welcome to Syniverse's second ESG report. This report takes our first ESG report, released last year, as a starting point and expands on it, exploring the ways in which we have progressed in incorporating ESG principles into our business.

Our holistic approach to ESG is becoming increasingly integrated across our business over time. Our Board of Directors retains oversight of all ESG matters and is supported by our Nominating and Corporate Governance Committee and our RISE Leadership Council. We have also seen progression in diversity, equity, and inclusion (DEI) following the establishment of our DEI Council in 2021.

Since our 2020 report, we have established a Risk and Assurance Council, which has cross-functional representation from finance, technology, and operations. This council is responsible for exposing existing risks and driving accountability and oversight in the mitigation of these risks. Together with the KPIs that we have introduced, it is also part of a concerted drive to improve risk and control culture at Syniverse.

In early 2022, as part of our commitment to enhancing our understanding of the issues our stakeholders deem most important to our business, we completed a materiality assessment that was more intensive than the one we conducted in 2021. Business ethics and integrity, employee health and well-being, business continuity and growth, cybersecurity, and customer and data privacy emerged as some of our most critical issues.

A discussion of this assessment, and the materiality matrix it informed, is provided on page 14. This information will help to inform our future ESG-related interventions.

Fiscal 2021 saw some important milestones, including the further reduction of our Scope 1, 2 and 3 emissions, continued footprint reduction across our corporate space and data centers, and the ongoing disposal of 100% of our e-waste through ethical and sustainable channels. We also enhanced our recruitment strategy, fitting it with a diversity lens designed to expand career opportunities to diverse populations. And we announced our support for Girls Who Code, a non-profit organization that aims to increase the number of women in tech-related fields.

In line with our 2020 commitment to enhance our oversight of our suppliers, we have updated our Supplier Code of Conduct to promote responsible ESG actions across our supply chain and are looking into ways to audit these efforts going forward.

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



Our work does not exist in isolation. We each have a role to play in reducing our impact on climate change, encouraging and supporting diversity among our employees to complement and create an inclusive culture, and establishing the standards of governance our employees, customers, suppliers, and shareholders expect of us.



At Syniverse, we remain proud of the critical role we play in providing the software, protocols, and orchestration capabilities the world needs to transact, converse, and connect. Our powering of almost every person and device on earth is a privilege 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.

The year under review brought some important changes to our business. In March 2021, we announced a strategic partnership with cloud communications platform Twilio. In May 2022, Twilio became a significant minority owner of Syniverse. We look forward to benefiting from Twilio's breadth of enterprise customer experience and being able to serve our core carrier customers with continued innovation, improved customer service, and long-term growth.

We also furthered our ESG interventions across our company during the year under review, and are pleased with the positive impacts demonstrated by this work. In broadening our scope beyond our prior annual submissions to the CDP, we have found ways to improve every aspect of our ESG framework, which we call RISE. RISE is an acronym for the four critical areas that determine our success, and they 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 2020, we laid the groundwork for understanding our impact better, creating transparent reporting processes, and setting targets to further our RISE progress into the

future. In 2021, we took this work further, and the material improvements achieved across our focus areas are outlined in this report. Going forward, with the work conducted through our recent materiality assessment to guide us, we intend to demonstrate our continued progress.

As the world emerges into the post-Covid era, it is clear that some of the effects of the pandemic will linger for many years to come. The health and safety of our employees, while always a priority, has perhaps become even more so, and we consistently seek to find ways to improve their well-being both inside the workplace and at home.

In 2021, we refined our hybrid working policy to optimize independent working while maintaining the cohesive work community required for collaboration and innovation. More recently, we have reaffirmed our commitment to offering safe, affordable, and available healthcare to our employees. These shifts prompted other commitments, including giving our support to a Tampa-based LGBTQIA+ outreach organization, which is striving to provide information and create safe environments for young people and their families.

We have also reinstated our Employee Associations to help our employees engage with and support their local communities.

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 sustainable Syniverse with our stakeholders. We look forward to accelerating these activities in 2022 and beyond.

Andrew Davies
CEO

Governance of sustainability

Board committees and leadership bodies

We intend to have the Syniverse community guide our ESG initiatives, which the RISE Leadership Council will then steer and advise. Our RISE teams are well represented and include regular input from our strategy and marketing teams. Our CEO, who is also our Chief Operating Decision Maker, is a member of both the RISE Leadership Council as well as our DEI Council. Our RISE Leadership Council meets regularly to review our strategy and to receive updates on various initiatives.

In 2021, a dedicated resource was appointed to lead our ESG efforts, reporting to the VP of Investor Relations. Housing ESG in our finance division, under the supervision of the CFO, ensures joint responsibility for reporting ESG and financial metrics and adds responsiveness to investor enquiries on ESG topics. Our dedicated resource reports quarterly to the Nominating and Corporate Governance Committee of the Board on ESG matters.

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, 2022, 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 SVP and Chief Human Resources Officer, Sara DeBella, 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 over-boarding. This committee, which meets quarterly, is responsible for the oversight of ESG matters within the group.



RISE senior leadership sponsor

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

RISE Leadership Council

Comprises our senior leadership team (including our CEO and representatives from each of his direct reports) who make decisions around our ESG strategy and agree to the resources needed to execute initiatives. This council meets on a quarterly basis and is charged with decision-making and progress reviews in respect of ESG issues. It comprises senior leadership from numerous disciplines across the group, including human resources, legal, risk, finance, investor relations, sales and customer management, operations, strategy, and technology.

RISE Action Committee

Cross-functional committee that meets monthly (or more, if needed). Multiple RISE champions are responsible for driving and implementing agreed initiatives, as well as providing recommendations to the RISE Leadership Council.

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 do this through an annual materiality assessment, which includes considering and integrating stakeholder feedback.

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, 12, 13, 16, and 17 are specifically relevant to us, and report on these in this report, or intend reporting on them in future.

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

SUSTAINABLE DEVELOPMENT GOALS



Read more
[Our annual submission to CDP](#)



Read more
[Our SASB Report](#)



Read more
[GRI Content index](#)

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:

Each pillar of our ESG strategy addresses an issue we have identified as having material significance to our ability to conduct our business and meet the needs of our stakeholders. These issues were identified through our annual materiality assessment, outlined on page 13.

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 & 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 and progress towards completing them. The page references on the right-hand side indicate where you can find further information on each issue in this report. Initiatives listed in bold are new for this 2021 report.

Initiative	Project	Progress	Page
R	Consider supplier audit mechanisms	🔄 In progress	18
	Increase ESG considerations in our Supplier Code of Conduct to promote responsible actions across the supply chain	✅ Completed	18
	Adopt and publish the Modern Slavery Act 2015	✅ Completed	19
I	Implement diversity initiatives for minority groups, including women, LGBTQIA+ and veterans	🔄 In progress	22
	Establish and reach agreed-upon goals to improve diversity across the workforce	🔄 In progress	26
	Reinstate community engagement and philanthropy	🔄 In progress	30
	Establish a DEI Council	✅ Completed	28
	Implement a hybrid working policy to allow for more productive and flexible working arrangements	✅ Completed	23
S	Adhere to APEC standard for processors in data privacy	🔄 In progress	32
	Initiate alignment of the cybersecurity program to the NIST Cybersecurity Framework (CSF)	🔄 In progress	32
	Integrate ESG and sustainability accomplishments into sales and marketing materials	🔄 In progress	N/A
	Establish a new monthly performance report on service outages and degradations	✅ Completed	N/A
E	Ensure continued footprint reduction across corporate space and data centers	🔄 In progress	40
	Conduct company-wide ESG training in 2022	🔄 In progress	40
	Commit to assess a Net Zero target for both direct and indirect energy consumption	🔄 In progress	44
	Evaluate employee transportation programs and incentives	🔄 In progress	40
	Improve carbon disclosure score from 2019 to 2020	✅ Completed	N/A
	Track e-waste disposal and unify global standards	✅ Completed	45

ESG strategy and framework continued

Our contribution to the 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 reporting on them in 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 28 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

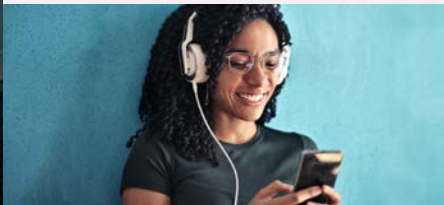
Our stakeholders

For this reporting period, we undertook a more detailed materiality assessment, one that considered the views of both internal and external 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



Material issues

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 the issues that are most critical to the sustainability and success of our business, and those that are of primary concern to our stakeholders. These, too, are closely followed and, where relevant, acted upon.

Materiality assessment

We conducted a materiality assessment in 2022 among several key stakeholder groups – our employees, customers, leadership team, and investors – to better identify the topics that matter most to them and to us.

This assessment was conducted via an online survey that provided a meaningful feedback mechanism. With this data, we analyzed the issues our stakeholders deem important in greater detail.

The survey's results revalidated the initial assessment we undertook in 2021, and which informed the creation of our RISE pillars, the metrics we report on, our external goals, issues, and the standards with which we are aligned: GRI, SASB, the UN SDGs, and CDP.

We especially noted the high and near-uniform significance respondents placed on our social, governance, and economic issues, almost all of which were identified as being both significant to our stakeholders and to our ability to create value. We also noted areas in which there were differences between each stakeholders' priorities and are working towards aligning our interests.

A full matrix of our most material issues is provided on the next page.

The survey revealed several emerging issues, which we will continue to monitor closely.

On our environmental performance, these issues include optimizing energy use and the use of alternative or renewable energy sources, clean water, climate risk, and the intentional sourcing of environmentally friendly products in our supply chain.

Socially, we will focus on ensuring affordable access to healthcare for all employees no matter where they work, and contributions to historically disadvantaged communities.

Our governance initiatives will include DEI at Board and senior leadership level, the timely and transparent reporting of incidents to promote speedy resolution, data management and governance, and zero tolerance for corruption and bribery.

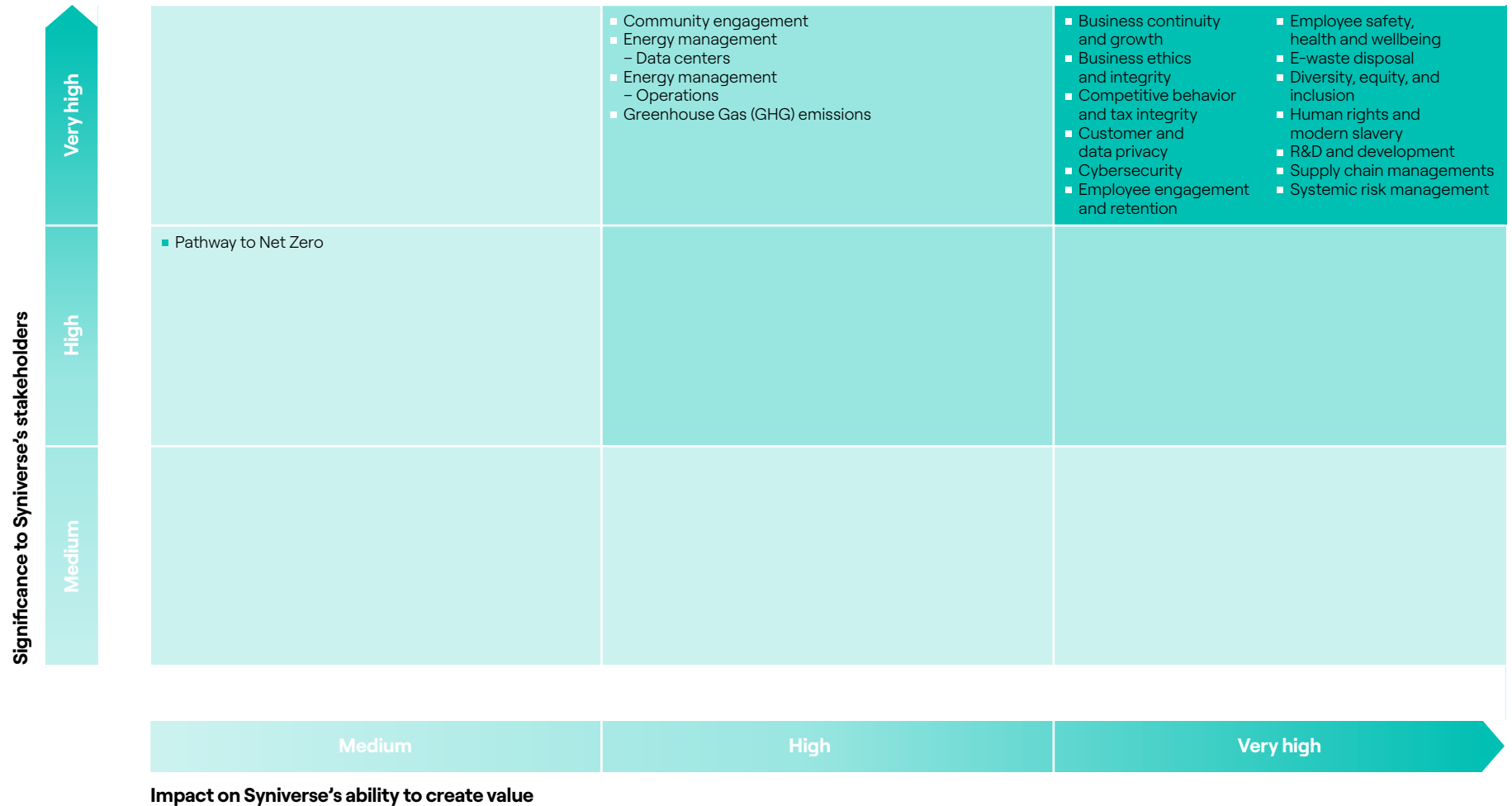
Our service initiatives will include continuing our investment to support innovation, service platform stability, and the failsafe protection of customer data privacy.

ESG strategy and framework continued

2022 materiality matrix

Material issues assessment

We used this assessment to identify the issues that are most material to our business and have plotted them on the material issues matrix below.



R

Responsibility to promote ethical practices



Responsibility to promote ethical practices

Our commitment to ethical behavior
As an intermediary trusted worldwide and daily by approximately 800 carrier and 450 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

- 100% of our staff received anti-bribery and corruption and Code of Business Conduct training in 2021
- We established a new cross-functional Risk and Assurance Council between finance, technology, and operations
- Our Supplier Code of Conduct was updated to promote responsible ESG actions across our supply chain

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

- Consider supplier audit mechanisms

Responsibility to promote ethical practices
continued

Entrenching ethical behavior within the business

Our Code of Business Conduct applies to all our employees, officers, and directors, as well as our subsidiaries, across all geographies. It addresses issues such as compliance with laws, fair dealing and competition, conflicts of interest, confidential information, privacy and data security, bribery, insider trading, anti-harassment, and non-discrimination.

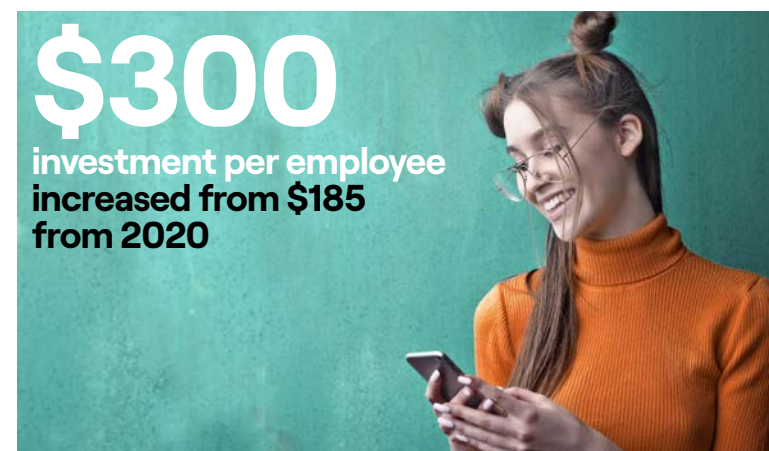
It can be accessed here: www.syniverse.com/code-of-business-conduct

In 2021, there were no legal proceedings initiated and no monetary losses due to anti-competitive behavior.

To educate our employees, and to encourage a culture of ethical behavior, we use a dedicated online training platform, SyniverseU. Each year, our employees complete certain mandatory training modules on topics such as anti-bribery and corruption, our Code of Business Conduct, data privacy, and our protection policies. We also offer a range of optional courses, including inclusive leadership, neurodiversity at work, preventing sexual harassment, and training on our products and services, among others.

For a second successive year, 100% of our global workforce completed mandatory training on anti-bribery and corruption, as well as on our Code of Business Conduct in 2021. This training educates and inspires our employees to understand and recognize new developments and potentially dangerous practices, and to nurture a culture of shared accountability.

100%
of our global workforce completed mandatory training on anti-bribery and corruption



Senior leaders in our finance department also received additional training on material non-public information, as well as on actual or seeming conflicts of interest.

In 2021, we increased our investment in employee training to \$300 per employee, from \$185 in 2020, and are on track to more than double this spend in 2022.

We also plan to launch company-wide ESG training in 2022 that defines ESG and its importance and relevance to our employees' work and business goals. The training will ensure that all employees have a detailed understanding of how Syniverse approaches and implements ESG best practices and will give employees the opportunity to understand and contribute to Syniverse RISE.



Alignment with the UN Sustainable Development Goals

Responsibility to promote ethical practices
continued

Integrating ethical behaviors and due diligence in our supply chain

Our responsibilities as an ethical company also extend to our suppliers.

All Syniverse suppliers must agree to abide by our Supplier Code of Conduct, which lays out the legal and ethical expectations we have of them. We also recommend that they undergo their own audits to ensure compliance with our code, and we reserve the right to ask for specific information as and when required.

Our Supplier Code of Conduct can be accessed here: www.syniverse.com/code-of-business-conduct.

We strive to select our suppliers from among organizations that conduct their business in a manner consistent with our own commitment to high ethical standards, safe and healthy working environments, the safeguarding of human rights and dignity, the protection of the environment, and compliance with applicable regulations and laws.

We are constantly working to improve supplier management and integrate ESG measures across our supply chain. With this in mind, we continue to assess our supply chain ESG risks and impacts.

During the year, we also updated our Supplier Code of Conduct, increasing our ESG-related requirements. These changes focused especially on diversity and impact on the environment, including GHG emissions.

We began exploring ESG ratings among our supply chain and have set a medium-term goal to assess all our high-risk suppliers. We will seek assurance from our suppliers on certain topics such as forced labor and the use of conflict materials, and will provide them with an ESG checklist together with our procurement team that enables us to start conversations with prospective suppliers early about their ESG commitments.

100%

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

Entrenching respect for human rights, and guarding against modern slavery within the business and our supply chain

We are committed to observing and upholding human rights across all our operations and supply chain

Our commitment to observing and upholding human rights across all our operations and supply chain is enshrined in our Modern Slavery Statement and our Supplier Code of Conduct. They stipulate our refusal to engage in forced labor, human trafficking, and modern slavery. You can find details of our adherence to the UK Modern Slavery Act of 2015 on page 51.

We expect that our suppliers will provide safe and healthy working environments for their employees as we do for our employees. We also expect our suppliers to establish a commitment to identify, measure, and improve a culture of diversity and inclusion; retain small and socioeconomically diverse suppliers where possible, and eliminate systemic bias in all aspects of the workplace.

We also expect suppliers to protect children, compete fairly, and minimize their risk to the environment, including:

- Minimizing their impact on the environment (including but not limited to air emissions, water discharge, toxic substances, and hazardous waste disposal)
- Maximizing their use of renewable energy
- Setting Net Zero targets where applicable
- Implementing cradle-to-cradle manufacturing and/or responsible end-of-life disposal. Suppliers must fully comply with or exceed all applicable environmental regulations or standards

We still aim to establish a training scheme for our employees to identify incidences of suspected modern slavery or human trafficking. We also intend to embed checks for modern slavery in our routine supplier due diligence process.



Alignment with the UN Sustainable Development Goals

Responsibility to promote ethical practices continued

Upholding tax integrity and ensuring compliance

We endeavor to ensure the integrity of all reported tax numbers and compliance with all our tax obligations on a worldwide basis while considering our corporate values and our sense of social and ethical responsibility.

We proactively conduct legal tax planning activities and satisfy tax compliance requirements by using qualified and reliable expertise, processes, systems, methods, and controls. We also strive to work cooperatively, transparently and constructively with tax authorities. In the process, we maintain our legal standpoints and defend our interests wherever we believe such actions are appropriate and legitimate.

In 2022, we launched our first diversity-focused tax internship. Our aim is to create opportunities for young adults from diverse backgrounds within the tax industry. Initially working with universities in Florida, we have offered roles to two interns so far who are exploring a career in tax. We hope this will help to create a strong pipeline of experienced entry-level tax professionals.



I am truly grateful for the opportunity to work alongside Syniverse's tax team. This internship is providing me with valuable experience, a healthy working environment, and a new appreciation for the tax industry.

Tabitha Geffard
2022 Syniverse
tax intern



Responsibility champion:

Jasmine Denton
VP Tax – Tampa, Florida

Jasmine joined Syniverse in 2011 and has been involved in the evolution of the company from a primarily US-based, roaming business to a multinational communications technology company. In fiscal 2021, Jasmine was promoted to VP of Tax and holds responsibility over all tax matters globally.

Jasmine has been recognized as one of the top 20 up-and-coming businesspersons under 30 in Tampa Bay, and was part of the Syniverse 2014 President's Club, our highest employee accolade. The President's Club recognizes employees who demonstrate diligent focus on our customers and our business.

This year Jasmine helped us to create our first ever tax internship program with an ESG-sensitive structure. There is currently a lack of diverse talent in the tax department due to a broader lack of diversity in this field. As a result, we are playing our part in expanding and improving the pipeline of talent at its source.



As the daughter of a first-generation immigrant, I understand the resilience and ingenuity that is often obscured by communication challenges, humble financial beginnings, non-traditional career paths, and challenging child and elder care responsibilities. Following a 'people are people' philosophy, my team strives to build an environment where individuals are given the support they need to find ways to succeed both within and outside Syniverse.



Alignment with the UN Sustainable Development Goals

A woman with dark hair, wearing a red button-down shirt, 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 some white papers or notices pinned to it. The overall scene suggests a professional meeting or collaborative work environment.

Inclusive culture for employees and the global community

Inclusive culture for employees and the global community

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.

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 handbooks. In 2021, we reported no major incidents or accidents.

Performance highlights

- Maintained employee turnover below our industry's benchmark, increasing 4.7% year-on-year to 15.2%
- Spent \$300 per employee on training during the year, an increase from \$185 in 2020. We are on track to more than double this investment in 2022
- Introduced a DEI performance objective for all employees as part of the annual performance evaluation cycle
- Introduction of monthly DEI themes for employee engagement, including Earth Month, women's history, mental health, LGBTQIA+ pride, and disability awareness
- Developed our own unique DEI training, which will be launched for all employees in 2023
- Relunched Employee Associations globally to reignite efforts to support our communities and bring employees together
- Established a partnership with Girls Who Code to support a diverse talent network

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

- Implement diversity initiatives for minority groups, including women, LGBTQIA+, and veterans
- Establish and reach agreed-upon goals to improve diversity across the workforce
- Reinstate community engagement and philanthropy



Inclusive culture for employees and the global community continued

Employee engagement and retention

Attracting and retaining a talented, diverse and accountable workforce is critical to our business success. This involves continuously engaging with our employees to understand their satisfaction and identify areas that need our attention. To this end, we conduct an engagement survey across our global employee base every year, as well as one-off pulse surveys and monthly employee town halls.

The topics we cover include employee satisfaction and recognition, pay and benefits, training and development, company strategy, and diversity and inclusion. This feedback allows our leadership to refine corporate policies and actions and respond to employee concerns, and allows employees to provide input into the future of Syniverse.

Our employees continue to respond positively to our surveys. In our most recent survey, for which we had an 87% participation rate, 71% of respondents described Syniverse as a “good place to work”. We were also pleased to see that 87% of employees feel they can be their authentic selves at work, which is a major focus in our approach to DEI.

Since our last report, we have further refined our hybrid work policy to optimize remote working, while maintaining the cohesive work community required for collaboration and innovation. We encourage non-remote employees to work in the office at least two days a week – ideally between Tuesday and Thursday – so that we can maximize face-to-face interactions.



Let’s just say there were offers, but I chose not to take them. And I’d say part of the reason was that I like what Syniverse does. We’re involved in an ecosystem that people may not really understand, but it impacts them every day.

We have also encouraged a culture of no-meeting Fridays to allow employees to focus on their work and clear tasks ahead of the following week.

In fiscal 2021, our voluntary employee turnover remained under the industry benchmark of 16% at 15.2%.

We experienced a 1% decrease in the representation of women employees between 2020 and 2021. Many industries noted a fall in women employee representation during the pandemic. We believe we were also impacted, to some extent, by the great resignation that occurred between 2020 and 2022.

In response, we are actively developing a strategy to improve our measurements against our gender representation targets.

We also relaunched our global Employee Associations in 2022, which provides opportunities for our employees to connect both in and out of the office. The newly formed, employee-led associations have been guided by an extensive survey we ran, which received over 700 responses.

Every Employee Association will be informed by regional preferences and will meet the needs of both remote and hybrid employees, covering topics such as team building, philanthropy, and professional development.



I think if you are interested in adding more tools to your toolbox and are able to move at a very fast pace, this would be the job for you. There’s room for growth and opportunity. On the flip side, if you’re looking for status quo, this may not be the place for you because we are evolving every day.



Alignment with the UN Sustainable Development Goals

Anonymous team members
Syniverse 2022

Inclusive culture for employees and the global community continued

Employee health, safety, and security

Ensuring that employees have access to a work environment that is clean, safe and secure is a top priority, and something on which we will not compromise. We do not permit forced or child labor and always strive to protect personnel, assets, and structures.

Health and safety incidents are logged and monitored in all locations. Incidents are reported to facilities and HR to be logged and appropriate measures are taken to mitigate risk. All incidents are reported to local and/or national authorities as required by the laws in those jurisdictions.

We have adopted programs in every country where we operate to incentivize our employees to be mindful of their health. In the UK, for example, we have a cash plan that employees can use toward medical procedures. Also in the UK, through our life assurance provider, our employees can earn credits for completing well-being activities, such as walks and meditation, which they can donate to charities, including feeding the hungry, cleaning water, supporting the homeless, and planting trees. And in the USA, Luxembourg and the UAE, participants who complete certain preventative screening tests and health workshops may receive a cash bonus.



In fiscal 2022, we awarded every employee worldwide with an extra day of paid leave to look after their mental health. We designated May 2022 Mental Health Awareness month, in which we shared our employees' stories of their struggles with and best practices for sustaining mental health.

We are working towards providing equal support and benefits to all our employees across the globe. Work has begun to understand our various offerings compared to benchmarks, and to enhance these where possible. This work will continue throughout 2022 and beyond.



We awarded every employee worldwide with an extra day of paid leave to look after their mental health



Alignment with the UN Sustainable Development Goals

Inclusive culture for employees and the global community continued

Training and leadership development

Syniverse provides annual mandatory training and allows its employees to undertake unlimited voluntary training. In 2021, Syniverse spent an average of \$300 per employee on training, up from \$185 per employee in 2020. We are on track to more than double this investment in 2022.

We also pay for professional certifications that are required for certain roles and plan to track our average spend per individual in the future.

In 2021, we relaunched our global people manager development initiative, LEAD. LEAD offers a variety of tools designed to help managers enhance the performance and engagement levels of their teams, particularly in a hybrid working environment. In 2021, we extended LEAD to the Asia-Pacific region for the first time, following a successful relaunch in India.

We also conducted manager round table sessions in each region for all leaders up to and including VPs. These discussions addressed the following topics: emotional intelligence, inclusive leadership, continuous feedback, and annual performance management reviews.



\$300

Average spend per employee on training in 2021

We are on track to more than double this investment in 2022



Alignment with the UN Sustainable Development Goals

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 2021, we adopted “people and culture” as one of our core six strategic pillars for 2022.

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

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 that we operate in. We are endeavoring to understand these communities better, and are working to understand the appropriate benchmarks to set appropriate goals.

In 2021, we hired a DEI-focused recruiter whose role is to create a robust strategy that helps to build a diverse talent pipeline and expand visibility of our career opportunities to diverse populations.

That strategy includes nurturing partnerships with diverse-focused organizations to expand our sourcing efforts. These organizations include student associations at colleges and universities, career agencies, professional associations, diverse job boards, and tech groups supporting diverse groups and next-generation talent.

Our focus areas include:

- ✓ Women-focused institutions
- ✓ Tech groups for women, girls, and people of color
- ✓ Hispanic-serving institutions
- ✓ Historically Black colleges and universities
- ✓ Career centers in underserved communities focusing on women, people of color, people with disabilities, and veterans
- ✓ Student and professional associations such as Women in Computer Science and the National Society of Black Engineers

To assist in onboarding new employees, we have implemented 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 accelerate the onboarding experience, drive employee engagement and retention, and improve job satisfaction.



Alignment with the UN Sustainable Development Goals

Inclusive culture for employees and the global community
continued

Education



Education is crucial in helping us reach our diversity goals.

Education is crucial in helping us reach our diversity goals, and we are training staff to use more inclusive language and to model more inclusive behaviors.

By August 2023, we intend to hold recruiter and hiring manager training sessions that tackle unconscious bias, identify and work to remove barriers in the hiring process, and increase awareness of candidates' unique identities.

A new internal company-wide Syniverse Central DEI page is being put in place, too. This resource will help to improve our employees' knowledge and understanding of diversity-based concepts and will also provide a calendar of diversity-related events, holidays, and observances.



By August 2023, we intend to hold recruiter and hiring manager training sessions that tackle unconscious bias, identify and work to remove barriers in the hiring process, and increase awareness of candidates' unique identities

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Alignment with
the UN Sustainable
Development Goals

Inclusive culture for employees and the global community continued

Our council

We are also unveiling improvements to our existing DEI Council to ensure that it executes corporate DEI objectives through its cross-departmental members, and that these objectives are integrated throughout the organization.



Currently, our DEI Council boasts 17 members across various locations and departments. They are responsible for:

- Creating broad impact and amplifying work led by the human resources team
- Being an ambassador of DEI throughout the organization locally and globally
- Socializing DEI principles within their teams and departments
- Bringing new perspectives and providing creative solutions that can be applied to diverse business problems
- Amplifying work led by the human resources team

The council focuses on three pillars: communication, engagement and data. A DEI charter was created in 2022.

We are also updating our CEO's diversity statement to accurately reflect the essence of our commitment to diversity in the workplace and its relevance in today's world.

Our DEI Council

 Alex Palermo Corporate Counsel Tampa, USA	 Ana Rodgers VP Internal Audit Tampa, USA
 Andrew Davies CEO Tampa, USA	 Christy Schutz Internal Communications Manager Tampa, USA
 Darleen Murrain Diversity Talent Acquisition Associate Manager Tampa, USA	 Deepak Jayaram Technology Director Bangalore, India
 Farah Van Deering Diversity Talent Acquisition Associate Manager Tampa, USA	 Gillie May Fairbrother Sr ESG Manager London, UK
 John Wick Chief Technology Officer Tampa, USA	 Katie Mericle HR Director HR Business Partner Tampa, USA
 Liane Cole Sr Talent Development Director Tampa, USA	 Marcus Hatcher Technical Product Manager Tampa, USA
 Monique J. Morrow Sr Distinguished Architect Emerging Technologies Zurich, Switzerland	 Nathan Robbins Sr Corporate Strategy Director Dallas, USA
 Noelia Solis Murillo Sr Manager Operations Alajuela, Costa Rica	 Sara DeBella SVP and Chief Human Resources Officer Tampa, USA
 Vivian Ding VP Operations & Support for APAC Beijing, China	

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Alignment with the UN Sustainable Development Goals

Inclusive culture for employees and the global community continued

Regional diversity

Financial year 2021

Country	Number of employees	Number of women	% of women	Regional benchmark %	Regional benchmark number
United States of America	463	130	28%	35%	162
India	455	88	19%	36%	164
Costa Rica	182	41	23%		
China	107	42	39%	46%	49
Luxembourg	60	20	33%	19%	11
United Kingdom	44	18	41%	27%	12
Hong Kong	32	16	50%		
Other	92	27	29%	N/A	
Total	1435	382	27%		

Gender and ethnic representation

Financial year 2021

Level	Women	Men	Total	% of women	Ethnic group	Number of employees	% of employees
C level	3	5	8	38%	American Indian/Alaska Native	2	0%
SVP and VP	10	39	49	20%	Asian	535	37%
Senior director and director	20	85	105	19%	Black or African American	42	3%
People leaders	40	104	144	28%	Hispanic or Latino	183	13%
Individual contributors	309	820	1129	27%	Native Hawaiian or other Pacific Islander	3	0%
Total	382	1053	1435	27%	Two or more races	0	0%
					Other	10	1%
					White	366	26%
					Not self-reported	294	20%
					Total	1435	100%

Age representation

Financial year 2021

Generation	Born	No of women	% of total employees	No of men	% of total employees	No of employees	% of total employees
Baby Boomer	1946 – 1964	26	2%	80	6%	106	7%
Gen X	1965 – 1980	153	11%	454	32%	607	42%
Millennials	1981 – 1996	195	14%	502	35%	697	49%
Gen Z	1997 – 2012	8	1%	17	1%	25	2%
Total		382	27%	1053	73%	1435	100%

Responsibility to promote ethical practices continued

Community engagement

Syniverse is committed to being good neighbors to the communities our employees and customers live in and serve and to contribute meaningfully to their development.

Since our last report and as we emerge from Covid-19, we have relaunched our Employee Associations.

These associations allow for two methods of engagement with our communities. The first is a global initiative to have our employees volunteer for four hours per year in their local communities. The second involves each location hosting at least one event each year that serves their community. This could be a clothing or food drive, a fundraiser, or volunteering their time for a local cause.

In May 2022, we announced our sponsorship of Girls Who Code, a non-profit organization that aims to increase the number of women in tech-related fields. Together, we are working to close the gender gap in technology.

We also want to help to build a pipeline of future women engineers by engaging with students and supporting young women to pursue careers in technology.



Syniverse supports the LGBTQIA+ community

Inclusivity champion:

Andre Lepiz
Financial Planning Manager
– Costa Rica

Andre joined Syniverse in 2021 as a sales commissions analyst and was quickly promoted to Commissions and Financial Planning Manager. One of his key experiences during this time, he says, has been the trust and strong lines of communication he has nurtured with his extended team.

As a person with autism, Andre says that interpersonal relationships are not easy for him. But the way he has been able to communicate and lead changes in Syniverse, with the help of different people from different teams around the world, has been truly validating.



I attended the Costa Rica Pride Parade with Syniverse employees and gave out dad hugs. It was an overwhelming and humbling experience. Loving your children is the easiest thing in the world, and even though we're sometimes told otherwise, loving in general is just as easy.

I brought my 'Dad Hugs' sign, understanding that some people might find it important. What I wasn't prepared for was the large number of people who needed a dad hug and who were willing to share their stories.

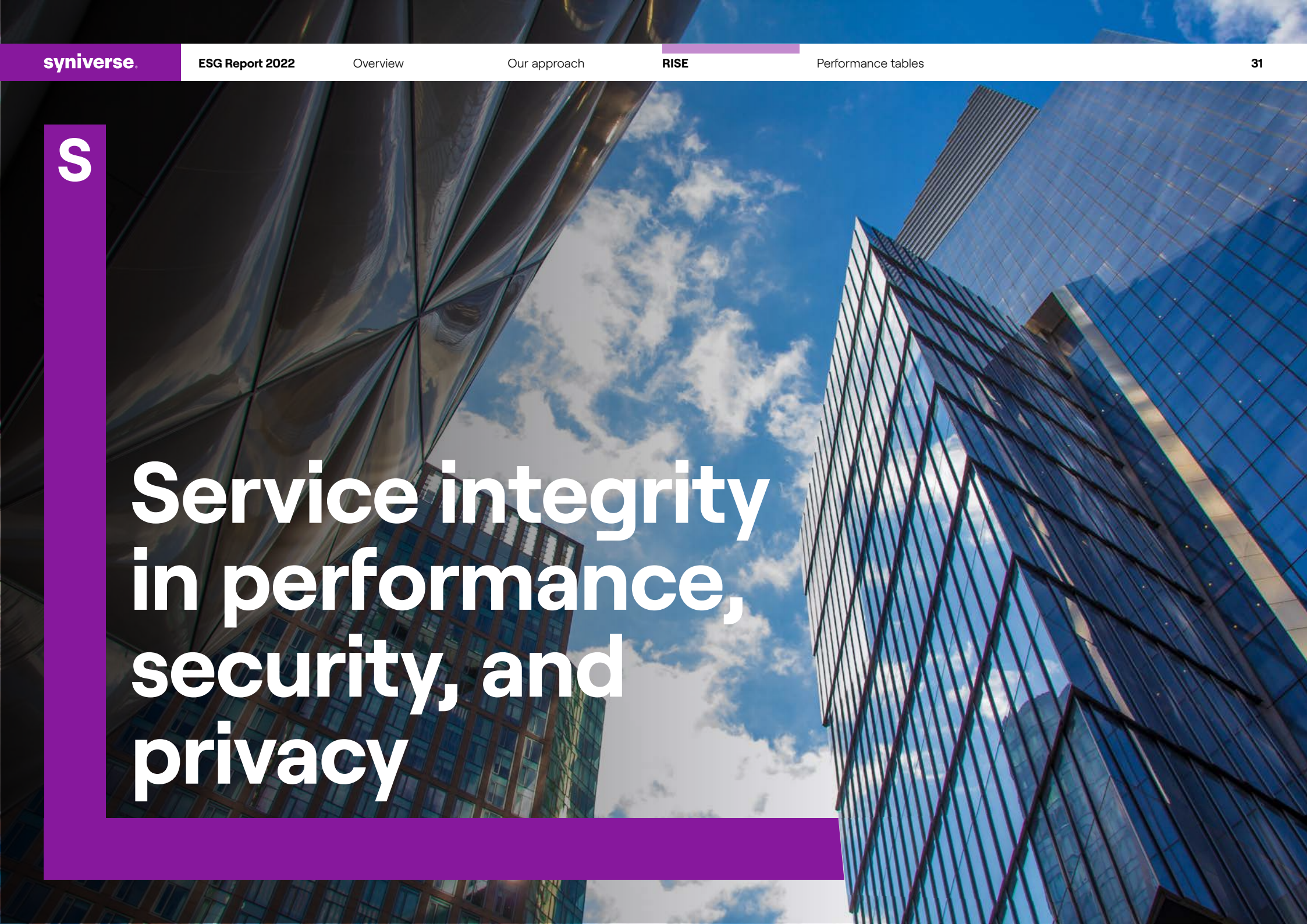
Love is love' is not just a catchy slogan; it needs to be a constant reminder.



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

- Customers surveyed who rated Syniverse as “good to excellent” for overall experience increased from 90% in 2020 to 91% in 2021. The proportion of surveyed customers responding that they were “likely to extremely likely” to continue using Syniverse increased from 84% in 2020 to 87% in 2021
- Average uptime, availability of our platforms unencumbered by service degradations, outages and incidents increased from 99.85% in 2020 to 99.98% in 2021
- Net Promoter Score (NPS) increased from 42 in 2020 to 48 in 2021.
- Awarded number one highest rating overall provider by mobile roaming vendor hub Kaleido Intelligence
- Initiated alignment of our cybersecurity program to the NIST Cybersecurity Framework (CSF)
- Filed 16 new patent applications in 2021

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

- Adhere to APEC standard for processors in data privacy
- Initiate alignment of the cybersecurity program to the NIST Cybersecurity Framework (CSF)
- Integrate ESG and sustainability accomplishments into sales and marketing materials

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

Risk and Assurance Council

Since our last report we created a new Risk and Assurance Council with 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 & 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 have leveraged 3 industry best practice risk frameworks and have integrated them in the overall enterprise risk management program. We have also identified high risk areas via operational audits, begun reporting on certain KPIs, commenced the recruitment of a team of dedicated margin assurance professionals, and trained the organization in thinking through the lens of risks in their respective areas to further strengthen internal controls.

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

ERA and operational audits

Other risk/compliance

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

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

Customer and data privacy

We take the privacy of our data seriously. Our systems to support data privacy are state-of-the-art, and we use encryption key management processes to protect our customer data and transmit it safely over a private IPX network. We consider privacy from the start and throughout the life cycle of every product and project.

Our Syniverse Privacy Champions comprise individuals from across our company who are actively engaged in addressing data privacy matters. They help to build a culture of customer data privacy throughout our organization, serve as distributed points of contact for privacy matters, and help to mitigate the risk of non-compliance.

We are members of the International Association of Privacy Professionals (IAPP) and encourage key employees to actively participate in IAPP-hosted events, speak at conferences and gain certification. We also use the IAPP's global repository of news and resources to stay abreast of the privacy regulation changes that impact our customers and the data we process on their behalf.

We conduct annual privacy training for all employees using OneTrust training material delivered through our online learning system SyniverseU. This training enhances our privacy-focused culture and reinforces that each employee is responsible for protecting the data privacy of each of our stakeholder groups. Syniverse also supports the maintenance of IAPP certifications for key personnel.

While delivering environmental benefits, our stringent e-waste disposal process ensures there is zero risk of our customer data being exposed once hardware reaches end of life. We work with a global ITAS service provider that performs on-site degaussing, which is the process of removing data using a magnetic field. This means sensitive data is never removed from the premises and that hardware can usually be repurposed, leading to less incineration or landfill, and helping us to reduce our carbon footprint.

**We consider privacy from
the start and throughout
the life cycle of every
product and project**



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

Cybersecurity

Syniverse Global Security (SGS) is a strategy-aligned program that addresses our customers' rapidly evolving needs and protects the Syniverse brand, our global operations, and customer data. SGS supports our worldwide enterprise and services portfolio. Its mission is to protect our people, assets, data and customers, 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, such as NIST and ISO 2700x
- Document and operate under industry standard information security policies, standards and procedures that reflect business strategy and current compliance and regulatory environments



Led by SVP and Chief Information Security Officer, Justin Dellaportas, SGS reviews and updates our information security policies annually to maintain compliance with legal, statutory, regulatory and contractual obligations, and to ensure we are appropriately responding to changes in our operating environment. It also provides the framework to initiate and control the implementation and operation of information security within the organization, regardless of functional area.

We continue to realign the structure of our information security policy framework to ISO 2700x. ISO standards include a process-based approach to initiating, implementing, operating and maintaining our information security management system (ISMS). This standard is invaluable for monitoring, reviewing, maintaining and improving our ISMS, and will give partner organizations and customers greater confidence in how they interact with us.

In 2022, we completed an external assessment of our cybersecurity program against the NIST CSF. We track our progress on improving the overall maturity of our program and we continue to seek out opportunities where we can implement best-in-class people, processes and technology.

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

Service performance and business continuity

Demonstrating solid business continuity goes hand in hand with our record of innovation. We aim to understand, track and resolve challenges so we can better serve our customers and remain agile in our dynamic industry.

Our secure, global network is the foundation for our IP-based services. We have established a future-proof network architecture for mobile communications providers to reduce cost, establish security, and provide an optimal user experience.

To better manage our performance, our teams provide a monthly review of global operations to the senior leadership team on measures such as overall uptime status, degradations, outages, and incidents. In 2021, our average uptime was 99.98%, which increased from 99.85% in 2020 and brings us even closer to our goal of 99.99%.

We are committed to meeting customer needs and we conduct an annual customer satisfaction survey. This allows us to receive feedback on several performance-related topics, including product reliability, customer support, and implementation. These results are reviewed by our Board and a senior leadership team member dedicated to customer satisfaction. This team member reports to the CEO and is also a member of our RISE Council.

Highlights from the 2021 customer survey include:

- NPS increased from 42 in 2020 to 48 in 2021.
- Overall experience was rated at 91% (good – excellent) from 90% in 2020
- Customer support was rated at 95.2% (good – excellent) from 97% in 2020
- Sales/Account team was rated at 95.3% (good – excellent) from 92% in 2020
- Product/Service training was rated at 94.7% (good – excellent) from 91% in 2020
- Average uptime, availability of our platforms unencumbered by service degradations, outages, and incidents increased from 99.85% in 2020 to 99.98% in 2021

We are committed to improving our uptime, customer satisfaction score and other ratings from customers including but not limited to those listed above. Strategies for increasing these measures are reviewed regularly by our Board, CEO, senior leadership team, and a broader group of over 40 senior leaders internally.

91%

customers surveyed
who rated Syniverse as
“good to excellent”
for overall experience

48↑

Net Promoter Score
increased from 42
in 2020 to 48

Service integrity
in performance,
security, and privacy
continued

Awards and achievements

In 2021, Syniverse received several awards and industry recognition.

Kaleido Intelligence, a global research firm covering the carrier market, ranked Syniverse as the top overall leader in mobile roaming out of the more than 35 vendors they evaluated. Kaleido Intelligence's Vendor Hub presents the most detailed competitive intelligence available on mobile roaming, looking at seven roaming services. Syniverse's honors were determined based on feedback provided by mobile operators to Kaleido Intelligence and a detailed analysis conducted by Kaleido analysts. Their criteria centered on company positioning, roaming product leadership, strength and quality of the service offering, innovation, and future business prospects.

In its report, "5G Roaming: Consumer & IoT Strategies 2021," Kaleido Intelligence named Syniverse a "Best Placed Vendor" to enable 5G roaming based on feedback they received from mobile operators and other vendors. This recognition confirms that Syniverse's industry-leading solutions are making a difference for mobile operators and their customers.



Syniverse was also recognized in 2021 by Gartner® Market Guide on CPaaS for enterprises, citing Syniverse as its "co-creator". Co-creator service involves partnering with customer development teams to leverage Syniverse's Hyperscale Communications Platform for improving competitiveness and customer experience.

ROCCO, established in 2012, creates multiple types of reports on roaming and interconnect. In ROCCO's 2021 rankings, Syniverse was named an "established leader" in the roaming clearing category as well as a "Tier 1" IPX Network Vendor. Both are considered the highest rankings in their leaderboard rankings.

Ranked **Highest Rated**
Mobile Roaming
Vendor Hub



Kaleido Intelligence
2021

Ranked **Tier 1 IPX**
Networks Vendor

ROCCO
2021

Recognized **Leading**
5G Roaming Vendor



Kaleido Intelligence
2021

Recognized as **Tier 1**
A2P SMS Messaging
Vendor



ROCCO
2021

Profiled **CPaaS**
provider in
Co-Creator category

Gartner
Market Guide for
Communications
Platform as a Service
2021

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

Awards and achievements continued

Leaders are calculated by taking the following four criteria into account: 1) average of all performance category KPIs; 2) average of performance + category KPIs; 3) average of leadership category KPIs; and 4) average of general rating category. They then create an overall average to identify leaders with the highest scores.

Juniper Research is a Europe-based provider of business intelligence specializing in providing high-quality data and fully researched analysis to manufacturers, financiers, developers, and service/content providers across the communications sector. Syniverse received the highest ranking in Juniper's Mobile Roaming Service Providers Leaderboard rankings: "established leader." Syniverse was recognized based on the extensive breadth, depth and/or range of its products and position, as well as the expansiveness of its capability and capacity.

Our specialized personnel have filed a total of 96 patented technologies, including 16 in 2021 alone. We expect to continue innovating future technology and hiring expert employees to enhance our product innovations.

**Established leader
in clearing**

ROCCO
2021

**Recognized as
"Established Leader"
for Mobile Roaming
Service Providers**

JUNIPER RESEARCH
2021

Service champion:

Barry Derrick Technology Director – Tampa, Florida

Barry joined Syniverse in 2011 as a senior advisory systems engineer in the incident response team. In 2014, he moved to application operations, again as a senior advisory systems engineer, and was then promoted to Senior Manager: Operations and to Technology Director. Since 2016, he has directly managed nine different teams in application operations, infrastructure, and product support.

In his position as Technology Director, Barry has created and led several strategic initiatives dedicated to both technical innovation and the professional development of his team. These range from leveraging the latest technology to enhance Syniverse's view of the products and services we provide to our customers, to providing a collaborative environment that is conducive to innovation and technology skills acquisition.



As a leader, I am dedicated to helping each person reach their potential. I steadfastly believe that, as we strive to become better versions of ourselves, the example that we set and the individuals who we help develop along the way create ripples of positive impact. Pursuing the best for ourselves and those around us has a direct positive impact on the individual, Syniverse, our customers, and our communities.



E

A photograph showing a person's hands holding a dark blue smartphone. The person is standing in a field of bright yellow flowers, likely rapeseed, which are out of focus in the background. The lighting is bright, suggesting a sunny day. The image is framed by a dark green border.

**Environmental
performance that
protects the world**

Environmental performance that protects the world

Our work does not exist in isolation. 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 2021, the CFO continued to be the highest-ranked person directly responsible for Syniverse's climate change activities for the reporting year. He attended all 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.

During the year under review, we fulfilled our commitment to assess a path to Net Zero by starting a study to set Science Based Targets. This work will continue into 2023. We have also begun discussions with our suppliers about our environmental goals and how our goals can be applied to our supply chain via our Supplier Code of Conduct.

Performance highlights

- Reduced energy use in operations by 5% in 2021 (28,356.24GJ)
- Scope 1, 2 and 3 emissions decreased by 36% (10,729.59MTCO_{2e})
- Continued commitment to reporting progress on environmental goals through CDP since 2011
- Reduced water usage in the Tampa office by adjusting taps and toilets to low flow
- Featured April 2022 as Earth Month in our employee engagement process. This involved employee education and sharing positive impacts on the environment

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
- Conduct company-wide ESG training in 2022
- Committed to assess a Net Zero target for both direct and indirect energy consumption
- Evaluate employee transportation programs and incentives

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 putting measurable action plans in place.

Our 2021 Scope 1, 2 and 3 emissions for the 2021 financial year were as follows, against a 2020 calendar year benchmark. A high proportion of our aggregate GHGs (74.7% calendar 2020, 63.4% fiscal 2021) were derived from indirect attributable emissions from our supply chain, notably from our data center suppliers.

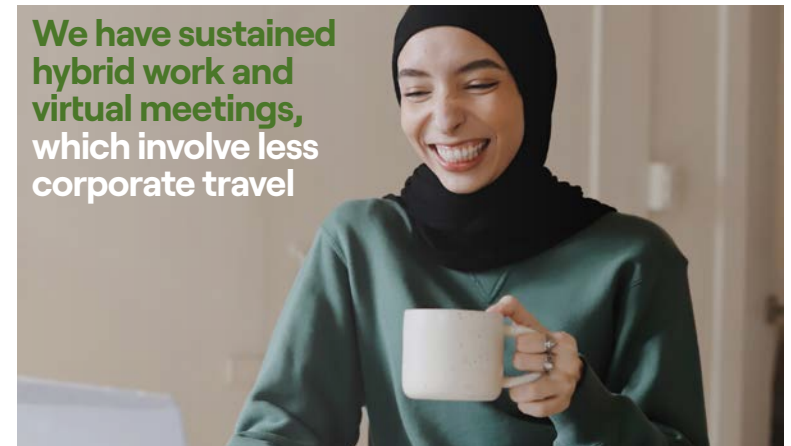
In 2021, we reduced energy use in the following ways:

- ✓ Continued reduction to our data center footprint
- ✓ Sustained hybrid work and virtual meetings, which involve less corporate travel
- ✓ Adjusted lights and air conditioning in our Tampa headquarters to reduce usage at night and adopted overrides to reduce usages in floor space where hybrid work is established
- ✓ Adopted motion sensors in quadrants of our UK and Costa Rica facilities, so that lights are only used when needed
- ✓ Replaced single use coffee cups with reusable mugs in our Costa Rica, UK, and Beijing offices
- ✓ Changed to LED lighting in all applicable facilities
- ✓ Reduced usage of the air-cooling system in our London office server room by 50%
- ✓ We now receive impact reports from our global Rent a Car account, adding further clarity to GHG emission reporting. We are also looking to expand our use of EVs for car rental travel where possible

8%

reduction in our operational energy in 2021

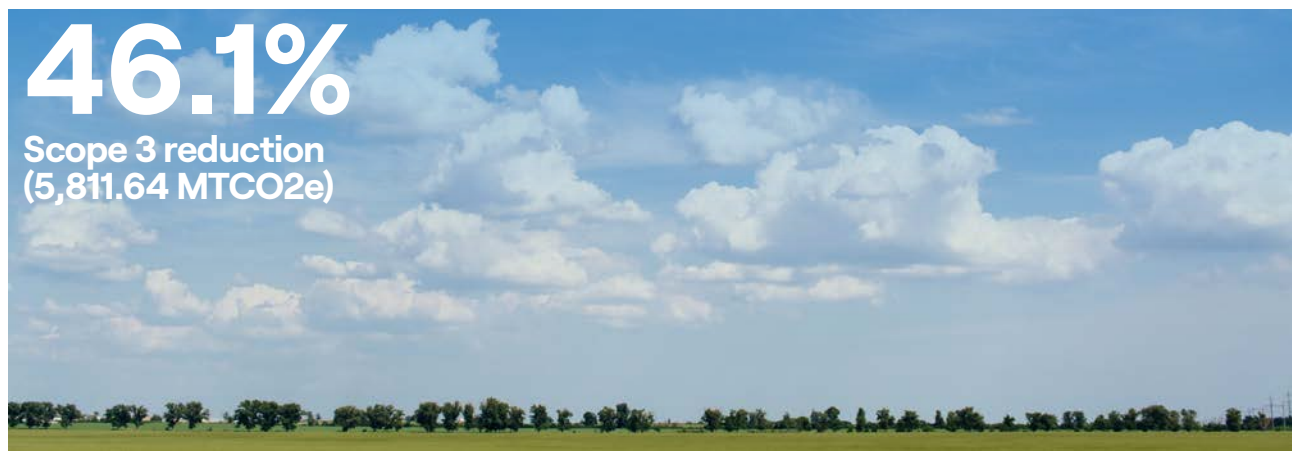
We have sustained hybrid work and virtual meetings, which involve less corporate travel



Alignment with the UN Sustainable Development Goals

Environmental performance that protects the world continued

Optimizing energy usage and reducing GHG emissions continued



Thanks to further engagement with our suppliers on environmental topics, we were able to confirm that 8,065,000 KWH of Scope 3 electricity was offset in 2021 by one of our major data center providers.

This equates to 43.6% of our total Scope 3 energy consumption from data centers (8,065,000/18,509,311.9 KWH). This is the primary driver behind our significant Scope 3 reduction of 5,811.64 MTCO_{2e}, or 46.1%.

GHGs by scope*

Scope	Fiscal year 2021 (December 1, 2020 – November 30, 2021)	Final calendar year 2020 (January 1, 2020 – December 31, 2020)*
Scope 1	26.47	37.50
Scope 2	3,900.17	4,234.51
Scope 3	6,802.95	12,614.59
Total	10,729.59	16,886.60

*The final calendar year 2020 may differ from preliminary statistics on page 37 of the 2021 report due to the finalization of internal audits following the publication of our 2021 report in January 2022.



Alignment with the UN Sustainable Development Goals

Environmental performance that protects the world
continued

Environmental procurement and green IT

We intend to extend our energy consumption policy to our suppliers. We have begun gathering data on energy from our major data centers, the primary source of our Scope 3 GHG emissions, to ensure more accurate reporting and collaboration with our key vendors on ways to reduce our carbon footprint.

In the future, our site selection process may include proof of ISO compliance, and the monitoring of and recommended increase in our supply chain's use of responsibly sourced, post-consumer recyclable materials (or those designated as fuel efficient or third-party certified).

In Luxembourg, our office sits in Campus Contern, which has just achieved CO₂-neutral status. It is the first office complex to be awarded this label in the country. The campus buildings use 100% green electricity for heating, cooling, and lighting. Employees have an electric shuttle bus or car-sharing system at their disposal, and there are 67 electric vehicle charging stations on site. A system for sorting waste and the reduction of packaging is also in place, and there are beehives on the rooftop

In Luxembourg, our office sits in Campus Contern, which has just achieved CO₂-neutral status



We have continued our partnership with Sustainabase, experts in carbon accounting, to track our direct and supply chain GHG emissions. Their information helps us to identify energy-intensive practices so we can operationalize to reduce both total carbon emissions and our operating expenses.

We have also started engaging with our customers about their environmental and broader ESG goals, so that we can better understand their priorities and ensure we work together to reduce environmental risk.

We currently report our ESG score through EcoVadis to around 20 customers and are undergoing a trial to request scoring from our suppliers through the same platform.

The campus buildings use 100% green electricity for heating, cooling, and lighting. Employees have an electric shuttle bus or car-sharing system at their disposal, and there are 67 electric vehicle charging stations on site



Alignment with
the UN Sustainable
Development Goals

Environmental performance that protects the world continued

Pursuing a pathway to Net Zero



This year we moved forward with our commitment to assess our path to Net Zero, by starting our journey to set Science Based Targets. This work will continue throughout 2022 and 2023. Education around Net Zero will also be included in our mandatory ESG training to help employees understand how to reduce energy use both at home and at work.

Education around Net Zero will also be included in our mandatory ESG training to help employees understand how to reduce energy use both at home and at work



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION

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 landfill.

We responsibly dispose of 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 2021, we disposed of 74.9MT of e-waste. The 619% increase from the 12.1MT of e-waste we disposed of in 2020 is attributable to our ongoing data center reduction efforts as we endeavor to reduce power usage and increase efficiency. We expect future increases as we continue to reduce space and equipment use. As per our policy, all e-waste is disposed of sustainably and ethically.



Environmental champion:

Ana Rodgers
VP of Internal Audit
– Tampa, Florida

Ana joined Syniverse in 2007 and has come full circle in this time. After starting in audit, she moved to revenue assurance, data privacy, and shared services, before ultimately returning to head internal audit after being appointed VP in April 2021.

Ana has proven her ability to pivot based on Syniverse's needs and has learned and grown with her various teams. The Syniverse environment, she says, is ever-changing and provides a variety of opportunities for those who are willing to get involved and take risks. Ana also volunteers at ISACA, a globally recognized risk and assurance association, where she mentors young auditors.



I prefer to do my grocery shopping at a store that encourages shoppers to bring their own bags and doesn't provide plastic ones. I also take time out to clean up shorelines in the Tampa Bay area and have amassed quite a collection of volleyballs over the years! I am a member of the Syniverse DEI Council and was part of the leadership team that formed our Risk Council. I believe we should champion ESG across all the pillars of RISE.



Alignment with
the UN Sustainable
Development Goals

Key performance indicators

Pillar	Topic	KPI	Unit of measure	2020 final calendar year*	Fiscal year 2021 (December 1, 2020 – November 30, 2021)	SDG	SASB code
R	Competitive behavior	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Reporting currency	\$0	\$0	17	TC-SI-520a.1
	Corporate governance	% of employees that receive annual anti-bribery and corruption and Code of Business Conduct training	Percentage (%)	100%	100%	16	N/A
	Supplier management	% of high-risk suppliers that are audited annually	Percentage (%)	0%	0%	16	N/A
		% of all suppliers that sign off on Code of Business Conduct annually	Percentage (%)	100% Tied to Contract	100% Tied to Contract	16	N/A
I	Employee engagement	Annual voluntary turnover	Percentage (%)	10.50%	15.20%	8	N/A
		Average number of \$ spent on continuing training and career development provided per employee per year	Reporting currency	\$185	\$300	8	N/A
		Employee satisfaction (per the annual employee engagement survey)	Percentage (%)	No survey done in 2020 due to Covid-19	87% participation recommended Syniverse as a good place to work: 71% positive, 22% neutral, 7% negative	8	N/A
	DEI	Percentage of gender and racial/ethnic group representation for 1) management, 2) staff, and 3) all other employees	Percentage (%)	See gender stats	See gender stats	5	TC-SI-330a.3
		Percentage of Diverse Board Members	Percentage (%)	13%	13%	5	N/A
	Community engagement	Total donations	Reporting currency	2020: \$0 Last donations were made pre-Covid in 2018, when our employees raised \$115,000 and Syniverse contributed \$230,000 in money and resources	Plan to reinstate community engagement in 2022	17	
		Total number of employees who participated in organization-sponsored or organized events	Number of employees	Unknown	Plan to reinstate community engagement in 2022	17	N/A
	Total employee service hours	Number of hours	2020: unknown (2018: 1,500)	Plan to reinstate community engagement in 2022	17	N/A	

Continued overleaf

*The final calendar year 2020 may differ from preliminary statistics on page 37 of the 2021 report due to the finalization of internal audits following the publication of our 2021 report in January 2022.

Key performance indicators
continued

Pillar	Topic	KPI	Unit of measure	2020 final calendar year*	Fiscal year 2021 (December 1, 2020 – November 30, 2021)	SDG	SASB code
S	Customer privacy	Number of users whose information is used for secondary purposes	Number	0	0	N/A	TC-SI-220a.2
		Total amount of monetary losses as a result of legal proceedings associated with user privacy	Reporting currency	\$0	\$0	N/A	TC-SI-220a.3
	Cybersecurity	1. Number of data breaches	Number	0	0**	N/A	TC-SI-230a.1
		2. Percentage involving personally identifiable information (PPI)	Percentage (%)	0%	0%	N/A	TC-SI-230a.1
		3. Number of users affected	Number	0	0	N/A	TC-SI-230a.1
	Business continuity	1. Number of performance issues	Number	347	387	N/A	TC-SI-550a.1
		2. Number of service disruptions	Number	63	37	N/A	TC-SI-550a.1
		3. Total customer downtime	Days	42	8	N/A	TC-SI-550a.1
	E	Energy management – data centers	1. Total energy consumed	Gigajoules (GJ)	51,809.00	66,633.52	12 & 13
2. Percentage grid electricity			Percentage %	Unknown, plan to track next year	56%	12 & 13	TC-SI-130a.1
3. Percentage renewable			Percentage %	Unknown, plan to track next year	44%	12 & 13	TC-SI-130a.1
GHG emissions		Total GHG emissions CO2e (Scope 1,2,3)	Metric tons	16,886.60	10,729.59	13	N/A
E-waste disposal		1. Total e-waste disposed	Metric tons	12.1	74.9	12	N/A
		2. Percentage sent to vendors with e-waste standards	Percentage %	100%	100%	12	N/A
Energy management – operations		1. Total energy consumed	Gigajoules (GJ)	28,434.54 GJ	28,356.24 GJ	12 & 13	TC-SI-130a.1
		2. Percentage grid electricity	Percentage %	Unknown	Plan to track 100% in the future	12 & 13	TC-SI-130a.1
		3. Percentage renewable	Percentage %	Overall unknown, Luxembourg 100%, Costa Rica 99.78%, Tampa 6%	Plan to track 100% in the future	12 & 13	TC-SI-130a.1
Sustainable purchasing & Green IT		Percentage of office supplies with sustainability-related certification (e.g., FCS paper)	Percentage %	Plan to track this in the future	Plan to track this in the future	12 & 13	N/A
	Percentage of IT equipment with sustainability-related certification (e.g., e-PEAT, EnergyStar)	Percentage %	Plan to track this in the future	Plan to track this in the future	12 & 13	N/A	

* The final calendar year 2020 may differ from preliminary statistics on page 37 of the 2021 report due to the finalization of internal audits following the publication of our 2021 report in January 2022.

** For information about a security incident (as defined by the U.S. National Initiative for Cybersecurity Careers and Studies) discovered in 2021, see "Risk Factors", section "Risks Related to Syniverse's Business", pages 75-78: <https://www.sec.gov/Archives/edgar/data/1839175/000119312522004492/d234831ddefm14a.htm>

GRI Content index

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	102-3	Location of headquarters	About Syniverse 3
	102-4	Location of operations	About Syniverse 3
	102-5	Ownership and legal form	Governance of sustainability 7
	102-6	Markets served	About Syniverse Letter from the CEO
	102-7	Scale of the organisation	About Syniverse 3
	102-8	Information on employees and other workers	About Syniverse Inclusive culture for employees and the global community 21
	102-9	Supply chain	Responsibility to promote ethical practices 15
	102-10	Significant changes to the organisation and its supply chain	Responsibility to promote ethical practices 15
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GRI Standard	Disclosure number	Disclosure title	Section and page	
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	102-36	Process for determining remuneration	Governance of sustainability	7
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	102-43	Approach to stakeholder engagement	Our stakeholders	12
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	102-47	List of material topics	2022 materiality matrix	14
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	102-53	Contact point for questions regarding the report	About this report	2
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	102-56	External assurance	None	N/A
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	306-2	Waste by type and disposal method	Reducing e-waste and ensuring responsible waste management	45
Environmental compliance	307-1	Non-compliance with environmental laws and regulations	None	N/A
Supplier environmental assessment	308-1	New suppliers that were screened using environmental criteria	Environmental procurement and green IT	43
Social performance				
Employment	401-1	New employee hires and employee turnover	Inclusive culture for employees and the global community	21
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Diversity and equal opportunity	405-1	Diversity of governance bodies and employees	Diversity, equity and inclusion	26
	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	Entrenching respect for human rights, and guarding against modern slavery within the business and our supply chain	19
	412-2	Employee training on human rights policies or procedures	Entrenching respect for human rights, and guarding against modern slavery within the business and our supply chain	19
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Supplier social assessment	414-1	New suppliers that were screened using social criteria	Integrating ethical behaviors and due diligence in our supply chain	18
	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

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 31 December 2021 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: <https://www.syniverse.com/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 July 31, 2022, the global group of companies had 1,524 full time equivalent employees and provide 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 subject to adverse media review to identify risks including human rights abuses, human trafficking, and labor violations.
- Those potential suppliers identified as medium or high risk are subject to further vetting and evaluation based on the specific supplier's circumstances. 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 are being rolled out on a phased basis. 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.

Modern Slavery Statement

continued

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 our standard contracts for use at a global firm level with all supply chain partners to confirm their compliance 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 offences relating to slavery or human trafficking; and to ensure they implement due diligence procedures in their own supply chains.
- Published our 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.
- 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 31 December 2021.

Andrew Davies
CEO

