

A photograph of a woman and a young girl sitting together, looking at a smartphone. The woman is wearing a green sari with a purple pattern and an orange headscarf. The girl is wearing a blue shirt. They are both smiling and looking at the phone. The background is a blurred outdoor setting.

**syniverse**<sup>®</sup>

**Connecting people,  
fostering economic  
growth, opportunity  
and inclusivity**

<b>About Syniverse</b>	<b>01</b>
<b>Our Values</b>	<b>01</b>
<b>2021 Highlights</b>	<b>02</b>
<b>Directors' Report</b>	<b>04</b>
<b>Letter from the CEO</b>	<b>05</b>
<b>Our response to Covid-19</b>	<b>06</b>
<b>Approach</b>	<b>08</b>
Focus on material issues	09
Adoption of standards	10
ESG strategy and framework	11
<b>Responsibility to promote ethical practices</b>	<b>12</b>
<b>Inclusive culture for employees and the global community</b>	<b>18</b>
<b>Service integrity in performance, security and privacy</b>	<b>24</b>
<b>Environmental performance that protects the world</b>	<b>30</b>
<b>Performance tables</b>	<b>35</b>
<b>GRI Standards</b>	<b>38</b>
<b>Appendix</b>	<b>42</b>

In this, our first report focusing on environmental, social and governance (ESG) matters, we provide insight into the progress that Syniverse has made to realize its ESG goals. The quantitative information and data in this report is largely for the 2020 calendar year. Where there have been significant developments or events in 2021 these have been included in this report in the interest of timely and more complete disclosure. And, as this is our first report, additional context and historical information have been provided where necessary. Our financial year end changed in 2020 to the end of November, and it is our intention to align the reporting periods in future reports to be consistent with the financial reporting.

Although this is our first ESG report, for more than a decade, we have tracked and reported on our energy consumption, carbon emissions and our commitments to address climate change through our annual submissions to the Carbon Disclosure Project (CDP). And, since 2019, we have worked with EcoVadis, an independent ratings platform, to assess our environmental performance. We hope to improve our score as we further entrench our ESG strategy. This report covers all group operations as well as those of relevant suppliers. Our suppliers' contributions to greenhouse gas (GHG) emissions are reported in our annual submission to CDP. We have initiatives in place to support our suppliers in reducing their emissions and are developing our Supplier Code of Conduct to ensure that they take ESG-related issues as seriously as we do.



In developing this report, we have considered the guidance of the Global Reporting Initiative (GRI), particularly its principles and the concept of materiality. We also report on several GRI aligned indicators, which are highlighted in the report. We plan to progress our materiality assessment in the year ahead, considering the needs and views of stakeholders. In assessing our material issues, we also considered the guidance of the Sustainability Accounting Standards Board (SASB). We embrace and support the UN Sustainable Development Goals (SDGs), and have reported our alignment with these goals throughout our report. We welcome stakeholder feedback on this report to [ir@Syniverse.com](mailto:ir@Syniverse.com)



**Syniverse is a leading global provider of unified, mission-critical platforms enabling seamless interoperability across the mobile ecosystem. Syniverse makes it possible for consumers and enterprises to connect, engage and transact seamlessly and securely. Our proprietary software, protocols, orchestration capabilities and network assets have allowed us to address the changing needs of the mobile ecosystem for over 30 years.**

The company, which was established in 1987 as GTE Telecommunications Services Inc., has headquarters in Tampa, Florida, with regional headquarters in China, Hong Kong, India, United Arab Emirates (UAE), Luxembourg, the UK, Argentina and Costa Rica.

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 what mobile experiences do for our customers.

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. We are at the heart of the mobile ecosystem, enabling the seamless and safe transmission of messaging and data that fuels mobile communications for nearly every person and device in the world.

Every day, we power billions of transactions, continually improving how the world exchanges information, money and more. We are creating the razor-sharp insights that give companies crystal clarity on every aspect of their business, and help customers build smarter, more secure foundations for their future.

Syniverse powers mobile experiences for almost every person and device on earth. The world's largest companies and nearly all mobile carriers rely on Syniverse's global network to seamlessly bridge mobile ecosystems and securely transmit data, enabling billions of transactions, conversations and connections.

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

Visit [www.syniverse.com](http://www.syniverse.com) for more information about our products and services.

### Our values



#### Lead with Yes

We collaboratively tackle challenges as a team and find agile solutions centered around simplicity that we can efficiently implement. Because we know there's always a creative solution to be found, we're confident we can overcome any obstacle.



#### Seek to Understand

We strive relentlessly to learn more about our customers, partners, and fellow employees. Focusing on their diverse experiences rather than our own capabilities, we can find innovative approaches with truly transformative power.



#### Think Ahead, Move Fast

We approach problems as an opportunity. Focused on our customer, we stay a step ahead, proactively anticipating challenges before they arise. We cultivate the agility needed to change course at a moment's notice and efficiently move forward with solutions.



#### Debate, Decide, Do

We encourage healthy debate from multiple viewpoints in order to arrive at a clear decision. Then we rally around those decisions to turn them into action, moving swiftly and decisively to make good on our commitments and bring our ideas to reality.



#### Reimagine the Possibilities

With a world that is in constant change, we set expectations for ourselves to always keep looking for improvement, challenge the status quo, and never be satisfied with today's results. Dare to innovate and learn from failure. Reimagine everything to drive superior customer experiences, efficiencies, and growth. We are the people that inspire, empower and collaborate to create new paths into a better, sustainable, and inclusive future.

# 2021 Highlights

## Environmental

- Continued to disclose our Scope 1, 2 and 3 emissions to CDP and improved our score from C in 2019 to B- in 2020
- Scope 1 GHG emissions in 2020 reduced by 39% from 2019, and by 20% from 2010 (baseline year)
- 1,943MWh electricity purchased from renewable energy projects under the Renewable Energy Program, resulting in a carbon emissions reduction of 895.83MTCO<sub>2</sub>e
- 100% of our 12.5Mt of e-waste was disposed of ethically and sustainably
- Committed to assess a net zero target as part of our ESG goal setting for both direct and indirect energy consumption

## Social

- New hybrid work policies adopted in response to Covid-19
- Supported employees and communities in need in dealing with the impact of Covid-19
- Initiated program to pay for employees and their dependents to get Covid-19 vaccinations
- 87% participation rate in annual Employee Engagement Survey – 71% of respondents described Syniverse as a “good place to work”
- Voluntary turnover among employees of 10.5% – in line with industry benchmark
- Diversity, Equity and Inclusion Council established
- Offered unconscious bias training to all hiring managers and people leaders
- Specialist Diversity, Equity and Inclusion recruiter appointed

## Governance

- Adoption and publication of the UK Modern Slavery Act 2015 (see page 42 for details)
- Undertook a materiality assessment to identify those issues that are important to us and our stakeholders
- Established a specific focus and dedicated resource to oversee our ESG program
- Established Syniverse Privacy Champions initiative, designed to build a culture of data privacy throughout the company

# 39%

Reduction in Scope 1 GHG emissions in 2020

# 87%

Participation rate in annual Employee Engagement Survey

# 71%

Respondents described Syniverse as a “good place to work”

## Location and number of employees (as of 31 December 2020)

United States of America	525
India	456
Costa Rica	147
China	118
Luxembourg	85
United Kingdom	45
Hong Kong	39
Other	97
<b>Totals</b>	<b>1,512</b>



Our global footprint

525

147

45

85

118

456

39

Our offices are in

The United States, India, China, Costa Rica, the United Kingdom, Luxembourg, India, Hong Kong, Japan, Singapore, mainland China and the UAE

94% of our employees work from 7 locations

94%

In 2020 Syniverse employed 1,512 people in 28 countries around the world

1,512

# Director's Report

“  
The establishment of the Diversity,  
Equity and Inclusion Council is  
another positive step.



**The publication of this first ESG report is an important and necessary step for Syniverse in transitioning from a prior sustainability focus only on environmental topics, to the full incorporation of ESG principles into the business. The establishment of an ESG Council, as well as the identification and measurement of critical KPIs, is further evidence of the approach and commitment of the Board and its committees.**

Our quarterly nominating and corporate governance committee dedicates time to consider ESG issues and to ensure that the Board is aligned with our program. We see the value of the Board helping us to achieve certain ESG goals, especially by championing the value of ESG throughout the company.

While our physical footprint is small, our geographical reach and customer impact is significant. In 2021, we undertook a materiality assessment and developed a materiality matrix (on page 09), which identifies those issues that matter most to the business and to our stakeholders. Among these are climate change and diversity, equity and inclusion.

Pleasingly our Scope 1 and 2 GHG emissions have continued to decline. However, we recognize that upwards of 70% of our emissions are Scope 3, including emissions from our suppliers. We have embarked on a major exercise to understand and support our client commitments to reduce their emissions.

Diversity, equity and inclusion is an area of improvement for us. We have made significant commitments to increase the representation of women within leadership, and have put in place specific targets and measures to achieve this. The establishment of the Diversity, Equity and Inclusion Council is another positive step in this regard.

No discussion this year would be adequate without referring to the impact of the Covid-19 pandemic on the company, our employees and our customers. The business impact is fully disclosed in our annual financial report. Our impact has been greatest though in supporting our employees' physical, mental and emotional health and well-being. Following the success of an initial roll-out of our hybrid work policy in the United States, we permanently adopted this working policy on a global basis (except Luxembourg due to local telework laws) in July 2021.

More than this, in India, we provided support to employees and their dependents in dealing with Covid-19 and getting access to vaccines, particularly in regions where this was necessary. This is, I believe, a fitting demonstration of our approach in living our values.

As our efforts to embed ESG into the business gain traction, and as we evaluate and realize some of the targets we have set, so our reporting will evolve. We have committed to reporting annually to our stakeholders on ESG matters.

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

# Letter from the CEO

“ We’ve made great progress this year serving the mobile ecosystem with our innovations, our customers, and our shared communities.



**As the company whose proprietary software, protocols, and orchestration capabilities power mobile experiences for almost every person and device on earth, Syniverse is a critical part of the global mobile ecosystem. By helping individuals and organizations communicate and engage, we help enable connectivity to their communities, their prosperity and the economic growth, opportunity, and inclusivity it facilitates.**

### Welcome to Syniverse’s first sustainability report.

While we have tracked ESG indicators across our business for many years – particularly our impact on the environment, which we have detailed in our annual submissions to the Carbon Disclosure Project since 2011 – this report represents a new milestone. It is evidence of the dedicated ESG program we have recently established, and the ways in which this program sets, implements and tracks our progress towards a better future.

This report refers to the 2020 financial year, which, it goes without saying, was a challenging year for everyone. Covid-19 has had a tremendous impact on our business and our community and has motivated us to continue to care for our employees and serve our customers according to the highest possible standards. Specific details on our Covid-related interventions are provided on pages 06 and 07.

At present, we are focused on understanding our impact better, creating transparent reporting processes, and setting targets to further our progress into the future. I believe we have made a sound start to begin integrating ESG principles into our business as part of our ongoing transformation to build a culture of equity, inclusivity and continuous improvement.

2021 has also presented opportunities for growth and change, however, and has been an important one for our sustainability journey. During 2021 we completed a materiality assessment, created an ESG steering committee, engaged our board of directors on our ESG commitments, and evaluated our contribution to ESG standards such as the UN Sustainable Development Goals.

On page 11 of this report, you will be introduced to our ESG framework – which we call RISE – an acronym for the four critical areas that will determine long-term success:

- 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

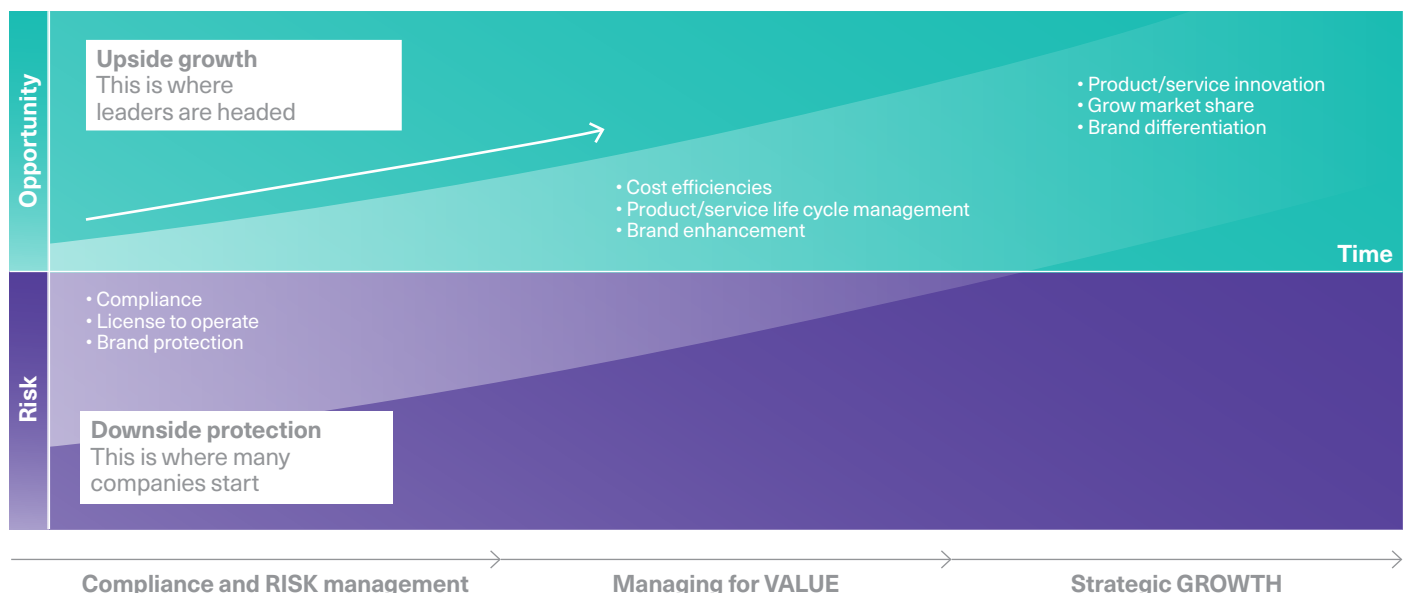
As a critical part of the global mobile ecosystem, Syniverse is committed to undertaking its work as sustainably and ethically as possible. This report – and all the work it underpins – demonstrates the progress we have made to date and outlines how we will continue to work with our innovators, customers and communities going forward.

We look forward to reporting further progress in our future reports.

**Andrew Davies**  
CEO

### ESG value creation strategy

Ascending the risk, value, growth ESG maturity curve drives value creation





# Our response to Covid-19

**The past 18 months have been an extraordinary period for the world and for our company. We have placed the welfare of employees at the center of our response to Covid-19, making a range of resources available to help support our employees' physical, mental and emotional health and well-being.**

## Hybrid working policy

We initiated a trial hybrid working policy in 2020. Allowing our teams to work from home as well as the office has enabled us to embrace flexibility, promote inclusion and improve our employees' working experience, while still ensuring we deliver on our commitments to our customers and key stakeholders.

Our policy involves helping our teams work safely and comfortably in their homes, encouraging continued connection with colleagues, promoting regular breaks and helping to maintain a work-life balance.

Following the success of our trial roll-out, we permanently adopted our hybrid working policy on a global basis in July 2021. The only exception here is Luxembourg, where hybrid work is not compliant with local telework laws. Our 2021 report will detail how we plan to adapt our global hybrid work policy to these locations as these restrictions come to an end.



**2019**  
No remote work policy.  
**2020**  
Initiated trial Hybrid working policy.  
**2021**  
Hybrid working policy becomes global standard (where applicable by law).

## Support in India

In mid-2021, as India experienced a surge in Covid-19 infections that overwhelmed hospitals, Syniverse invested in several initiatives to support our teams based in the country.

The first step involved covering employees and their dependents under a new Covid-19 home medical treatment policy. Secondly, we provided access to a free Covid-19 hotline number that offered doctor consultations on a 24/7 basis and permitted our employees up to 120 hours of paid Covid-19 time off. These hours could be used by either employees who were ill or to take care of dependents who tested positive for Covid-19. Finally, we also supported the private vaccination of our employees and their dependents.

**We also supported the private vaccination of our employees and their dependents.**

**The past 18 months have been an extraordinary period for the world and for our company.**





**We have placed the welfare of employees at the center of our response to Covid-19.**



## Approach

We know that our success will be dependent on our ability to identify and manage those aspects that are most important to the business and to our stakeholders. That is why we focus on our most material issues and have ensured that they are embedded within our ESG strategy and framework.

- [Focus on material issues](#)
- [Adoption of standards](#)
- [Sustainability strategy and framework](#)



# RISK



## Focus on material issues

**Our business and ESG strategy is 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 will be dependent on our ability to identify and manage those aspects that are most important to the business and to our stakeholders.**

In 2021 we embarked on a materiality assessment process that was informed by:

- Key global trends that affect our business and our stakeholders, both negatively and positively
- An assessment of the issues that are most critical to the sustainability and success of our business
- An assessment of issues that are of greatest concern to our primary stakeholders, namely our employees, our customers and their users, our business partners, and our regulators

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

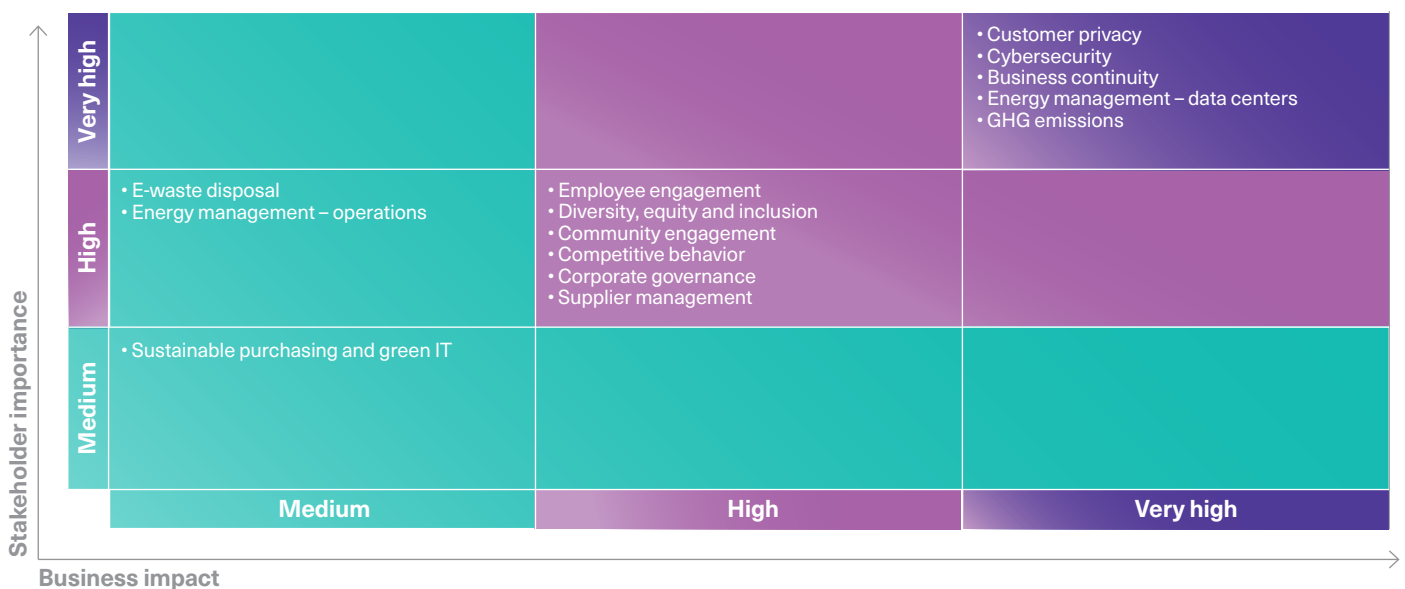
This assessment was undertaken in close collaboration with the ESG team at our major investor, Carlyle, and looked at all the relevant issues that apply to our stakeholders. The process resulted in an initial ranking that highlighted areas of strength and weakness. This was reviewed internally by our RISE Leadership Council and by an external ESG consultant.

The issues identified went on to inform the pillars of RISE, our ESG strategy that is discussed on page 11. Further engagement with our various stakeholders helped us to understand the successes and challenges of these issues better, and to identify areas that require improvement.

Our intention is to have the Syniverse community guide our ESG work, which the RISE Leadership Council will then drive. Our RISE teams are well represented and include regular input from our strategy and marketing teams. The CEO sits on the RISE Leadership Council as well as our diversity, equity and inclusion (DEI) Council. Our RISE Leadership Council meets once a month to review our strategy and to receive updates on various initiatives.

A dedicated resource has been appointed to lead our ESG effort, reporting to the VP of investor Relations, who in turn reports to the CFO. They report quarterly to the Nomination and Governing Committee of the Board on ESG matters.

Material issues assessment:



## Adoption of standards

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

We recognize the importance and relevance of the UN Sustainable Development Goals. (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 under CDP on an annual basis, and we intend to assess our work in terms of GRI in the future.

In this, the first year of our formal ESG program, our aim is to start our reporting journey, understand our impact and set relevant goals. We are aware that we will need to be agile as we progress. We aim to adapt our ESG reporting every year to make sure we keep up with this changing landscape.

### Useful links

[Our annual submission to CDP](#)

[Our SASB report](#)

[GRI content Index](#)

We are aligned with the following SDGs:



Adoption of standards:



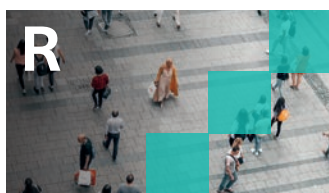


## ESG strategy and framework

### Our approach to ESG is an integral part of our overall business purpose.

We call our sustainability strategy and framework RISE, which is an acronym that identifies the four areas critical to our long-term sustainability and success. These areas are:

We have mapped out the relevant material issues that apply to each pillar. This work was a result of our materiality assessment, outlined on page 09.



#### 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

- Competitive behavior
- Corporate governance
- Supplier management



#### 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
- Diversity, equity and inclusion
- Community engagement

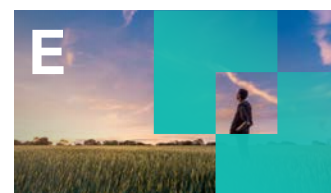


#### Service integrity in performance, security and privacy

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

##### Relevant material issues

- Customer privacy
- Cybersecurity
- Business continuity



#### 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
- GHG emissions
- E-waste disposal
- Energy management – operations
- Sustainable purchasing and green IT

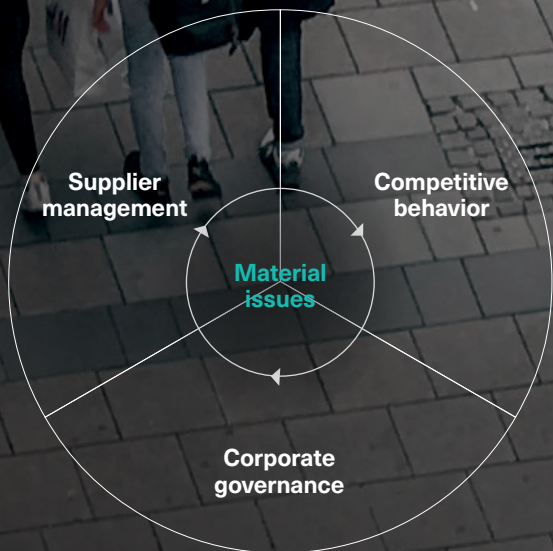
The table below provides an overview of the RISE initiatives we currently have in place, and where we are at in achieving them. The page references on the right-hand side show where further information on each issue can be found in this report.

Initiative	Project	Progress	Page
R 1	Increase ESG considerations in our Supplier Code of Conduct to promote responsible actions across the supply chain	In progress	16
R 2	Adoption and publication of the Modern Slavery Act 2015	Complete	16
I 1	Establish a Diversity, Equity and Inclusion Council	Complete	22
I 2	Implement a hybrid working policy to allow for more productive and flexible working	Complete	06
I 3	Implement diversity initiatives for minority groups, including women, LGBTQIA+ and veterans	In progress	22
I 4	Establish and reach agreed-upon goals to improve diversity across the workforce	In progress	22
S 1	Establish new monthly performance reporting on service outages and degradations	Complete	29
S 2	Adhere to APEC standard for processors in data privacy	In progress	N/A
E 1	Ensure continued footprint reduction across corporate space and data centers	In progress	N/A
E 2	Conduct company-wide ESG training in 2022	Will commence in 2022	N/A
E 3	Improve carbon disclosure score from 2019 to 2020	Complete	33
E 4	Track e-waste disposal and unify global standards	In progress	33
E 5	Evaluate employee transportation programs and incentives	In progress	N/A



# 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.







Our company values play an important role in ensuring that we have alignment across the organization and work together to achieve our business objectives.

**In this section we will address**

<b>Leadership</b>	<b>14</b>
<b>Entrenching ethical behavior</b>	<b>15</b>
<b>Effective supplier management in ethical conduct</b>	<b>16</b>
<b>Entrenching human rights within the business and supply chain</b>	<b>16</b>
<b>Tax integrity and compliance</b>	<b>17</b>

**UN Sustainable Development Goals**



## Leadership

Our board of directors has overall responsibility of the management of the company. 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 their Senior Advisor. The Carlyle Partners V LP fund acquired a controlling stake in Syniverse in 2011.

Several committees support the board in its deliberations:

- The **audit committee** 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 management is taking to monitor and control such exposures.
- The **compensation committee** 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.
- The **nominating and corporate governance committee** is 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.

Chief Financial Officer, Simeon Irvine, is the RISE senior leadership team sponsor. He plays a vital role in connecting the board-level committees with the management RISE structures.

Within the company, two bodies guide and drive our RISE strategy:

- The **RISE leadership council** comprises our senior leadership team (including our CEO and his direct reports), who make decisions around our ESG strategy as well as 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. The council includes senior leadership from numerous disciplines across the group, including human resources, legal, risk, finance, investor relations, sales and customer management, operations, strategy, and technology.
- The **RISE action committee** is a 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.
- We have appointed a dedicated resource to oversee and guide our ESG program.

### Responsibility – RISE champion Alex Palermo



Alex is an experienced litigator, representing Syniverse as a counselor and problem solver. She works with the General Counsel to manage litigation, including strategy to obtain successful resolution, with Human Resources to provide legal counsel on all matters of employment law, and she oversees corporate management and compliance. Alex was a pivotal member of the team who worked on updating our Supplier Code of Conduct to encourage further engagement across the scope of ESG.



As a female in the legal profession, I have seen first-hand the absence of women and minorities in the upper ranks of the legal world, especially in big law. It's hard to 'be it' when you don't see it. And it's hard to feel you belong if you feel different. Diversity and inclusion are recognizing, respecting and valuing our differences, whether based on ethnicity, gender, age, race, religion, disability or sexual orientation. I want to help Syniverse become a company that fosters a sense of belonging for all.



## Entrenching ethical behavior

**As a leading and trusted global service provider in the mobile ecosystem, Syniverse is committed to conducting business with integrity, and in a legal and ethical manner.**

Our company values play an important role in ensuring that we have alignment across the organization and work together to achieve our business objectives.

Our Code of Business Conduct applies to all employees, officers, and directors of Syniverse and its subsidiaries, across all geographic locations. This Code of Business Conduct addresses issues such as compliance with laws, fair dealing and competition, conflict of interest, confidential information, privacy and data security, bribery, insider trading, anti-harassment and non-discrimination.

### Useful link

Our Code of Conduct can be accessed here: [www.syniverse.com/code-of-business-conduct](http://www.syniverse.com/code-of-business-conduct)

The code provides guidance on compliance with laws; fair dealing and competition; conflict of interest; corporate opportunities; privacy and personal data security; gifts and entertainment; protection and proper use of company assets; insider trading and external public disclosures; non-discrimination, equal employment opportunity and harassment; drug-free workplaces; the Foreign Corrupt Practices Act; our Anti-bribery and Corruption Policy; money laundering prevention; and transactions with governments.

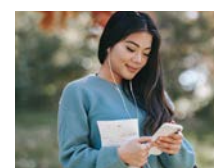
We are committed to fair dealings in everything we do. In 2020, there were no legal proceedings initiated and no monetary losses as a result of anti-competitive behavior.

Syniverse's dedicated online training program, SyniverseU, is widely used to educate and inspire employees. There are many optional modules as well as certain mandatory trainings that take place throughout the calendar year. To support our corporate governance approach, all Syniverse employees globally complete annual training relating to anti-bribery and corruption as well as our Code of Conduct. In 2020, 100% of our staff received this training.

Senior leaders in Syniverse's Finance Department also receive additional training on material non-public information and actual or seeming conflicts of interests.



SyniverseU, our dedicated online training program, is used to educate and inspire employees.



## Effective supplier management in ethical conduct

### We integrate ESG measures across our supply chain wherever possible.

Syniverse is constantly working to improve supplier management as we begin to assess our ESG risks and impacts across our supply chain. All suppliers must agree to abide by our Supplier code of conduct which lay out the expectations of our partners.

[www.syniverse.com/code-of-business-conduct](http://www.syniverse.com/code-of-business-conduct)

In selecting suppliers, we strive to choose reputable business partners who conduct their business in a manner consistent with our 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 in the process of upgrading aspects of our Business and Supplier codes of conduct to increase requirements on ESG-related considerations, especially in the areas of diversity and impact on the environment, including GHG emissions.

We have set the assessment of our high-risk suppliers as a medium-term goal to be implemented as part of our RISE program.

## Entrenching human rights within the business and supply chain

### Syniverse is committed to observing and upholding human rights in all our operations and in our supply chain. Our Code of Business Conduct and our Supplier Code of Conduct lay out our commitment to human rights, which include not engaging in forced labor, human trafficking or slavery.

Syniverse has publicly committed to adhere to the UK Modern Slavery Act of 2015.

[www.syniverse.com](http://www.syniverse.com)

As we do for our own employees, we expect that suppliers will provide safe and healthy working environments that are designed to prevent accidents and injuries. Suppliers must also maintain workplaces that are free from discrimination based on race, color, age, sex, gender, political opinion, national origin, religion, marital status, sexual orientation, disability or genetic information, maternity, membership, affiliation, or any other status of the individual unrelated to their ability to perform their job. We also lay out details of how suppliers must protect children, compete fairly, and minimize their risk to the environment.

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



## Tax integrity and compliance

**We endeavor to ensure both 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.**

In line with the principle of being a good corporate citizen, 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.



Adopted Modern Slavery Reporting



# Inclusive culture for employees and the global community

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







Engaging our employees is crucial to establishing and deepening our culture of ownership and accountability.



**In this section we will address**

<b>Leadership</b>	<b>20</b>
<b>Employee engagement and retention</b>	<b>20</b>
<b>Employee health, safety and security</b>	<b>21</b>
<b>Training and leadership development</b>	<b>21</b>
<b>Diversity, equity and inclusion</b>	<b>22</b>
<b>Community engagement</b>	<b>23</b>

**UN Sustainable Development Goals**



## Leadership

We are committed to providing a safe and healthy work environment free from harassment or discrimination of any kind. We have established and implemented corporate policies and procedures designed to encourage and ensure a work environment that meets this commitment. These policies and procedures are provided to all employees and monitored for compliance.

Health and safety incidents are logged and monitored by facilities managers in each region. In the following countries they are reported to the relevant bodies

- USA – OSHA – Occupational Safety and Health Administration
- Luxembourg – ITM – Inspection du travail et des mines
- Dubai – MOHRE (Ministry of Human Resources and Emiratisation)
- All other countries are reported to facilities and HR so incidents are logged and appropriate measures are taken to mitigate risk.

No material incidents were reported during the year.

## Employee engagement and retention

**We aim to have a highly engaged, diverse and accountable workforce.**

Engaging our employees is crucial to establishing and deepening our culture of ownership and accountability. We gather and communicate feedback on several topics twice a year, in addition to undertaking one-off pulse surveys. These topics include employee satisfaction and recognition, pay and benefits, training and development, company strategy, and diversity and inclusion.

This research allows our leadership to refine corporate policies and actions and respond to employee concerns. It also empowers employees to provide input into the direction of the organization. Recently, we have used these surveys to develop a hybrid working policy to help our employees balance their work commitments and their personal well-being.

In our most recent survey, 71% of respondents described Syniverse as a “good place to work”. We had an 87% participation rate for this survey, our highest engagement to date, and there was equal participation across different departments and geographical locations. Furthermore, 87% of employees feel they can be their authentic selves at work, which is a major focus of our approach to Diversity, Equity and Inclusion.

In 2020, our total voluntary turnover among employees was 10.5%, which is in line with our industry benchmark. We seek to improve employee retention and satisfaction and will continue to use surveys to determine areas of concern and to create action plans. The results of this process are transparently communicated to employees to enhance a culture of ownership.

### **Inclusive – RISE champion** **Monique Morrow**

Monique is Senior Distinguished Architect Emerging Technologies at Syniverse, providing thought leadership and strategic direction and vision for the company’s identified emerging technologies, including DLT interoperability; Zero Knowledge Proofs/Data Anonymization, Trust and Identity and Mobile Payments.



Throughout my career I have been laser focused on women in technology and engendering parity in corporations overall. From Ada Lovelace, to the Harvard Computers, Hedy Lamarr to the African American women pioneers at NASA and the present, women continue to have impact in technology companies. The journey may not be easy. When women leave a tech job, it is usually for good. We no longer refer to a glass ceiling but a glass cliff. Once women connect, they engage; once they engage, they embrace; once they embrace, they drive. And that’s the future! The future we can create together at Syniverse!



## Employee health, safety and security

**Ensuring that employees have access to a work environment that is clean, safe, and secure is a top priority for the company, and something on which we will not compromise.**

We have implemented policies to ensure compliance with environmental, health and safety standards, as well as labor provisions and physical security for worksites across the globe.

These policies outline our commitments to managing our business in an environmentally responsible manner and providing our employees with the safest possible working conditions. They also provide guidance on individual roles and responsibilities, and on how investigations into incidents are undertaken. Syniverse does not permit forced labor or child labor and always strives to protect personnel, assets and structures.

We have adopted programs across the globe to incentivize employees to be mindful of their health. Examples include a cash plan in the UK, which employees can use toward medical procedures, and in the USA, Luxembourg and UAE, participants who complete certain preventative screening tests and health workshops may receive a cash bonus.

We are aiming to provide equal support and benefits to all our employees across the globe, and work has begun to understand our various offerings and unify them for all employees.

In 2021 we initiated a program to pay for employees and their dependents to get Covid-19 vaccinations in India, organizing private appointments where necessary.

## Training and leadership development

**Syniverse stresses the importance of training and career development for employees. In 2022, we plan to execute defined training programs that were put on hold by the pandemic.**

SyniverseU, our internal training portal, provides many opportunities for learning, ranging from interpersonal skills such as leadership, communication and diversity, to more technical information about Syniverse's business and industry.

Syniverse offers mandatory training that every employee must complete each year. Employees can also elect to take as much non-mandatory training as they like. In Calendar 2020, employees averaged about 4.4 hours of training (two-thirds of which was voluntary and one-third mandatory). Syniverse spent an average of \$187 per employee on training in 2020, down from \$247 per employee in 2019. This decrease was a result of Covid-19 and other headwinds that resulted in less funding being available across the board, including for employee development.

We also offer tuition and payment for professional certifications that are required for certain roles. In 2021, one of our priorities was to expand this offering and begin to track the average cost and type of training per employee. This will help us to address our employees' continuous improvement needs better. Our annual evaluation process works to align the professional goals of employees with the needs of management and the values of the business.

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 work environment. It prioritizes better team conversations, stronger relationships, higher levels of connection with our strategic goals, and provides the skills necessary for employees to develop their careers.

As we seek to increase employee engagement across the organization, we plan to create inclusive employee resource groups. These groups may be formed based on gender, affiliation with the LGBTQI+ community, veterans, those living with disabilities, or others.

## Diversity, equity and inclusion

**Syniverse seeks to transform into a diverse, collaborative and inspiring community that continually works to celebrate differences and encourage growth towards a stronger business and a more connected world. Our aim is to achieve diversity across all relevant metrics, but at this stage we are focusing primarily on creating greater gender parity across our employee base, as well as our leadership team.**

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.

In July 2021, Syniverse formed a Diversity, Equity and Inclusion Council among employees to discuss the ways in which workplace inequalities might be remedied. Our CEO is a member of this Council. Its objectives are:

- To create a supportive, inclusive and inspiring environment for our people to flourish and grow as their authentic selves

- To accelerate the development of talent and inclusion across the spectrum of gender, ethnicity, religion, sexual orientation, age, disabilities, educational background, socio-economic status and other diverse groups
- To champion a diverse and inclusive workforce that enables us to collaborate with our diverse suppliers and customers to achieve greater results for everyone
- To undertake difficult conversations, seek the truth and drive transformation across our global workforce at every level. We will champion awareness, acceptance, respect and inclusion

We offer unconscious bias training to all hiring managers and people leaders and are looking to develop training and skills in this area to create a more diverse and inclusive workforce.

In 2021, Syniverse hired a diversity, equity and inclusion specialist recruiter and, in future reports, we plan to outline steps to improve our ethnic and gender diversity, especially among management and senior positions.

We operate in many locations and it is our intention to create a diverse and equitable culture that reflects the communities that we operate in. We are endeavoring to understand those communities better so we are working to understand the appropriate benchmarks in order to set appropriate goals.

### Gender mix

Level	Women	Men	Total	% Women
C level	1	3	4	25%
SVP and VP	6	37	43	14%
Senior director and director	19	83	102	19%
People leaders	44	116	160	28%
Individual contributors	347	856	1,203	29%
<b>Totals</b>	<b>417</b>	<b>1,095</b>	<b>1,512</b>	<b>28%</b>

### Ethnicity

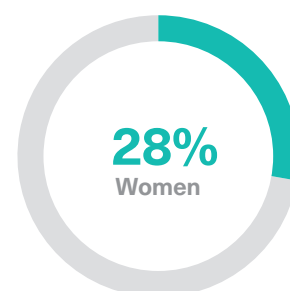
Ethnic Group	Number of employees
American Indian/Alaska Native	2
Asian	468
Black or African American	48
Hispanic or Latino	173
Native Hawaiian or Other Pacific Islander	2
Two or More Races	14
Other	36
White	401
Not Self-Reported	368
<b>Total</b>	<b>1,512</b>

### Location diversity

	Number of employees	% of women at SYNIV	Regional benchmarks
United States of America	525	31%	35%
India	456	16%	34%
Costa Rica	147	23%	34%
China	118	38%	20%
Luxembourg	85	38%	25%
United Kingdom	45	44%	29%
Hong Kong	39	56%	34%
Other	97	30%	33%
<b>Totals</b>	<b>1,512</b>	<b>28%</b>	

### Age mix

Generation	Born	No of women	% of total employees	No of men	% of total employees	Total employee count	% of total employees
Baby Boomer	1946 – 1964	36	2.4%	90	6.0%	126	8.3%
Gen X	1965 – 1980	180	11.9%	492	32.6%	672	44.4%
Millennials	1981 – 1996	198	13.1%	507	33.6%	706	46.7%
Gen Z	1997 – 2012	3	0.2%	5	0.3%	8	0.5%
<b>Grand Totals</b>		<b>417</b>	<b>27.7%</b>	<b>1,095</b>	<b>72.4%</b>	<b>1,512</b>	<b>100%</b>



Data as of 31 December 2020

Regional benchmark sources: LinkedIn Talent Insights (UK, USA, HK, CR, Lux) S&P Global (India) UNDP.org (China)



## Community engagement

**At Syniverse, we believe in the power of being connected, which is why we take connecting to our communities across the globe seriously. We empower our employees to support what matters most to them locally in terms of time and funding and identify and support projects that are important in our communities.**

Each year, our employees around the globe contribute many hours of their own time along with thousands of dollars to improve their communities. We have employee associations in key locations throughout our global footprint including Tampa, London, Luxembourg, Hong Kong, San Jose and Beijing.

The mission of these groups is focused on employee morale as well as social responsibility, and there is an annual budget allocated to provide for employee activities for each group. The efforts of our employee associations have made a positive impact across multiple continents. Unfortunately, due to Covid-19, several initiatives had to be halted during 2020. Our plan is to reinstate these programs in 2022.

Our unconscious bias training for hiring managers and people leaders is helping to create a more diverse and inclusive workforce.



UN Sustainable Development Goal





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

# Service integrity in performance, security and privacy

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







Syniverse is committed to keeping personal information secure and handling it in a transparent and ethical manner, protecting it from any unauthorized access, accidental loss, damage or destruction.



**In this section we will address**

<b>Leadership</b>	<b>26</b>
<b>Customer and data privacy</b>	<b>27</b>
<b>Cybersecurity</b>	<b>28</b>
<b>Service performance and business continuity</b>	<b>29</b>

## Leadership

At Syniverse, we work to not only protect the data entrusted to us by our customers and their customers, but also to build products and solutions that are inherently privacy preserving and secure. Our approach to business and operations limits the need for personal data, further mitigating the security and privacy risks associated with the data we process.

Our privacy systems and processes involve the engagement and contribution of key leaders across the organization. This includes not only those directly responsible for privacy but also legal, product, HR, architecture, security and others. This group collaborates to drive change through consensus, building and reporting upward, downward, and laterally through various avenues within the company.

We use GDPR as the framework for privacy operations and comply with other regulations, such as LGPD, PIPL, CCPA/CPRA and PIPEDA. Privacy matters are reported to senior leadership at least quarterly with presentations made to the highest levels in the organization at least twice a year.

We are actively involved with and lead discussions and committees within the GSM Association. Here, we collaborate with customers, competitors and vendors to improve the privacy position of the industry and to increase protections around the processing of personal data globally.

### Service – RISE champion

#### Kate Atteberry

Kate is a military veteran with over 20 years of information technology and security experience in Federal, State and Private sectors. She works as an Information Security Risk Analyst and is helping to further Syniverse's information security posture and ESG integrity efforts.



From my experience in the military, I firmly believe that established policies, standards and procedures provide an organization a unified and consistent approach to operations.

It is my goal to aid Syniverse in achieving ISO 27001 certification and thereby provide our customers unparalleled security with the assurance that we will not only meet but exceed their privacy and security expectations.



## Customer and data privacy

**Syniverse is committed to keeping personal information secure and handling it in a transparent and ethical manner, protecting it from any unauthorized access, accidental loss, damage or destruction.**

Syniverse takes customer privacy seriously, using state-of-the-art technology, such as encryption key management systems to protect customer data and transmitting it over a private IPX network. We consider privacy from the start and throughout the life cycle of every product and project.

We have established a Syniverse privacy champions program that is designed to build an inherent culture of privacy throughout the organization. This group comprises individuals from across the company who are actively engaged in addressing data privacy matters. They function as distributed points of contact for privacy matters and help to mitigate the risk of non-compliance.

Each of our products undergoes a risk-rating process annually that drives decision-making around the product life cycle. Product transparency documents have been created for each product to allow our customers to see what we process, where, and what measures we take to protect that processing.

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

We also have specialized privacy and architecture personnel who have patented privacy-enhancing and privacy-preserving technologies.

We use OneTrust training material to deliver annual privacy training through our learning management system, SyniverseU. All our employees complete privacy training each year to grow and develop their understanding and knowledge of privacy, and the implications this has on our company, industry and consumers. Key personnel are certified with the IAPP, allowing for greater understanding of how to design our products, programs and operations from a privacy perspective.

The first cohort of 15 cross-functional employees have been identified for IAPP training and certification. Certification and training are available and encouraged for all product, security, architecture, HR and legal staff.

We undertake an annual benchmarking against industry privacy KPIs using TrustArc's Benchmarking tool to drive the overall strategy and value of our privacy program for our customers. This tool allows us to compare ourselves to other organizations and inspect key metrics across 13 functions and 138 indicators.

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. Syniverse works with a global ITAS service provider that performs on-site degaussing, which is the process of removing data using a magnetic field. This means that data is never removed from the premises and that hardware can usually be repurposed, leading to less incineration or landfill and thus reducing our carbon footprint.

### Useful links

To learn more about how Syniverse handles privacy and data protection please visit:

Our privacy notice:  
[www.syniverse.com/privacy-notice](http://www.syniverse.com/privacy-notice)

Syniverse Global Data Privacy Notice for Employees, External Staff and Candidates:  
[www.syniverse.com/syniverse-data-privacy-notice](http://www.syniverse.com/syniverse-data-privacy-notice)

Our compliance with GDPR:  
[www.syniverse.com/gdpr](http://www.syniverse.com/gdpr)

Our cookie policy:  
[www.syniverse.com/cookie-policy](http://www.syniverse.com/cookie-policy)

## Cybersecurity

**Syniverse Global Security provides and maintains the company's ability to protect the Syniverse brand, its global operations, and customer data through a business strategy-aligned program that addresses clients' rapidly evolving needs.**

Syniverse Global Security (SGS) supports Syniverse's worldwide enterprise and services portfolio. Its mission is to protect the people, assets and data of Syniverse and our customers, promoting effective risk management through security awareness, readiness and compliance. SGS strives to:

- Ensure confidentiality, integrity and the availability of data and systems in line with organizational risk tolerances
- Proactively execute risk management by promoting advanced cybersecurity and response capabilities
- Advance a knowledgeable security, compliance and privacy-focused workforce, as well as aligning 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

The Syniverse Information Security group, led by the Chief Security and Risk Officer reviews and updates our information security policies annually. This is to avoid any breaches of legal, statutory, regulatory or contractual obligations related to information security and any security requirements. SGS provides the management framework to initiate and control the implementation and operation of information security within the organization, regardless of functional area.

We are currently seeking to undertake a pilot project to adopt ISO 27001 and 27002-2013. The 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 the way they interact with us. This project will take a significant investment of time and money and the pilot will help us to understand the business impact as we move forward.



## 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.

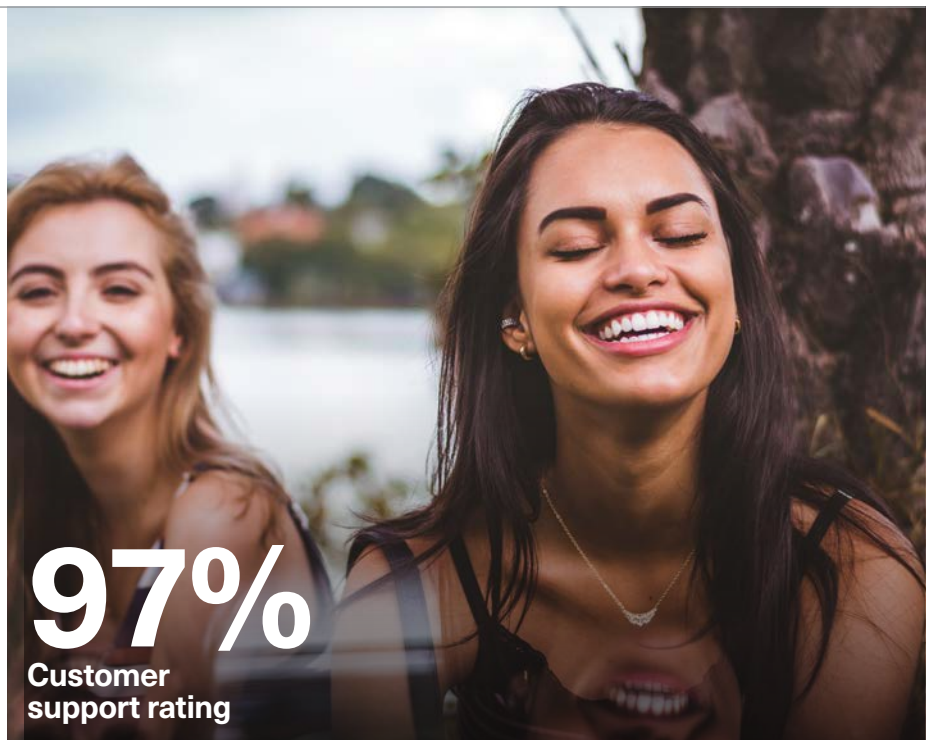
To better manage our performance, our teams provide a monthly review of global operations to the senior leadership team on measures such as overall uptime status, degradations, outages and incidents. In 2020, our average uptime was 99.85% and we believe our increased tracking and reporting will help us to hit our goal of 99.99%.

We are committed to meeting customer needs and each year we send out 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 the board and there is a senior leadership team member dedicated to customer satisfaction, reporting to the office of the CEO.

### Highlights from the 2020 customer survey include:

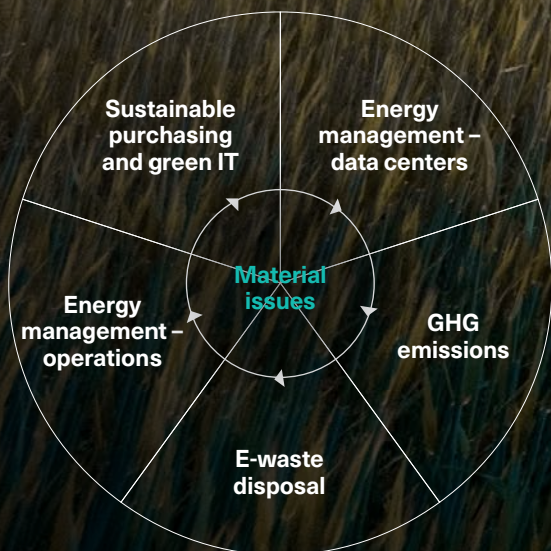
- Overall, our 2020 net promoter score increased from +36 in 2019 to +42 in 2020
- In terms of ratings:
  - Customer support was rated at 97% (good – excellent)
  - Sales/Account team was rated at 92% (good – excellent)
  - Product/Service training was rated at 91% (good – excellent)
- What customers like best about Syniverse:
  - Customer service and competitive pricing
  - Breadth and coverage of services
  - Multiple routes and good support
  - High stability
  - Excellent service record
  - Support from account team
  - Willingness to partner

Each year we send out a customer satisfaction survey to gather feedback on several performance-related topics.



# 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.







Climate change is arguably the most pressing environmental issue of our time. Playing our part in combatting it is both an ethical and business imperative.



**In this section we will address**

<b>Leadership</b>	<b>32</b>
<b>Energy management and GHG emissions</b>	<b>33</b>
<b>E-waste and pollution</b>	<b>34</b>
<b>Environmental procurement and green IT</b>	<b>34</b>

**UN Sustainable  
Development Goals**



## Leadership

Climate change is arguably the most pressing environmental issue of our time. Playing our part in combatting it is both an ethical and business imperative.

Our executive committee and ESG steering committee have full oversight over Syniverse's environmental performance, and review it annually, together with our environmental strategies and policies. Our RISE leadership council also addresses these issues.

In 2020, the Chief Financial and Administrative Officer was the highest-ranked person directly responsible for Syniverse's climate change activities for the reporting year. He attended all board meetings and interacts 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 2021, the CFO and the VP of Investor Relations under his direction, began reporting quarterly to the nominating and corporate governance committee of the board of directors, ensuring that environmental risks are not only addressed, but also used as core pillars for continuous improvement and public engagement.

We have responded to the Carbon Disclosure Project every year since 2011.



### Environment – RISE champion

#### Brian Pavlik

Brian is our Senior Manager in charge of Financial Controls and Compliance, he has been at Syniverse since 2009.



I've overseen Syniverse's greenhouse emissions and carbon footprint reporting program for the last six years. The process of understanding the impact that our company has on the environment now, and in the future, is always enlightening and educational. While one may not think of Syniverse as a traditional emissions-based company, much like those in manufacturing, our carbon footprint is still a factor in our environmental future. Since I have overseen this program, Syniverse has not only made strides in the way we report and how we report it, but also seen rather large reductions in our emissions using renewable energy in our offices, other energy saving programs and the use of specialized assistance with our consulting partner SustainaBase. As we work towards the use of scientific based emissions reduction targets, I expect our progress to be even more visible to the employee base and customers alike.



## Energy management and GHG emissions

### We will assess a net zero target as part of our ESG goal setting for both direct and indirect energy consumption.

Our ESG team continues to enhance the process used to identify and assess climate-change risks and opportunities at asset and company levels. Our process is based on a risk/opportunity assessment method from the environmental impact industry, customized to fit our business model.

Using this approach, a risk/opportunity is identified when a regulatory, physical or other climate-change related driver interacts with components of our business strategy. Our team then assesses its scope by establishing whether it affects us at a company or asset level, and whether it affects revenues or costs. They also identify its overall size or magnitude.

Key risks, for example, include building operational expenditures, current regulations in terms of national energy taxes and tariffs, and extreme variability in weather patterns. In response, our facilities team have been actively incorporating energy efficiency measures to reduce electricity demand and to avoid peak usage charges.

We partner with carbon accounting experts SustainaBase to track our direct and supply chain GHG emissions, which helps us to identify energy-intensive practices and limit our dependence on them. These insights help us to reduce our operating expenses as well as our direct energy consumption.

In 2020, we spent \$9.52 million on facility energy for our direct operations, and we consumed 2,416kVA of energy (assuming an 85% power factor).

We introduced two primary initiatives in 2020:

- We started to limit unnecessary travel to reduce our GHG emissions. This was inevitably affected by the pandemic, but as global travel resumes, we are recommitting to this policy.
- We consolidated our Tampa offices and optimized our floor space usage.

In 2020, our Scope 1 GHG emissions, which cover the GHG emissions from sources we directly control or own, amounted to 37.50MTCO<sub>2</sub>. This total was 20% less than the 2010 baseline year and 39% less than 2019. This was due mainly to improved run schedule data and maintenance on the diesel generators we use to back up our emergency electrical systems.

We believe the decrease in emissions reflects our focused effort to reduce our carbon footprint by reducing or eliminating impacting fuels. The use of natural gas, for example, was eliminated in two large offices in 2020, which reduced usage by almost 100%. We are also working to improve our GHG accounting practices, which will give us better data and a more accurate picture.

In 2020, our Scope 2 GHG emissions totaled 4,230MTCO<sub>2</sub>, primarily because of electricity and steam consumption. Our combined Scope 1 and Scope 2 emissions declined by 15% compared to the 2019 combined total.

We have adopted goals to maintain and reduce our company-wide carbon emissions (Scope 1 and 2). We intend to maintain Scope 1 and 2 emissions to below 10MTCO<sub>2</sub> per FT employee (implied 14,270MTCO<sub>2</sub>) and below 31 grams per unit of revenue (implied 199,950MTCO<sub>2</sub>) based on 2020 data. We intend to sustain our Scope 2 emissions to 15% below 2010 levels, which translates to staying below 8,785.6MTCO<sub>2</sub>.

Although the complexity of collecting data from our supply chain means that reporting Scope 3 emissions is not required by the CDP, we estimate this with the help of SustainaBase. In 2020, our Scope 3 emissions amounted to 11,671MTCO<sub>2</sub>. This included 935MTCO<sub>2</sub> attributable to air travel (a 50% reduction on the previous year due to the pandemic), 3,368MTCO<sub>2</sub> attributable to employee commuting, and 7,368MTCO<sub>2</sub> attributable to electricity consumption at our 16 leased data centers. In the future we plan to engage our suppliers about Scope 3 emissions goals.

Going forward, we will continue our renewable energy credit (REC) purchasing program. We purchased 1,943MWh of electricity from projects that supply renewable energy (specifically wind) to the electrical power grid. The resulting carbon emissions reduction from the REC purchase is 895.83MTCO<sub>2</sub>e when considering local grid factors. This purchase was made for the Tampa office. We plan to extend our REC scheme to our 11 other offices worldwide.

## E-waste and pollution

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 protection of customer data as well as environmental compliance standards. Between July 2020 and April 2021, we disposed of 12.5MT of e-waste sustainably and ethically.

## Environmental procurement and green IT

We intend to extend our energy consumption policy to our suppliers. Our data center and hosting suppliers have not provided information to us on our share of their emissions to date, but this is something we will request going forward.

Future additions to our site selection process may include requiring ISO compliance. We might also monitor and increase our supply chain's use of responsibly sourced, post-consumer recyclable materials (or those designated as fuel efficient or third-party certified).

We intend to extend our energy consumption policy to our suppliers



UN Sustainable Development Goal



UN Sustainable Development Goal





## Responsibility KPIs

Topic	KPI	Unit of Measure	Syniverse 2020 Data Point	SDG	SASB Code
<b>Competitive behavior</b>	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	Reporting currency	\$0	17	TC-SI-520a.1
<b>Corporate governance</b>	% of employees that receive annual code of conduct training	Percentage (%)	100%	16	N/A
<b>Supplier management</b>	% of high-risk suppliers that are audited annually	Percentage (%)	0%	16	N/A
	% of all suppliers that sign off Code of Conduct annually	Percentage (%)	100% Tied to Contract	16	N/A

## Inclusive KPIs

Topic	KPI	Unit of Measure	Syniverse 2020 Data Point	SDG	SASB Code
<b>Employee engagement</b>	Annual voluntary employee turnover	Percentage (%)	10.5%	8	N/A
	Average number of hours of continuing training and career development provided per employee per year	Number of hours (#)	4.4	8	N/A
	Employee satisfaction (per the annual employee engagement survey)	Percentage (%)	87% Participation Recommended Syniverse as a great place to work 71% Positive 22% Neutral 7% Negative	8	Y
<b>Diversity, equity &amp; inclusion</b>	Percentage of gender and racial/ethnic group representation for (1) management, (2) staff, and (3) all other employees	Percentage (%)	Global Male to Female Ratio 75% to 25% Overall total of ethnic minorities in the USA workforce – 38%	5	TC-SI-330a.3
	Percentage of Diverse Board Members	Percentage (%)	13%	5	N/A
<b>Community engagement</b>	Total donations	Reporting currency	In 2018 our employees raised \$115,000 and Syniverse contributed \$230,000 in money and resources	17	N/A
	Total number of employees that participated in organization-sponsored/organized events	Number of employees (#)	Unknown	17	N/A
	Total employee service hours	Number of hours (#)	1,500 (2018)	17	N/A

## Service KPIs

Topic	KPI	Unit of Measure	Syniverse 2020 Data Point	SDG	SASB Code
<b>Customer privacy</b>	Number of users whose information is used for secondary purposes	Number	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	N/A	TC-SI-220a.3
<b>Cybersecurity</b>	(1) Number of data breaches	Number	0	N/A	TC-SI-230a.1
	(2) Percentage involving personally identifiable information (PII)	Percentage (%)	0%	N/A	TC-SI-230a.1
	(3) Number of users affected	Number	0	N/A	TC-SI-230a.1
<b>Business continuity</b>	(1) Number of performance issues	Number	We have just started tracking this monthly	N/A	TC-SI-550a.1
	(2) Number of service disruptions	Number	We have just started tracking this monthly	N/A	TC-SI-550a.1
	(3) Total customer downtime	Days	We have just started tracking this monthly	N/A	TC-SI-550a.1

For more information about a security incident discovered in 2021, see "Risk Factors", section "Risks Related to Syniverse's Business", Page 76 [https://www.sec.gov/Archives/edgar/data/0001839175/000119312522004492/d234831ddefm14a.htm#toc234831\\_17](https://www.sec.gov/Archives/edgar/data/0001839175/000119312522004492/d234831ddefm14a.htm#toc234831_17)



## Environmental KPIs

Topic	KPI	Unit of Measure	Syniverse 2020 Data Point	SDG	SASB Code
<b>Energy management – data centers</b>	(1) Total energy consumed	Gigajoules (GJ)	2,416 kVA	12/13	TC-SI-130a.1
	(2) Percentage grid electricity	Percentage (%)	Unknown, plan to gather from Data Center owners	12/13	TC-SI-130a.1
	(3) Percentage renewable	Percentage (%)	Unknown, plan to gather from Data Center owners	12/13	TC-SI-130a.1
<b>GHG emissions</b>	Total GHG emissions CO2e (Scope 1, 2, 3)	Metric Tons	16,707	13	N/A
<b>E-waste disposal</b>	(1) Total e-waste disposed	Metric Tons	12.5 Tons between July 2020 & April 2021	12	N/A
	(2) Percentage sent to vendors with e-waste standard	Percentage (%)	100%	12	N/A
<b>Energy management – operations</b>	(1) Total energy consumed	Gigajoules (GJ)	7,898,484 KWH Annual average across 11 sites (minus Tokyo)	12/13	TC-SI-130a.1
	(2) Percentage grid electricity	Percentage (%)	We do not have full visibility as some utility companies do not disclose renewable energy breakdown, so we plan to investigate this	12/13	TC-SI-130a.1
	(3) Percentage renewable	Percentage (%)	Luxembourg we use 100% renewable Costa Rica 99.78% Tampa 6% renewable	12/13	TC-SI-130a.1
<b>Sustainable purchasing &amp; Green IT</b>	Percentage of office supplies with sustainability related certification (e.g., FSC paper)	Percentage (%)	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	12/13	N/A

## GRI Content index

Syniverse is at the beginning of its GRI journey. We have reported on those issues that are most important to the company, and in line with the GRI Standards Core option.

GRI Standard	Disclosure number	Disclosure title	Section and page
<b>General disclosures</b>			
<b>Organisational profile</b>	102-1	Name of the organisation	About Syniverse 01
	102-2	Activities, brands, products, and services	About Syniverse 01
	102-3	Location of headquarters	About Syniverse 01
	102-4	Location of operations	Our global footprint 03
	102-5	Ownership and legal form	Leadership 14
	102-6	Markets served	About Syniverse 01
	102-7	Scale of the organisation	Our global footprint 03
	102-8	Information on employees and other workers	Director's report 04 Our response to Covid-19 06 Entrenching ethical behavior 15 Entrenching human rights within the business and supply chain 16 Employee engagement and retention 20 Employee health, safety and security 21 Training and leadership development 21 Diversity, equity and inclusion 22 Community engagement 23
	102-9	Supply chain	Effective supplier management in ethical conduct 16 Entrenching human rights within the business and supply chain 16
	102-10	Significant changes to the organisation and its supply chain	Effective supplier management in ethical conduct 16 Entrenching human rights within the business and supply chain 16
	102-11	Precautionary Principle or approach	Environmental performance that protects the world 30
	102-12	External initiatives	About our report IFC Adoption of standards 10 Cybersecurity 28
	102-13	Membership of associations	About our report IFC Customer and data privacy 27
	<b>Strategy</b>	102-14	Statement from senior decision-maker
102-15		Key impacts, risks, and opportunities	Effective supplier management in ethical conduct 16 Energy management and GHG emissions 33 Focus on material issues 09 ESG strategy and framework 11
<b>Ethics and integrity</b>	102-16	Values, principles, standards, and norms of behavior	Entrenching ethical behavior 15
	102-17	Mechanisms for advice and concerns about ethics	Entrenching ethical behavior 15
<b>Governance</b>	102-18	Governance structure	Responsibility to promote ethical practices: Leadership 14
	102-19	Delegating authority	Responsibility to promote ethical practices: Leadership 14



## GRI Content index

GRI Standard	Disclosure number	Disclosure title	Section and page	
Governance continued	102-20	Executive-level responsibility for economic, environmental, and social topics	Responsibility to promote ethical practices: Leadership 14	
	102-21	Consulting stakeholders on economic, environmental, and social topics	Responsibility to promote ethical practices: Leadership 14	
	102-22	Composition of the highest governance body and its committees	Responsibility to promote ethical practices: Leadership 14	
	102-23	Chair of the highest governance body	Responsibility to promote ethical practices: Leadership 14	
	102-24	Nominating and selecting the highest governance body	Responsibility to promote ethical practices: Leadership 14	
	102-25	Conflicts of interest	Entrenching ethical behavior 15	
	102-26	Role of highest governance body in setting purpose, values, and strategy	Responsibility to promote ethical practices: Leadership 14	
	102-29	Identifying and managing economic, environmental, and social impacts	Responsibility to promote ethical practices: Leadership 14	
	102-31	Review of economic, environmental, and social topics	Responsibility to promote ethical practices: Leadership 14	
	102-32	Highest governance body's role in sustainability reporting	Responsibility to promote ethical practices: Leadership 14	
	102-36	Process for determining remuneration	Responsibility to promote ethical practices: Leadership 14	
	Stakeholder engagement	102-40	List of stakeholder groups	Focus on material issues 09
		102-42	Identifying and selecting stakeholders	Focus on material issues 09
102-43		Approach to stakeholder engagement	Focus on material issues 09	
102-44		Key topics and concerns raised	Focus on material issues 09	
102-46		Defining report content and topic boundaries	About our report IFC	
102-47		List of material topics	Focus on material issues 09	
102-48		Restatements of information	About our report IFC	
102-49		Changes in reporting	About our report IFC	
102-50		Reporting period	About our report IFC	
102-51		Date of most recent report	About our report IFC	
102-52		Reporting cycle	About our report IFC	
102-53		Contact point for questions regarding the report	About our report IFC	
102-54		Claims of reporting in accordance with the GRI Standards	About our report IFC	
102-55		GRI content index	GRI content index 38	
102-56		External assurance	None N/A	

## GRI Content index

GRI Standard	Disclosure number	Disclosure title	Section and page
<b>Management approach</b>			
	103-1	Explanation of the material topic and its boundary	Focus on material issues 09
	103-2	The management approach and its components	Focus on material issues 09
	103-3	Evaluation of the management approach	Focus on material issues 09
<b>Economic performance</b>			
	201-2	Financial implications and other risks and opportunities due to climate change	Environmental performance that protects the world: Leadership 32
<b>Anti-corruption</b>	205-1	Operations assessed for risks related to corruption	Entrenching ethical behavior 15
	205-2	Communication and training about anti-corruption policies and procedures	Entrenching ethical behavior 15
	205-3	Confirmed incidents of corruption and actions taken	Entrenching ethical behavior 15
<b>Anti-competitive behavior</b>	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Entrenching ethical behavior 15
<b>Environmental performance</b>			
<b>Energy</b>	302-1	Energy consumption within the organisation	Energy management and GHG emissions 33
<b>Emissions</b>	305-1	Direct (Scope 1) GHG emissions	Energy management and GHG emissions 33
	305-2	Energy indirect (Scope 2) GHG emissions	Energy management and GHG emissions 33
	305-3	Other indirect (Scope 3) GHG emissions	Energy management and GHG emissions 33
	305-5	Reduction of GHG emissions	Energy management and GHG emissions 33
	306-2	Waste by type and disposal method	E-waste and pollution 34
<b>Environmental compliance</b>	307-1	Non-compliance with environmental laws and regulations	None N/A
<b>Supplier environmental assessment</b>	308-1	New suppliers that were screened using environmental criteria	Environmental procurement and green IT 34
<b>Social Performance</b>			
<b>Employment</b>	401-1	New employee hires and employee turnover	Employee engagement and retention 20
<b>Training and education</b>	404-2	Programs for upgrading employee skills and transition assistance programs	Training and leadership development 21
	404-3	Percentage of employees receiving regular performance and career development reviews	Training and leadership development 21
<b>Diversity and equal opportunity</b>	405-1	Diversity of governance bodies and employees	Diversity, equity and inclusion 22
	405-2	Ratio of basic salary and remuneration of women to men	None N/A
<b>Non-discrimination</b>	406-1	Incidents of discrimination and corrective actions taken	None N/A



## GRI Content index

GRI Standard	Disclosure number	Disclosure title	Section and page
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 human rights within the business and supply chain 16
	412-2	Employee training on human rights policies or procedures	Entrenching human rights within the business and supply chain 16
Local communities	413-1	Operations with local community engagement, impact assessments, and development programs	Community engagement 23
Supplier social	414-1	New suppliers that were screened using social criteria	Effective supplier management in ethical conduct 16
	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 2020 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 May 31, 2021, the global group of companies had 1,447 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.

### 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.
- Publish and have implemented our Code of Business Conduct, (“Code”) which also addresses modern slavery elements and outlines grievance mechanisms. This includes, defining a set of expectations for the behavior of all firm members and for others working on our behalf. As outlined in our Code, our commitment to human rights informs whom we serve and on what topics, and we will not do work that supports or enables human-rights violations.



- 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 and our Code 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 2020.



**Andrew Davies**  
CEO

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**syniverse**<sup>®</sup>

The world's  
most connected  
company<sup>™</sup>