ESG Report
2024

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Contents

OVERVIEW

About this report

Welcome to Syniverse's Environmental, Social, and Governance (ESG) Report for 2024. This report highlights our progress in advancing our ESG goals and the value we have created for our stakeholders.

The reporting period covers fiscal year 2023, which began on December 1, 2022, and concluded on November 30, 2023.

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Our Approach

Our ESG report is structured around our RISE Program, which draws insights from our material sustainability topics. Collaborating closely with our stakeholders, we have collectively identified the most significant risks and opportunities impacting our business and those we serve. Managing these risks and capitalizing on the opportunities they present is at the core of our strategy, sustainability initiatives, and overall performance.

Commitment to Transparency

Transparency and consistency are fundamental to our reporting practices. We published our inaugural ESG report in January 2022. Since 2019, we have partnered with EcoVadis, an independent rating platform, to assess our environmental performance. For over a decade, we diligently tracked and reported our energy consumption, carbon emissions, and efforts to combat climate change through submissions to the Carbon Disclosure Project (CDP).

Our RISE Program

We continue to frame our approach to ESG through our RISE program, which embodies the scope of our sustainability initiatives. RISE is our sustainability framework and encompasses responsibility, inclusivity, service integrity, and environmental performance, reflecting our commitment to a holistic approach.

Supplier Engagement

As part of our ongoing commitment to positive societal impact, we rigorously evaluate all operations within Syniverse and those of our suppliers. We annually submit our greenhouse gas (GHG) emissions to the Carbon Disclosure Project (CDP), a global platform for entities to measure, disclose, manage, and share vital environmental information, and which addresses urgent environmental challenges by focusing on transparency, accountability, and continuous improvement. Our CDP submission includes our suppliers' contributions to mitigate greenhouse gas (GHG) emissions. We actively collaborate with our suppliers to reduce emissions, guided by our Supplier Code of Conduct that promotes responsible ESG policies across our supply chain.

Reporting Standards

Our report adheres to the Global Reporting Initiative (GRI) principles, and details several indicators aligned with the 2021 GRI standards. Additionally, we consider the guidance of the Sustainability Accounting Standards Board (SASB) when assessing material issues. Our unwavering support for the UN Sustainable Development Goals (SDGs) is reflected throughout this report, with a summary available on page 11.

Thank you for engaging with our ESG journey. We remain committed to transparency, accountability, and positive impact as we navigate the challenges and opportunities ahead.

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

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About Syniverse

Syniverse is a communications technology company that seamlessly connects the world's multiplying networks, enterprises, and smart devices to accelerate the promise of an intelligently connected world.

At Syniverse, we believe every industry, every business, every home, and every person, deserves uninterrupted connectivity and communication.

Because of this, we naturally advocate for everyone globally to participate in the digital landscape. Our impact grows every day as we help level the playing field across the globe for seamless connectivity and communication. We connect people and things globally through mobile devices and the Internet of Things (IoT) across industries, regions, and circumstances, ensuring people can reach one another and businesses can reach their customers and employees for any reason, big or small. Syniverse does this with industry-leading 3G, 4G, and 5G connectivity and monetization solutions, messaging and customer experience platforms, and a suite of security, identity, and intelligence capabilities to protect today and secure the future.

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

Our company values are entrenched in everything we do. They foster a cohesive environment, uniting our efforts towards achieving 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.

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

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

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

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

ESG Highlights

Environmental

Reduced 2023 energy consumption in operations by 27%

2022	27,563
2023	20,243

Committed to reporting progress on environmental goals through CDP since

2011

33%↓
Scope 1 and 2 emissions decreased by 33%.

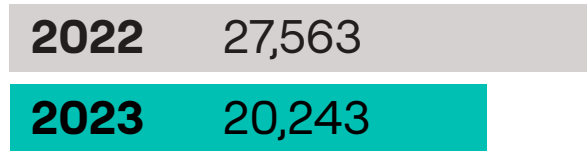Continued focus on April as Earth Month. Syniverse employees around the globe answered the call to action with a 73% increase in Volunteer Time Off hours during Earth Month environmental challenges.

73%↑

Social

91%
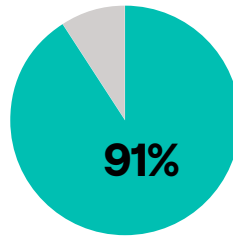
Increased participation in our annual employee engagement survey from 84% in 2022 to 91% in 2023. **91% rated Syniverse as providing an inclusive environment for all employees.**

7hrs
Implemented a new training baseline of 7 hours per employee per year.

Continued to leverage employee performance objectives that support our efforts to **build a more equitable and inclusive culture.**

Increased Volunteer Time Off hours by nearly 40% since 2022.

40%↑

1,000hrs
Employees around the globe, through Employee Associations (EAs), contributed nearly 1,000 hours to **positively impact their communities.**

Governance

#1 vendor
Ranked as the #1 vendor for Data & Financial Clearing by Kaleido Intelligence in 2022 and again in 2023.

Expanded the cross-functional Risk and Assurance Council between C-suite, VPs, finance, technology, and operations to include product.

61
Achieved a Net Promoter Score (NPS) of 61 in 2023.

97%
customer experience ratings good, very good, or excellent in 2023.

Letter from the CEO

With our fourth annual Environmental, Social, and Governance (ESG) Report, we proudly share our progress and reaffirm our commitment to sustainable and responsible business practices.

As the world's most connected company®, we know that our connections extend beyond our business operations to the communities we serve, the environment we seek to protect, and the governance principles that are core to our culture and guide our decisions.

As outlined in this report, one of the initiatives I'm most proud of is our employees' passion to give back to their local communities. In 2022, we launched our Volunteer Time Off (VTO) policy. Through the policy, we encouraged our employees to give back to the communities where they live and work. As a global company with a highly diversified and regional workforce, we had the opportunity to give back in many regions. We've seen a 40% increase in employees utilizing this time for beach cleanup events, mentoring students, holiday celebrations and food bank activities, and much more. These initiatives have significantly and positively impacted the communities we serve. More details about these initiatives are provided on pages 25 and 26 of the report.

Our Employee Associations (EAs), which engage our employees around the globe, contributed nearly 63% more hours to improving their communities, from 614 hours in 2022 to 1000 hours in 2023. Earth Day stands out as one such initiative that brought attention to the importance of sustainability around the globe. Seeing our employees come together worldwide with a common cause of celebrating and protecting our resources was inspiring. We highlighted Earth Day activities in a month-long internal communications series, bringing attention to the cause and the great work of our global team, as we do routinely with many of our ESG initiatives – both to inform and increase participation.

These are just a few examples, with many more in the report. In today's connected world, integrating ESG principles into our business strategy is a moral and strategic imperative. ESG initiatives enable us to mitigate risks, enhance operational efficiency, and drive innovation. They help us build resilience in the face of environmental and social challenges and position us as a leader in our industry.

Furthermore, our ESG commitments resonate with our stakeholders, including investors, customers, employees, and partners, who increasingly prioritize sustainability and ethical conduct. By aligning our business practices with these values, we strengthen our relationships, enhance our brand reputation, and create shared value.

As we look to the future, we remain steadfast in pursuing excellence in ESG. We will continue to set ambitious goals, measure our progress, and transparently report our performance. Thank you for your ongoing support and partnership.

Andrew Davies
CEO

Governance of Sustainability

Board of Directors and Primary Stakeholders

Syniverse is majority-owned by The Carlyle Group, a global investment firm whose Carlyle Partners V L.P. fund acquired a controlling stake in Syniverse in 2011, and in 2022, Twilio, Inc. acquired a minority stake in Syniverse. Both The Carlyle Group and Twilio have representation on our Board today.

Overall, our Board of Directors serves as key advisors and supports the organization's overall strategic direction and execution, with a dedicated commitment to sustainability and environmental well-being.

James A. Attwood, Jr. serves as Chairman of the Board of Syniverse. He is currently a Senior Advisor at The Carlyle Group. Attwood joined Carlyle in November 2000 and

played a key role in leading the firm's investment activity in the global telecommunications, media and technology industries for two decades.

Board Committees

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

The Compensation and Human Capital Committee aligns our executive leadership with the company's strategic objectives. The committee reviews and approves

corporate goals for our executive officers, evaluates board members' performance, and determines their compensation accordingly. The Chief Human Resources Officer routinely presents reports on Diversity, Equity, and Inclusion (DEI) initiatives to the committee. This practice ensures that our DEI strategy receives continuous oversight and support from the highest levels of our organization, highlighting the Board's commitment to an inclusive and equitable environment.

The Nominating and Corporate Governance Committee's responsibilities include ensuring Board effectiveness

by recommending new director appointments and ensuring effective corporate governance practices. This involves establishing processes to assess Board diversity and address onboarding activities. Additionally, the committee oversees the company's Environmental, Social, and Governance (ESG) matters. Kevin Beebe serves as the director and chair of the committee, guiding its efforts to enhance governance standards and accountability.

Senior Leadership Sponsor

The Chief Financial Officer is vital in connecting the Board-level committees with RISE's strategy and framework (page 12).

> **"We remain dedicated to fostering a sustainable and equitable future. This report underscores our ongoing commitment and progress, and we will persistently strive to achieve our environmental, social, and governance (ESG) objectives.**

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

Our Approach to ESG Standards, Strategy, and Framework

As a critical player in the global communications technology ecosystem, our success relies on identifying and managing the issues most pertinent to our business and stakeholders.

ESG is an integral part of our overall business purpose.

Therefore, we prioritize and integrate the most significant sustainability issues into our ESG strategy and framework. We primarily use SASB® Standards, given their focus on financial material concerns.

We acknowledge the significance of the United Nations Sustainable Development Goals (UN SDGs) and have identified specific goals for our organization. This report highlights these, and we aim to continue reporting on them in subsequent reports.

We continue to follow the developments of the EU Corporate Sustainability Reporting Directive (CSRD); we identified our scope and timeline for reporting per CSRD specifications and initiated a plan to align with its requirements.

For over ten years, we have reported our carbon emissions to the CDP and continue to assess our work using the Global Reporting Initiative (GRI).

SDG	Syniverse contribution
3 GOOD HEALTH AND WELL-BEING	**Good Health and Well-being** Ensuring the well-being of our employees and their families, both inside and outside of work.
5 GENDER EQUALITY	**Gender Equality** Ensuring equal opportunities in career progression for all employees and potential talent.
8 DECENT WORK AND ECONOMIC GROWTH	**Decent Work and Economic Growth** Providing jobs in 24 countries and developing emerging technologies to accelerate growth in the industry.
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	**Industry, Innovation, and Infrastructure** Building resilient infrastructure, promoting inclusive and sustainable industrialization, and fostering innovation.
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	**Responsible Consumption and Production** Ensuring we source from ethically responsible suppliers to create clean value chains for our customers and their customers.
13 CLIMATE ACTION	**Climate Action** Fine-tuning our climate reporting and setting goals in line with the Paris Climate agreement.
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	**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.
17 PARTNERSHIPS FOR THE GOALS	**Partnerships for the Goals** Supporting the means for implementing and revitalizing the Global Partnership for Sustainable Development.

CDP DRIVING SUSTAINABLE ECONOMIES

SASB SUSTAINABILITY ACCOUNTING STANDARDS BOARD

GRI

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ESG Strategy and Framework

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

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
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.	We are committed to creating a safe, supportive, and inclusive professional environment that celebrates the diversity of our employees, customers, and suppliers.	We are committed to superior service integrity, delivering consistent and reliable service to our customers and end users, and protecting their privacy.	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	**Relevant material issues**	**Relevant material issues**	**Relevant material issues**
▪ Business ethics and integrity	▪ Employee engagement and retention	▪ Customer and data privacy	▪ Energy management — Data Centers and Operations
▪ Competitive behavior and tax integrity	▪ Employee safety, health, and wellbeing	▪ Cybersecurity	▪ GHG emissions
▪ Supply chain management	▪ Diversity, equity, and inclusion	▪ Business continuity and growth	▪ E-waste disposal
▪ Systemic risk management	▪ Community engagement	▪ R&D and innovation	
	▪ Human rights and modern slavery		

RISE Initiatives

We continue to mature our ESG programs through RISE initiatives:

Initiative	Project	Progress
R	Optimize Procurement process to easily gather supplier sustainability assessment and DEI disclosure data.	New
	Monitor and assess our supply chain to ensure that activities meet ethical benchmarks, uphold labor standards, combat modern slavery, lower carbon emissions, and deter corrupt practices.	Ongoing
I	Implement diversity initiatives for minority groups, including women, LGBTQIA+, and veterans.	Ongoing
	Implement Women in Technology initiative.	New
	Continue community engagement and philanthropy, encouraging participation in our Volunteer Time Off policy.	Ongoing
	Support and drive DEI programs.	Ongoing
	Support a hybrid working policy to allow for more productive and flexible working arrangements.	Ongoing
	Adhere to the Modern Slavery Act 2015 and publish annual Statement.	
S	Maintain a robust privacy program.	Ongoing
	Continue to align cybersecurity program to the NIST Cybersecurity Framework (CSF).	Ongoing
	Expand the cybersecurity program with the development and use of a risk-based security approach.	Ongoing
E	Ensure continued footprint reduction across corporate space and data centers.	Ongoing
	Conduct annual company-wide ESG training.	Ongoing
	Incorporate ESG message and materials into employee onboarding.	Ongoing
	Track electronic waste (hereinafter e-waste) disposal and unify global standard.	Ongoing

Our Stakeholders

Our business and ESG strategy are informed by the material issues that directly or indirectly impact our ability to generate and maintain value for the company, our stakeholders, and the broader community.

Recognizing that our long-term success is linked to our capacity to identify and effectively manage these critical issues, we have adopted a proactive and vigilant approach to monitoring the key global trends that shape our operating landscape.

By closely tracking these shifts, we are better equipped to assess and prioritize our business and diverse stakeholder groups. This holistic understanding ensures that our strategy and decision-making processes are fully aligned with the needs and expectations of those closely connected to and dependent on our success.

Engagement with our stakeholders is a fundamental aspect of our approach. Through regular and constructive dialogue, we can gain deeper insights into the evolving landscape, anticipate emerging challenges and opportunities, and strengthen the positive relationships that are essential to our long-term resilience and competitiveness.

Our key external stakeholders include:

Customers and their End-users

Suppliers

Investors

Regulators

Media

Our key internal stakeholders include:

Senior Leadership

Board of Directors

Employees

2023 Materiality Matrix

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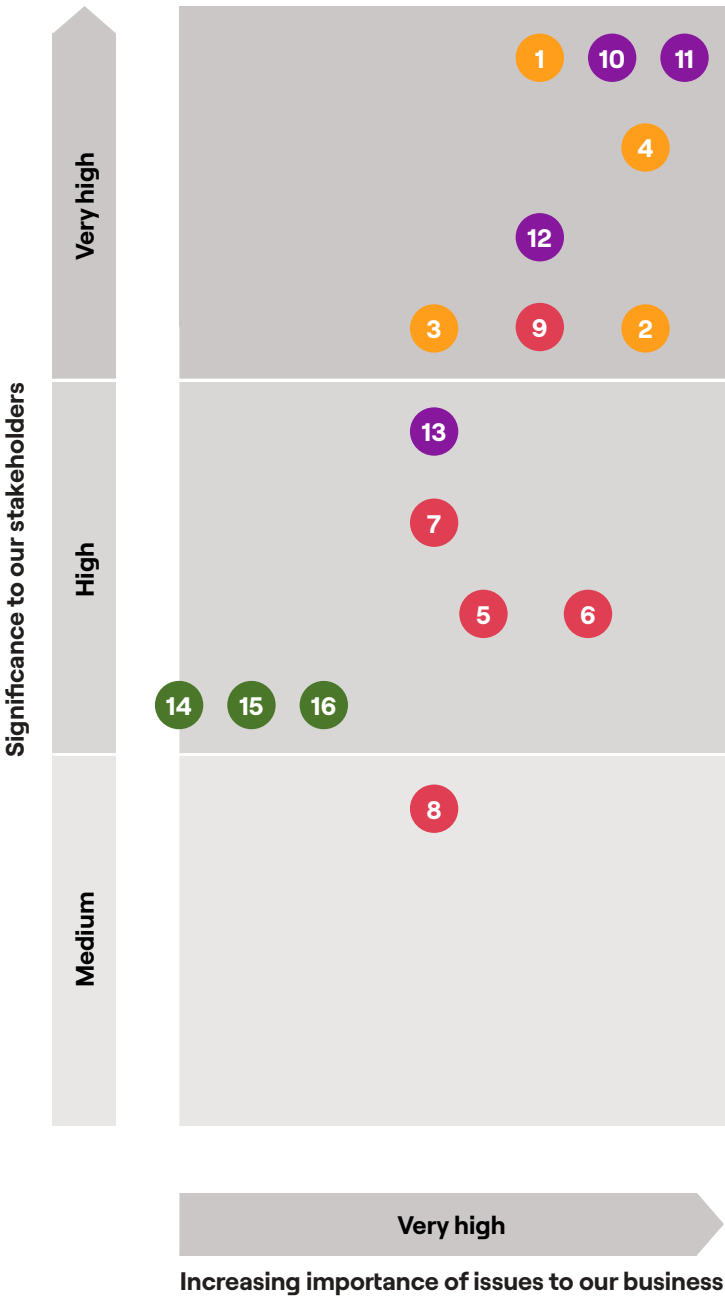
Significance to our stakeholders

Very high

High

Medium

Very high

Increasing importance of issues to our business

Responsibility to Promote Ethical Practices

R

Our Commitment to Ethical Practices

As a globally trusted intermediary available 24/7 to carrier and enterprise customers, we are dedicated to upholding the highest standards of business conduct. Our operations are guided by our Code of Business Conduct, which outlines the policies and procedures necessary to run our business legally and ethically.

Leadership Approach and Intention
We prioritize four key governance issues within our company:

- Business ethics and integrity

- Supply chain management

- Tax integrity

- Systemic Risk Management

Our Board of Directors oversees our strategy and execution, supported by the relevant board committees and leadership bodies. Each is crucial in supervising our approach to ESG. For more information on these structures, please refer to page 9.

The responsible management of these issues is a continuous and closely monitored business imperative.

Performance Highlights

100% employee participation

Business Ethics: In 2023, we maintained 100% employee participation in the Code of Business Conduct and Anti-Bribery and Corruption Training.

Risk Management Governance: We continued risk management governance through the Risk and Assurance Council, which facilitates collaboration between finance, technology, and operations; representation from product was newly added to the Council in this reporting period.

100% of our suppliers

Supply Chain Management: We required 100% of our suppliers to abide by the Syniverse Supplier Code of Conduct, which promotes high ethical standards 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

- Optimize Procurement process to easily gather supplier sustainability assessment and DEI disclosure data
- Monitor and ensure there are no instances of Modern Slavery and human trafficking in our supply chain or in any part of our business

Entrenching Ethical Behavior within the Business

We have increased our focus on career development at all levels, accelerating the development of all People Leaders and cultivating talent. We continue to invest in technical training to stay current on product and market knowledge.

In 2023, we established a baseline of training hours where employees averaged 7 hours of annual training per employee.

In November 2023, we reinforced the importance of our company-wide ESG training that defined ESG and its importance and relevance to our employees' work and business goals. The training reached a 100% completion rate, giving all employees a detailed understanding of how Syniverse approaches and implements ESG best practices.

We understand the importance of ESG topics to all our stakeholders, particularly our customers. Just as we collaborate closely with our customers to provide relevant information and align on goals, we also engage with our suppliers to ensure the entire supply chain works together to achieve ESG excellence.

We believe that ethics are not just a set of rules but the foundation upon which we build trust, foster innovation, and create a better future for all.

We have a third-party, anonymous ethics helpline to inspire a "speak up culture" for reporting ethical concerns. This reporting mechanism allows employees to raise concerns about unethical, illegal, or improper conduct without fear of retaliation. Employees have different ways to report their concerns, either by an online platform, by phone, or by mail. It is a component of our commitment to promoting transparency and accountability, upholding integrity and business ethics, and empowering employees to be active stewards of Syniverse's ethical standards.

Ethics is a cornerstone of our commitment to being a responsible, sustainable, and trustworthy corporate citizen.

In 2023, we asked all new suppliers to complete our ESG questionnaire during their onboarding process. We continue to engage with our suppliers to ensure we maintain a clean supply chain that upholds human rights and labor standards and mitigates environmental impacts. We ensured that all suppliers signed our Supplier Code of Conduct. Syniverse has a continuous improvement culture, and we work diligently to mature our ESG processes and practices.

100%

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

100%

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

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Alignment with the UN Sustainable Development Goals

Inclusive culture for employees and the global community

Our Commitment to Inclusive Practices

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

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

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

Syniverse is committed to zero tolerance for any form of harassment or discrimination.

Leadership Approach and Intention
Our corporate policies and procedures support sustaining a positive, inclusive work environment and culture. We closely monitor employees' compliance with these policies and procedures. We operate in compliance with the relevant health and safety regulatory bodies in every region where we operate. We outline guidelines for safety in our employee Environmental, Health, Safety and Labor policy. In 2023, we reported no significant incidents or accidents.

Performance Highlights

Increased women in leadership from 2022 to 2023

12% ↑
director level women in leadership

13% ↑
vice president level women in leadership

Required all suppliers to share our commitment to high ethical standards protecting our employees and customers. This aligns with our values of conducting business in a safe and responsible manner.

Implemented DEI objectives for every employee in 2023. All employees were asked to commit to a goal that supports our efforts to build a more diverse, equitable, and inclusive (DEI) culture.

Continued efforts to support our communities globally and bring employees together through our **Employee Associations.**

Implemented mandatory anti-harassment training for all employees, reinforcing our commitment to zero-tolerance towards any form of harassment.

Alignment with the UN Sustainable Development Goals

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

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
- Implement Women in Technology initiative

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 and culture.

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

Syniverse is committed to creating an environment where all employees can be authentic. We stand for equity and actively promote equal rights for all employees.

We are committed to the needs of our individual employees and supporting them as best we can. We track and measure our workforce

5 GENDER EQUALITY

Alignment with the UN Sustainable Development Goals

diversity and seek to improve the proportion of total employees and employees in senior positions who are members of traditionally underrepresented ethnicities and gender identities.

We continuously strive to create a diverse and equitable culture that reflects the global communities in which we operate. We seek to better understand these communities and work to determine the appropriate benchmarks to inform our goals.

In 2023, we continued an internal communications calendar focusing on and highlighting global holidays and featuring spotlights on Syniverse employees that relate to DEI priorities.

To assist in onboarding new employees, we proudly sponsor a program, Link Now, that pairs new hires with existing employees who help them navigate and

build relationships at Syniverse. This partnering approach is designed to embrace the new hire and accelerate the onboarding experience, drive employee engagement and retention, and

improve job satisfaction. We've found it benefits both the new hire and the more seasoned team member in terms of building relationships and connections that are cross-functional and long-lasting.

Regional diversity

Financial year
2023

Country	# of Employees	# of Women	% of Women	Regional Benchmark %	Regional Benchmark #
India	499	100	20%	36%	180
United States of America	449	136	30%	35%	157
Costa Rica	209	42	20%	23%	48
China	99	40	40%	39%	39
Luxembourg	54	16	30%	19%	10
United Kingdom	40	18	45%	27%	11
Hong Kong	34	16	47%	31%	11
Other	64	18	28%	36%	180
Total	**1,448**	**386**	**27%**		

Gender and ethnic representation

Financial year
2023

Management Level	# of Women	# of Men	Total	% of Women
C-Level	4	4	8	50%
SVP and VP	9	34	43	21%
Senior Director and Director	28	77	105	27%
People Leaders	43	96	139	31%
Individual Contributors	302	851	1,153	26%
Total	**386**	**1,062**	**1,448**	**27%**

Ethnic Group	# of Employees	% of Employees
American Indian or Alaska Native	3	0%
Asian	576	40%
Black or African American	42	3%
Hispanic or Latino	207	14%
Native Hawaiian or Other Pacific Islander	2	0%
Not Specified	259	18%
Two or More Races	13	1%
White	346	24%
Total	**1,448**	**100%**

Age representation

Financial year
2023

Generation	Born	# Women in Generation	% Women in Generation	# Men in Generation	% Men in Generation	# Employees in Generation	% Employees in Generation
Baby Boomer	1946–1964	16	1%	63	4%	79	5%
Generation X	1965–1980	149	10%	382	26%	531	37%
Millennial	1981–1996	202	14%	530	37%	732	51%
Generation Z	1997–2012	19	1%	87	6%	106	7%
Total		**386**	**27%**	**1,062**	**73%**	**1,448**	**100%**

Community engagement is a core component of our ESG focus.

Our Employee Associations (EAs) allow for various engagement methods with our communities.

In 2023, Syniverse sponsored two significant initiatives to support our communities: the Syniverse Give Back program and Earth Month, and our employees rose to the occasion.

Alignment with the UN Sustainable Development Goals

Costa Rica

Employees collected Christmas surprises for 170 children with unequal opportunities from Guápiles, Heredia, and Guanacaste. Gifts were purchased and donated by employees, including a sizable donation from Syniverse's CFO, Bill Sansalone, which the Employee Association used to buy clothes, toys, and food.

Hong Kong

Beach Cleanup: A team of 10 employees in Hong Kong voted to stay by the seaside and participate in clean-up efforts at Stanley Main Beach. They went to great lengths (and multiple sources of transportation) to go to Stanley, and in just two hours, collected five bags of trash.

Recycling Drive: Employees participated in Syniverse's Earth Month recycling drive, where employees brought in empty plastic bottles which were gathered and then sent to a government-sponsored facility.

Hyderabad:

Employee Philanthropy: Events supported elderly in care homes, children in foster care (4 different childcare centers), and adults with special needs. Employees collected food supplies that sustain for up to three months, provided books and stationary for foster care children, kitchen utensils and some living essentials for special needs adults, and a paper making machine that will allow them to generate income to support some of their needs.

Employees hosted a day with the students whose education is sponsored by Syniverse. Students had a tour of the Syniverse office and the opportunity to interact with people leaders. Students enjoyed a luncheon and more interaction with employees, and they were presented with college bags to take with them.

London

Employees donated £950 to the London Air Ambulance Charity, an organization that operates a helicopter emergency medical service dedicated to responding to serious trauma and life-threatening injury.

Luxembourg:

Food Bank: For a 2nd year, employees partnered with La Banque Alimentaire, a foodbank in Luxembourg, to support the local community and collect approximately 3,700 pounds of non-perishable goods.

Payroll Giving: Syniverse employees contribute a fixed amount or round down their salaries to the closest euro amount to support the fight against child labor in the north of Benin, in partnership with Fondation Follereau.

USA:

Community Engagement: Employees volunteered at Metropolitan Ministries, a non-profit organization that serves at-risk and homeless families in the Tampa Bay area.

Angel Tree Gift Drive: Employees collected gifts that benefited seniors in need who receive aid from the local county Aging Services department including adult day care, homemaker services, home delivered meals, case management, case aide, emergency alert, personal care.

Gandy Beach cleanup: A group of employee volunteers also participated in a beach clean-up at North Gandy Beach, where they collected 22 bags of trash weighing 155 pounds.

17 PARTNERSHIPS FOR THE GOALS

Alignment with the UN Sustainable Development Goals

Inclusivity Champion

Sandra Gomes
Sr. International Accounting Director
Luxembourg

Sandra Gomes joined Syniverse in June 2015 and is a seasoned leader known for her corporate governance and cost optimization expertise. Her career spans several decades, during which she has made significant contributions to the global messaging businesses, including designing processes and systems for messaging accounting. She became adept at revenue verification and control oversight. She understood that sustainable growth required a delicate balance between short-term gains and long-term value creation. Sandra championed data-driven decision-making, leveraging analytics to identify blind spots in the messaging business.

Sandra's influence extends beyond borders. She collaborates with global cross-functional teams including a project that positively impacted the agility and accuracy in financial reporting. She adapts her governance principles to diverse cultural contexts.

Her leadership transcends language barriers, emphasizing the importance of shared values and mutual respect. Under her guidance, the company has managed its global footprint while maintaining local relevance. Sandra's knowledge and experience approaches the business with:

- An inclusive attitude.

- Focus on the development of internal teams (building a championship team).

- Commitment to be a true business partner through adding value and integrity.

"In an era where "change" is the new "business as usual" the ability to adapt and be agile is key. Companies that foster a diverse and inclusive environment are better prepared to respond to these changes. In my journey at Syniverse, I've committed to always keep an open mind, create the conditions that help everyone feel comfortable in expressing themselves and their ideas, develop a growth mindset, and support a learning culture where everyone can quickly leverage the experience and knowledge of others.

I set myself to lead by example, not by trying to be perfect but rather by being determined to be better and positively impact those around me! These actions and attitudes are pivotal for the success of my colleagues and Syniverse."

OUR APPROACH

S

Service integrity in performance, security, and privacy

Our Commitment to Service Integrity

Service integrity is at the core of our ESG framework. Our dedication to responsible data management and our understanding of the critical role that performance, security, and privacy play in fostering trust and maintaining our position as a trusted partner in the industry is fundamental to our business.

Leadership Approach and Intention
Our leadership team has prioritized protecting the data that our customers and their customers entrust to us and building products and solutions that are inherently private and secure. This proactive approach to business and operations is designed to limit the need for personal data, which helps mitigate the security and privacy risks associated with the information we process. Our commitment to service integrity is a key differentiator and a testament to our steadfast focus on ethical and sustainable business practices.

Performance Highlights

97% **of customers rated their experience as good, very good or excellent** in 2023.

Launched cybersecurity insider newsletters showcasing current threats.

Continued to increase the complexity of phishing simulations, **increasing user awareness.**

61

Achieved a Net Promoter Score (NPS) of 61 in 2023.

Expanded enhancements to our Identity Access Management technologies and capabilities.

Alignment with the UN Sustainable Development Goals

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

Alignment with material issues

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

Alignment with RISE initiatives

- Continue to align cybersecurity program to the NIST Cybersecurity Framework (CSF)
- Expand on cybersecurity program with the development and use of a risk-based security approach

syniverse.

Risk and Assurance Council

The Risk and Assurance Council (RAC) is a critical component of Syniverse's commitment to identifying, mitigating, and managing risks.

With a clear vision to expose existing risks and drive accountability and oversight in their mitigation, the RAC's mission is to foster a culture of continuous improvement around risk identification, mitigation, controls, and assurance.

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

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

The Council has strong support from the CEO and leverages multiple industry-leading risk frameworks, integrating them into our overall risk management program. The Council also monitors and evaluates the effectiveness of our risk management processes, including annual external audits conducted by a global assurance firm in the areas of financial reporting, privacy, security, and availability.

Vision

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

Risk Pillars

Financial

Cybersecurity

Enterprise Risk Assessments and Emerging Risks

Compliance and Customer Audits

"

Ultimately, the RAC plays a pivotal role in driving an improved risk and control culture within our organization, ensuring that we are well-equipped to identify, mitigate, and manage both known and emerging risks, thereby safeguarding the interests of our stakeholders.

Vincent Accardi Senior Global Governance Risk and Compliance Director

Cybersecurity

Justin Dellaportas
Senior Vice President
and Chief Information
Security Officer

Syniverse Cybersecurity is committed to addressing our customers' rapidly evolving needs and protecting the information owned by or entrusted to Syniverse. We support our worldwide enterprise and services portfolio. Our mission is to protect our people, assets, data, and customers by promoting effective risk mitigation through security awareness, readiness, and compliance.

The cybersecurity organization strives to:

- Ensure confidentiality, integrity, and availability of data and systems in line with industry standards and organizational risk tolerances.

- Execute risk mitigation by proactively promoting advanced cybersecurity and response capabilities.

- Advance a knowledgeable security, compliance, and privacy-focused workforce and align with global industry standards of best practices and security frameworks.

- Document and operate under industry-standard information security policies, standards, and procedures that reflect business strategy and current compliance and regulatory environments.

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

In 2023, we continued to expand our program by developing and using a risk-based security approach. As identified in the previous year, our information security and governance program is aligned to the National Institute of Standards and Technology, Cybersecurity Framework (NIST CSF) which provides a comprehensive, flexible, and scalable approach to managing and reducing cybersecurity risks. As part of CSF, the NIST 800–53 control catalog supports the development of secure and resilient information systems by providing a comprehensive framework for security and privacy controls. These standards are invaluable for monitoring, reviewing, maintaining,

and improving our information security program, and give partner organizations and customers greater confidence in how they interact with us.

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

- Enhanced email security protections, decreasing risk to end users while increasing productivity.

- Better defined processes to ensure system and data confidentiality, integrity, and availability.

- Improvements to our Identity Access Management toolset for increased monitoring, better end-user experience, and enhanced capabilities.

- Increased visibility and monitoring through expanding and enriching data sources within our security information and event management (SEIM) practices.

Privacy and Generative Artificial Intelligence

Syniverse continues to take compliance with privacy extremely seriously and has evolved its privacy program to ensure we remain current with the latest developments in privacy laws, and continue to meet our customer's expectations and those of the competent authorities in the jurisdictions we operate.

We continue to adopt privacy-by-design principles in our product development processes and ensure that our processing records are maintained and current as our product set evolves. With new privacy legislation coming into force in various jurisdictions worldwide, notably India and various U.S. states, we review our privacy policies and procedures regularly to ensure these remain current. Syniverse continues to utilize privacy-enabling technologies to enable our privacy program. At the same time, membership of the International Association of Privacy Professionals (IAPP) and annual employee training support the development of a culture of data privacy compliance throughout our organization.

With the developments in generative artificial intelligence and the response from governments and regulators to this new technology, Syniverse has decided, in line with the approach we have taken with our cybersecurity program, to align with the National Institute of Standards and Technology (NIST) AI Risk Management Framework (AI RMF) as it seeks to build on its existing privacy program and handle the risks of adopting AI in its business.

Awards and Achievements

Global industry analysts and research firms such as Kaleido Intelligence, Juniper Research, Omdia, and Gartner have recognized Syniverse as a leader in markets such as Mobile Roaming, Data and financial Clearing, A2P Messaging, CPaaS, Fraud Management, Private Networks, and more.

For three years in a row, Kaleido Intelligence's annual Vendor Hub report has ranked Syniverse as the #1 Overall Leader in Mobile Roaming, encompassing categories like IPX, Roaming Analytics, Sponsored Roaming, Roaming Hubs, Data & Financial Clearing, and more. Within several categories, Syniverse has been recognized as a Champion vendor – the highest category in Kaleido Intelligence's vendor rankings. Syniverse's Data & Financial Clearing Solutions, including Universal Commerce, have received top global rankings from Kaleido Intelligence, Juniper Research, and

ROCCO. Messaging represents another set of markets in which Syniverse has excelled year after year. Omdia, Juniper Research, and ROCCO have highlighted Syniverse as a leader in CPaaS, A2P Messaging, Voice, and Mobile Authentication.

These markets are critical for operators, businesses, customers, and travelers worldwide. These markets are also rapidly evolving. As a leader in these markets, Syniverse is more committed than ever to continue to raise the bar not only as an innovator but also as a responsible company. The bar we strive to raise is about customer experience. It's about cybersecurity. It's about industry standards. It's about employee experience.

It's future-readiness and global connectivity.

Syniverse is actively involved in dozens of industry groups and associations around the world. One of them is GSMA, an organization whose mission is to unify the mobile ecosystem and related industries. We actively participate in GSMA forum groups to drive industry thought leadership. In 2023, Syniverse CEO, Andrew Davies, was appointed to CTIA's Board of Directors. This development came at a critical juncture as the United States prepares for widespread 5G deployment, a transformative leap that promises to redefine communications technology and necessitates thoughtful regulation.

Syniverse has received industry honors and awards across markets and product areas in recent years.

Mobility

#1 Leader

Juniper Established Leader for Roaming Clearing *(2023)*

Juniper Established Leader for Retail Roaming *(2023)*

Exceptional Product Award

MEA Business Evolved Mobility *(2022)*

TMC IoT Evolution Private Wireless Network Innovation Award *(2023)* – Mobility for Private Wireless Networks

Kaleido Intelligence
#1 Overall Roaming Vendor *(2021, 2022, 2023)* and #1 Data & Financial Clearing Vendor *(2022, 2023)*

#1 Overall

Kaleido Intelligence
Champion Vendor for IPX, Roaming Hubs, Analytics/VAS, Fraud Management *(2022)*

Kaleido Intelligence
Champion Vendor Private Networks Connectivity *(2022, 2023)*

Kaleido Intelligence
Best Placed Vendors to Enable 5G Roaming *(2021)*

ROCCO Research
Tier 1 IPX *(2022)*

Champion Vendor

Messaging

Omdia CPaaS Universe Challenger Vendor *(2022, 2023)*

Metrigy Syniverse HCP featured in CPaaS Report *(2022)*

Leading Challenger

Juniper Leading Challenger for:

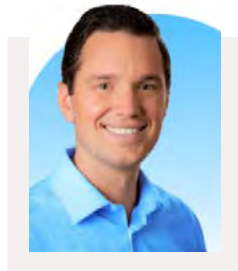Mobile Voice *(2023)*

CPaaS *(2023)*

Mobile Authentication *(2023)*

A2P Messaging *(2022)*

Gartner Recognized as a Co-Creator Vendor in CPaaS Market Guide *(2021)*

ROCCO Research
Tier 1 A2P Provider *(2022)*

Service Integrity Champion

Aaron joined Syniverse in 2022 as an Information Security Risk Analyst in the Cybersecurity Division. He began working with the organization's vendor population, identifying which vendors have access to our data and information and how they safeguard that access.

Aaron Strong
Information Security Risk Analyst
Tampa, Florida, US

Soon after joining, Aaron grew the Cybersecurity Insider program, which helps bring greater awareness to cyber threats within our organization. He has years of experience training others and channels that insight to assist employees' comprehension of cyber threats and trends. He created initiatives to enhance employee education as well as the processes that already existed. These range from developing a monthly threat bulletin, expanding social engineering simulations, planning, and implementing the Cybersecurity Awareness Month activities, and presenting various threat vectors to internal and external audiences.

"I am just one person in a vital network of individuals keeping Syniverse safer and more secure. By elevating our security culture, Syniverse can continue to provide the essential services that the world relies on.

Part of my responsibility is to shed light on issues employees might encounter, and how to spot them or avoid them altogether. I need to continuously educate myself on what threats we might face and present those threats in a way that a globally diverse workforce can understand. I need to identify what various parts of our enterprise are doing to recognize how criminals might attack them.

Not everyone has the same exposure. We are safer, stronger, and more secure the better educated we are in an ever-evolving threat landscape."

E

Environmental performance that protects the world

Our Commitment to Environmental Performance

We are aware of our actions and activities' impact on the environment. We understand our crucial role in combating climate change and view this challenge as an ethical responsibility and a business imperative. Our commitment to environmental stewardship is reflected in our organizational structure and strategic priorities.

Leadership Approach and Intention

The Risk and Assurance Council addresses all environmental issues, while our Executive Committee fully oversees our environmental performance. These committees review our performance annually, alongside our environmental strategies and policies, ensuring we stay aligned with our goals. Our Chief Financial Officer (CFO) serves as the senior leader directly responsible for our climate change activities, highlighting the importance we place on this issue at the highest levels of our company.

Our approach to managing, minimizing, and mitigating environmental impacts focuses on three key areas: energy management, greenhouse gas (GHG) emissions, and e-waste disposal. Through dedicated efforts in these areas, we have achieved notable performance milestones.

Performance Highlights

Launched our third annual employee commute survey to better understand our **employees' greenhouse gas (GHG) footprint as they engage in hybrid work.**

2011

Committed to reporting progress on environmental goals through CDP since 2011.

33% ↓

Decreased our Scope 1 and 2 emissions by 33% (1248.09 MTCO2e) **demonstrating our ongoing commitment to reducing our carbon footprint.**

73% increase in Volunteer Time Off hours during Earth Month environmental challenges

73% ↑

Continued focus on April as Earth Month.

Celebrated our 2nd annual April as Earth Month

Alignment with the UN Sustainable Development Goals
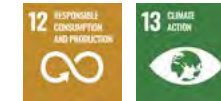
Alignment with material issues

- Energy management
- GHG emissions
- E-waste disposal

Alignment with RISE initiatives

- Ensure continued footprint reduction across corporate space and data centers
- Continuous education and reinforcement – embracing of ESG training in 2023
- ESG program materials included in new hire training courses
- Ongoing tracking of e-waste disposal consistent with global standards

Sustainability Metrics

We are committed to understanding and addressing our environmental impact as part of our comprehensive ESG strategy.

Recognizing the importance of planning and preparing for a better future, we have made it a priority to actively engage with our landlords and data center owners to gather the relevant sustainability data needed to drive meaningful action. By obtaining this critical information, we can develop and execute measurable action plans that align with our sustainability goals. This data-driven approach allows us to identify areas for improvement, set tangible targets, and monitor our progress over time. Through this collaborative effort to collect and analyze key sustainability metrics, Syniverse is well-positioned to minimize its environmental footprint and contribute to a more sustainable future.

Our Scope 1 and 2 emissions decreased by a total of 1248.09 MTCO2e as compared to the prior year primarily due to closing data centers and offices across the globe.

Greenhouse Gas Emissions by Scope

Scope	Fiscal Year 2023	Fiscal Year 2022
Scope 1	1.24	10.44
Scope 2	2,492.82	3,731.71
Scope 3	3,109.19	7,427.94
Total	**6,703.28**	**11,170.09**

33%↓
Scope 1 and 2 emissions decreased by 33%.

13 CLIMATE ACTION

Alignment with the UN Sustainable Development Goals

Environment Champion

"

As someone who loves spending my weekends hiking and immersing myself in nature, I've seen firsthand the impact human activity can have on the environment. Whether it's the plastic pollution I encounter on the trails or the unsustainable development encroaching on natural habitats, it's clear that we all need to do more to protect our planet. That's why I'm so passionate about Syniverse's environmental initiatives, like the beach cleanups I've participated in.

Getting my hands dirty and removing non-biodegradable waste reminds me of the tangible difference we can make when we come together to care for the world around us. I hope that by leading by example and encouraging my colleagues to adopt more sustainable practices, we can inspire others to join the fight against climate change and environmental degradation. The future of our planet depends on all of us doing our part."

Cho has supported Syniverse's sustainability efforts since joining the company in 2019 as Senior Field Marketing Manager for the Asia Pacific region. When the COVID-19 pandemic hit, Cho quickly adapted the regional users group conference to be held virtually, eliminating the need for physical materials and travel. The success of this digital event did not go unnoticed, as customers praised Syniverse's commitment to sustainability. Building on this momentum, Cho has ensured that the user group conference has a robust digital component, even when held in person, with online registration and paperless communications.

Beyond his work initiatives, Cho is also passionate about reducing plastic waste in his personal life in the fast-paced city of Hong Kong. He encourages his colleagues to bring their own reusable lunch boxes and water bottles to work. Most recently, Cho teamed up with Syniverse's Hong Kong office to participate in the company's Earth Month recycling drive, where employees brought in empty plastic bottles, which were then collected and sent to a government-sponsored recycling facility.

Cho Wong
Senior Regional
Marketing Manager
Hong Kong, China

Reducing E-waste and Ensuring Responsible Waste Management

The ethical and sustainable disposal of e-waste is paramount to us for two key reasons. First, it ensures that our customer's data is securely protected and then destroyed appropriately, even after the hardware has reached the end of its lifecycle. Second, it reduces the amount of electronic waste being dumped into landfills, mitigating the environmental impact.

We have implemented a robust e-waste disposal process to address this critical issue. We responsibly dispose of 100% of our e-waste through a third-party supplier that upholds the highest industry standards for e-waste management. This supplier utilizes stringent disposal procedures that safeguard customer data and maintain full compliance with environmental regulations.

Furthermore, we have completed a comprehensive global policy on e-waste disposal to guarantee that all electronic waste is handled by vendors that meet our stringent sustainability criteria, both now and in the future. Additionally, we have initiated discussions with our procurement team to identify and source cradle-to-cradle products that will help eradicate e-waste from our operations. Looking ahead, we expect to see a continuous decrease in e-waste as we continue to optimize space and equipment usage across our facilities.

We remain committed to ensuring that all e-waste is disposed of sustainably and ethically, as per our established policy. By prioritizing responsible e-waste management, we demonstrate our unwavering dedication to data security and environmental stewardship – two cornerstones of our comprehensive ESG strategy.
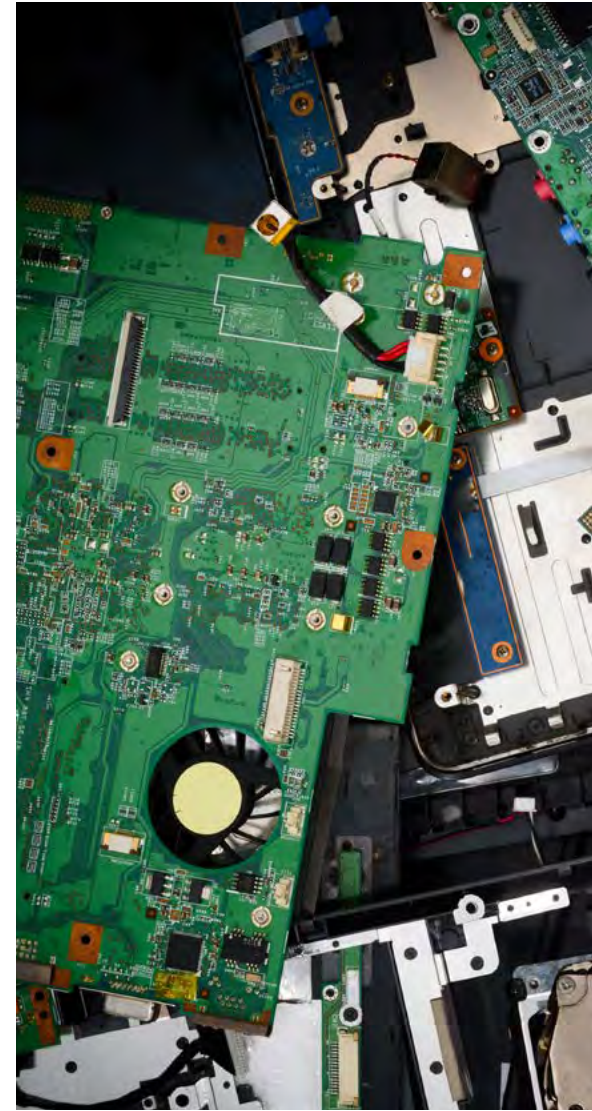
Alignment with the UN Sustainable Development Goals

Modern Slavery Statement

Statement

This statement is made pursuant to s.54 of the Modern Slavery Act 2015 and sets out the steps that Syniverse Technologies S.à r.l., and its subsidiaries ("Syniverse") have taken in the financial year ending November 30, 2023 and will continue to take to address the risks of modern slavery and human trafficking occurring in its business and supply chains.

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

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

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

This statement sets out our approach to modern slavery. For more information on Syniverse's approach to Environmental, Social and Governance topics, please visit: **Syniverse.com/corporate-responsibility**

Our business and risks

Syniverse's ultimate parent company is Syniverse Technologies LLC which has its head office in Tampa, Florida and is incorporated under the laws of Delaware. As of November 30, 2023, the global group of companies had 1,449 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 are 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.

Modern Slavery Statement

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

- Checks against global sanctions and enforcement databases (for example, OFAC, World Bank Debarment List) and adverse media review to identify risks including human rights abuses, human trafficking, and labor violations.

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

Steps taken to address risks of modern slavery since last statement

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

- To support our assumptions on supply chain risks, in November 2022 the Syniverse Legal and ESG functions carried out a Slavery and Trafficking Risk assessment using the Social Responsibility Alliance's Slavery & Trafficking Risk Template ("STRT"). The assessment was reviewed independently by the Syniverse Internal Audit function. The Internal Audit function confirmed that the assessment of Syniverse's risk of slavery, human trafficking, and child labor to be low. This rating was in accordance with guidance set out in the STRT Scoring Guide and based on Syniverse employees working in a low-risk industry and low-risk geography with a low-risk workforce.

- Syniverse has published the Human Rights Statement within our ESG Report which expresses our commitment to human rights and our commitment against contributing to, participating in, or enabling the use of child, forced, or exploited labor or forced or exploitative conditions and against assisting our clients in doing so in any way.

Ongoing Steps

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

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

This slavery and human trafficking statement has been approved by the board of Syniverse Technologies S.à r.l and is published pursuant to S.54 of the UK Modern Slavery Act 2015 for the financial year ending 30 November 2023.

Andrew M. Davies, CEO

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