

Social Value Policy Statement

August 2024

Introduction

As a global leader in business communications, we recognise the importance that working with communities and driving environmental improvement can bring. We support our customers across the public and private sector delivering voice platforms, collaboration and contact centre products, devices, and endpoints, and associated intellectual property. Through this work we seek to maximise the social, economic, and environmental wellbeing of communities in accordance with The Public Services (Social Value) Act 2012 and Public Procurement Note 06/20 Social Value in Procurement.

Our vision is simple - **through collaboration we will create positive social change through our products and services**. This could be collaborating with our customers, suppliers, colleagues, peers, or partners. Our values of **Grow, Innovate, Collaborate, Trust and Respect** underpin this vision and act as the guiding principles in everything we do.

Social Value Commitments

This social value policy summarises our approach at Mitel. Our social value commitments are:

1. *Closing the digital skills gap for all*

The UK digital tech sector continues to be at the forefront globally and is one of the leading ecosystems in Europe. Yet, participation in digital skills training is dropping. We are committed to delivering inclusive and accessible solutions to bridge the digital skills gap. We will partner with both local and national organisations to extend our reach and inspire the next generation or those from underrepresented groups to consider a career in the sector or wider roles in Science, Technology, Engineering and Manufacturing.

2. *Investing in people, inclusion, and wellbeing*

Supporting the well-being of our employees is critical to our success as individuals, as teams and as a company. We recognise the importance of building an inclusive and supportive culture where everyone is respected and empowered to achieve our vision for communities and the planet.

3. *Supporting communities*

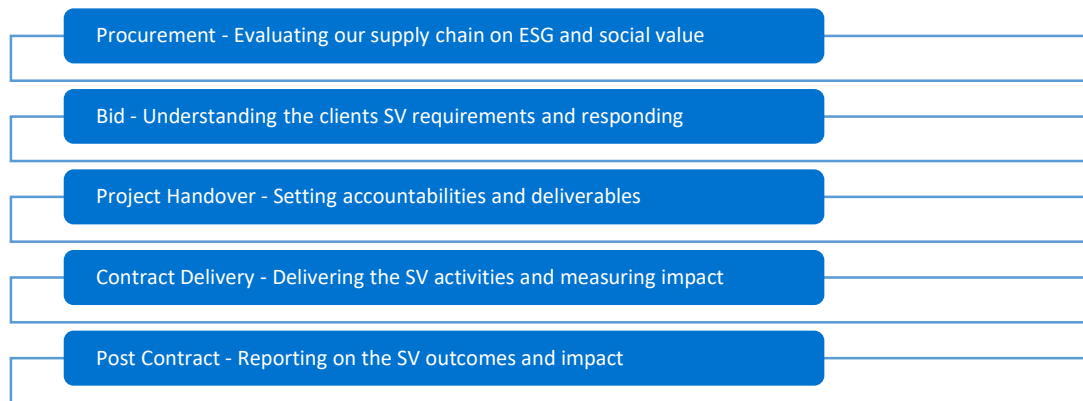
Businesses like ours have an important role to play in building connected, empowered and resilient communities. We are committed to collaborating on innovative solutions that will deliver long term impact and strengthen the communities where we work.

4. *Doing business responsibly.*

We ensure the highest ethical and environmental standards throughout our business and global supply chain. Our high levels of compliance and risk management systems coupled with internal controls and procedures govern our conduct in everything we do.

How we deliver social value

We embed social value into our decision making from procurement through to delivery as shown below:



Who leads and delivers social value in Mitel.

Our central ESG team within Mitel set our ESG plans and priorities and importantly measure and report on our performance.

Mitel invest in and take full ownership of the delivery of the social value activities on the contract. Our Service Delivery Managers (SDM) for the contract are nominated as the Social Value Lead. The SDM has received social value training and will be responsible for managing the overall programme, building, and maintaining partnerships with local community organisations. Support will be provided by our central ESG Team and / or dedicated social value consultant.

In addition, we use the skills, knowledge, and enthusiasm of our employees to create greater impact and reach. We encourage everyone in the business to give their time and expertise to support our social value programmes including our Annual Serve Day, being a Digital / STEM ambassador or supporting on our virtual digital bootcamp.

Measuring & reporting social value.

To maximise the social value delivered through our contracts we will:

- Create bespoke social value plans in collaboration with our customers, that respond to the local needs of that community.
- Support and work with our teams to manage the delivery of social value activities effectively.
- Measure, track and monitor the social value commitments delivered during the contract using our own bespoke reporting tool.
- Communicate the outcomes & impact achieved, case studies and testimonials from beneficiaries through the publication of a Project Social Value Report.

Signed



Stuart Aldridge

August 2024