



# CSR 2023





## Message from CEO

At Mitel, our journey towards Corporate Social Responsibility isn't just a commitment; it's a **PASSION** that reverberates across every corner of our global presence.

We're dedicated to fostering positive change in Environmental, Social, and corporate Governance domains. This inaugural CSR report from Mitel encapsulates our remarkable strides in these critical areas, showcasing our ongoing dedication and progress.

We're not just about acknowledging our responsibility but actively seeking input and guidance from our diverse workforce worldwide. **Join us as we pave the way for impactful improvements and innovation on our ESG path.**

# TABLE OF CONTENTS

## Introduction

- This Is How We Do It
- Our Operations
- Mitel's Net Zero Ambitions and ESG Progress
- Materiality

## Our Environment

- Mitel's Environmental Policy
- Environmental Performance and Initiatives

## Our Employees and Community

- Employees & Communities
- Diversity, Equity & Inclusion
- Bringing in New Talents
- Career Growth & Recognition

## Governance

- How we Drive Sustainability
- Ethics Program and Reporting
- Supply Chain Sustainability
- Corporate Risk Management and Board Oversight
- Data Privacy and Cybersecurity
- Product Sustainability and Certifications

# THIS IS HOW WE DO IT

**Our values are the cornerstone of our Mitel culture.** They're the lived experience of how we work with one another, and how we hold each other accountable.

In order to be meaningful and reflect what we're truly about at Mitel, our values have to resonate with all of our employees around the globe. That's why employee input gathered through surveys and focus groups was a key ingredient in developing our values.

## We're in it *TOGETHER*.

We foster teamwork, open communication, cooperation, and alignment across all levels of our organization. Collaboration means trust, respect, inclusiveness, and mutual support. We value each other's time, well-being, and unique perspectives. We consider our impact on each other and the bigger picture of our organization, the market, the environment, and the communities we operate in.

## We're here for our *CUSTOMERS*.

Our customers are at the heart of everything we do and our reason for existing. Whether internal or external customers, we strive to deeply understand their needs and apply our expertise in innovative ways to help them power connections that power the world.

## We get it *DONE*.

We are committed to investing the necessary time, effort, and energy required to solve our customers' challenges and to advance Mitel's leadership in the market. We take ownership and creatively solve problems until the job is done. We move fast while balancing smart decisions and smart risk. We go above and beyond to support our customers, partners, and each other.

## We embrace the *ADVENTURE*.

We're proud of what we do. We seek opportunity in change. We proactively navigate the evolving demands of the organization, communications industry, customers, technologies, and circumstances, and bounce back from setbacks with resilience and resourcefulness.

## We challenge ourselves to *GROW*.

We aim to thrive, and thriving requires a growth mindset and continual evolution. We prioritize progress over perfection, and we apply what we learn to improve ourselves, our products, services, solutions, programs, and operations. We challenge ourselves to innovate and to grow through calculated risk-taking and experimentation.



# WHAT *WE* DO

## Our Business At a Glance

Mitel is a global market leader in business communications. Founded 50 years ago, we help businesses and service providers connect, collaborate and provide innovative services to their customers. Our innovation and communications experts serve business users in more than 100 countries. **In 2023, Mitel acquired Unify, the UCC and CSS business of Atos, solidifying the company's position as a global leader in the unified communications space.**

### TOP UC PROVIDER

in more than  
10 MAJOR MARKETS

**#1**

In DECT

**#1**

UC Provider  
WESTERN EUROPE

**#1**

UC Provider  
WORLDWIDE

**80M+**  
GLOBAL  
USERS

**#3**

UC Provider  
NORTH AMERICA

**5500**

PARTNERS  
GLOBALLY

## Awards and Recognitions



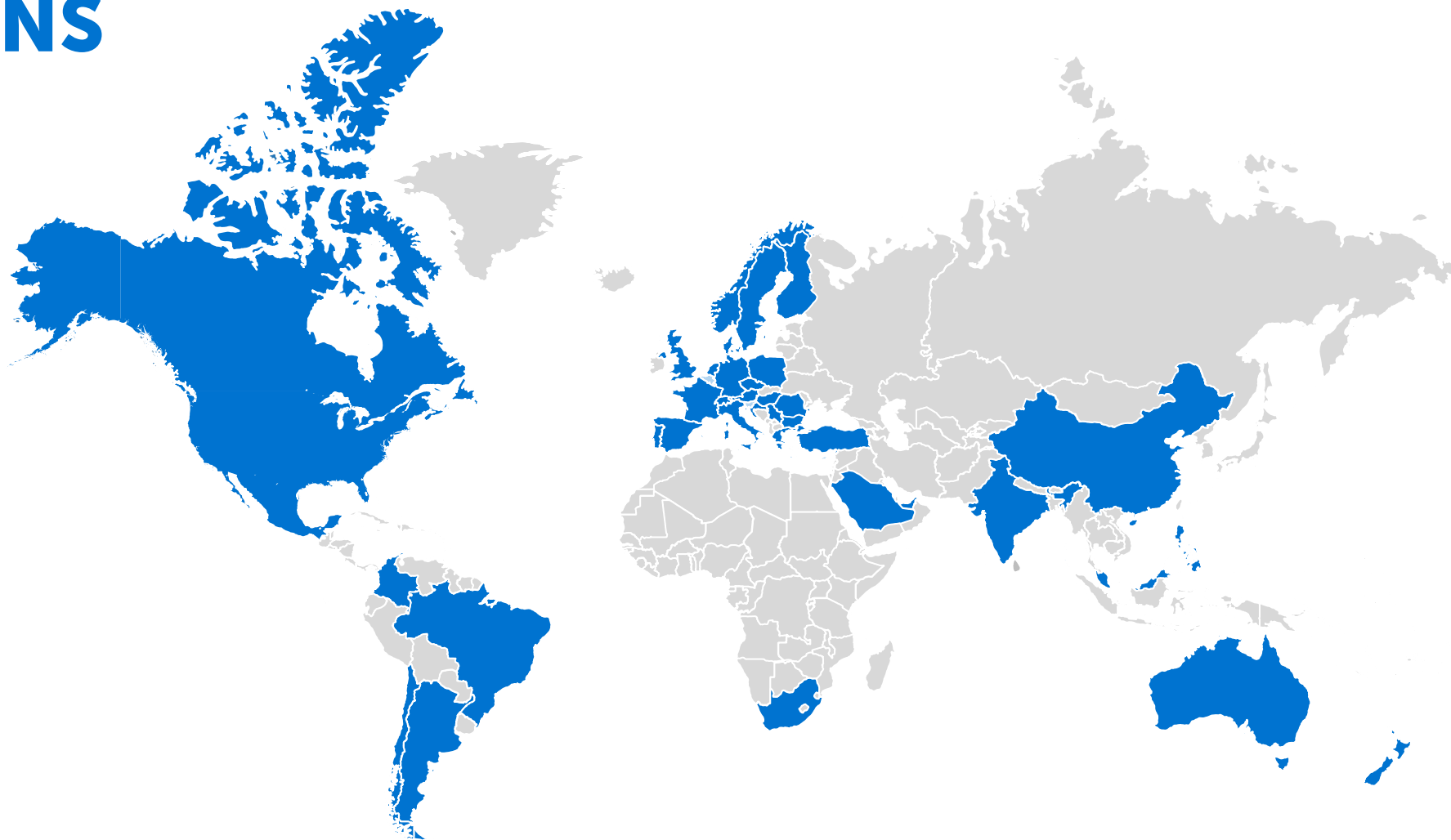
# OUR OPERATIONS

Presence in **5** continents

With **30+**  
Offices Globally

**100+**  
Countries where we serve

**4887**  
Employees as of Dec 2023



# MITEL'S ESG PROGRESS



## Green Energy Sourcing

Mitel's commitment to a greener future was driven by renewable energy certificates in North America and our utilization of solar energy for a portion of our electricity consumption in India. In 2023, our renewable energy sources accounted for 64% of our total energy usage worldwide.

## Our Progress on United Nations Sustainable Development Goals

Mitel's operations and social responsibilities are based on our core values and principles. And these values helped us in aligning with the United Nation Sustainable Development Goals(UN SDGs).

The Mitel Serves program has been a pivotal element of Mitel's community engagement efforts. The dedicated contributions from our employees and management have significantly propelled our progress towards UN SDGs 1 and 2 - specifically, eradicating poverty (Goal 1) and addressing hunger (Goal 2).



Mitel's employee-centric policies and transparent practices have been instrumental in cultivating a safe workplace, free from any forms of human rights exploitation. The employee well-being initiatives led by Mitel's HR department align with the UN SDGs 3 - promoting good health and well-being, as well as Goal 8 - fostering decent work and economic growth.



Mitel's commitment to reducing carbon emissions and promoting increased use of renewable energy aligns with our efforts towards UN SDG 13 - Climate Action. Moreover, in support of UN SDG 12 on Responsible Consumption and Production, our product designs comply with environmental standards and are designed to be energy-efficient, effectively reducing energy consumption during their use.



# MITEL'S *ESG* PROGRESS



Every year Mitel's passionate employees generously donate countless service hours, wholeheartedly supporting many charities through the Mitel Serves Program. In 2023, which marks our 50th anniversary, our employees proudly served more than 3000 hours across 60 charitable organizations.

In 2023, Mitel's renowned line of IP phones attained Energy Star certification, underscoring our commitment to energy efficiency. This accomplishment reflects our team's dedication to reducing emissions throughout the product lifecycle.



In 2023, Mitel joined the Responsible Business Alliance (RBA), a leading collaboration in the electronics industry dedicated to fostering responsible business practices throughout the supply chain. As an affiliated member, Mitel is committed to upholding the RBA's code of conduct, actively implementing it within our supply chain. This partnership enables us to engage with like-minded peers and suppliers, ultimately enhancing the social well-being of workers within our supply chain.





# MITEL'S *NET* *ZERO AMBITIONS*



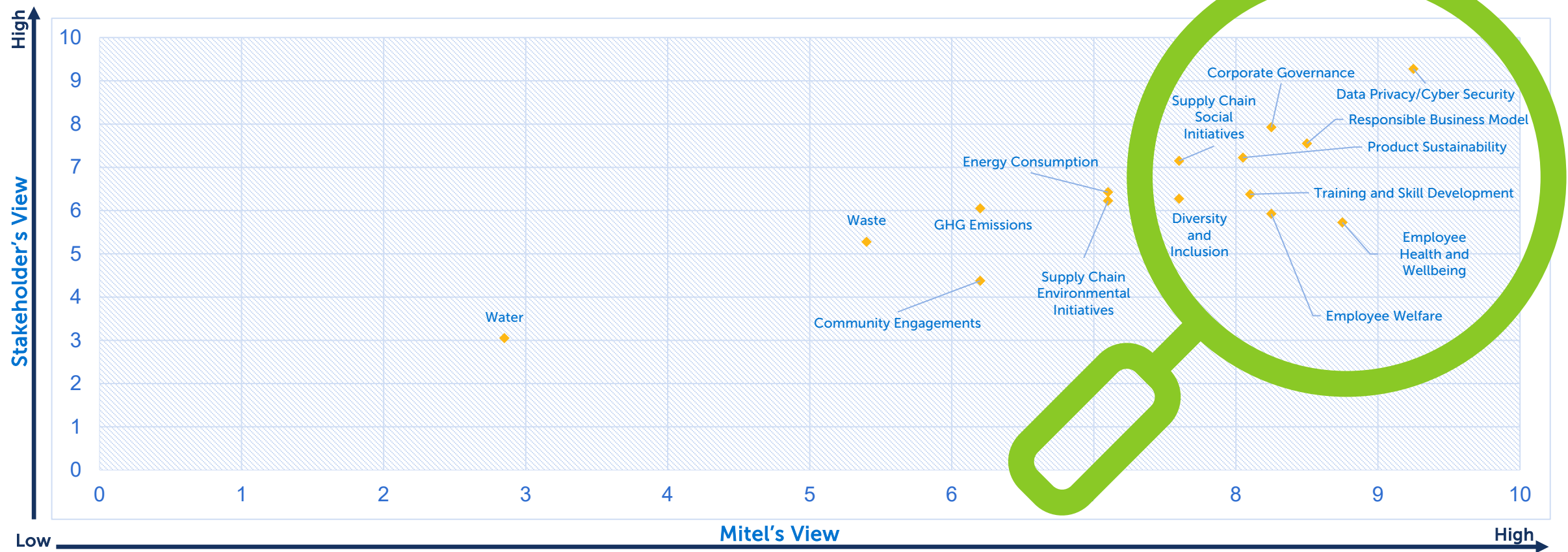
**2050**  
Mitel would become  
a net zero corporation

The Mitel group of companies is dedicated to achieving Net Zero emissions by 2050, aligning with Science-Based Targets (SBTi) to combat global warming. We have committed to SBTi's short-term emission reduction target, striving to limit global warming to below the 1.5°C threshold.

By 2030, we aim to reduce our Scope 1 and 2 emissions (our office space and company fleet) by 22% from the 2023 figures. With the expansion of our organizational scope with the Unify integration, our team is diligently establishing new baselines and intermediate targets for net zero. Our comprehensive action plans will ensure we stay on track to meet our ambitious goals.

Focus Area	Planned Actions
 Real Estate	<ul style="list-style-type: none"> <li>• <b>Space Optimization-</b> Consolidating office spaces as hybrid work models are gaining popularity</li> <li>• Further expansion of renewable energy consumption with best available options</li> <li>• Long term plans-Energy saving retrofits</li> </ul>
 Manufacturing	<ul style="list-style-type: none"> <li>• <b>Renewable Energy</b> : Promoting renewable energy usage among manufacturing facilities</li> <li>• <b>Waste Minimization:</b> Reducing waste in manufacturing and promoting consumption of recycled materials</li> </ul>
 Logistics and warehousing	<ul style="list-style-type: none"> <li>• Consolidation of warehousing and shifting manufacturing activities to central locations, and by doing so improve efficiency and reduce emissions</li> <li>• Promote shipping via sea and limit air freight</li> <li>• Promote the use of hybrid or electric modes for outbound shipping</li> </ul>
 Product Innovation	<ul style="list-style-type: none"> <li>• <b>Energy Consumption:</b> product development teams are constantly focused on identifying options to drive energy consumption down</li> <li>• Expanding the innovation into hardware to reduce emission while in use</li> <li>• <b>Life Cycle Analysis:</b> Conduct life cycle analysis on our products to evaluate the emission hotspots and investigate options to reduce them</li> </ul>
 Repair and Refurbishment	<ul style="list-style-type: none"> <li>• Expand refurbishment business to more product range</li> <li>• Increase product lifetime with adequate after sales support and software upgrades</li> </ul>

# MATERIALITY



## Materiality Assessment:

Mitel conducted an internal assessment to determine the significance and impact of key topics pertinent to our business operations. Drawing insights from our Ecovadis assessment, various frameworks including GRI, TCFD, SASB, and industry trend analysis, we surveyed corporate leaders and the ESG Steering Committee to assess each topic from the perspectives of our stakeholders - customers, communities, and investors. This process led us to identify 15 critical material topics across Environmental, Social, and Governance aspects.

Our assessment underscores the importance of all 15 identified topics for Mitel. As we look towards 2025, our focus will be on prioritizing the topics situated in the top right quadrant. This strategic emphasis doesn't diminish the significance of other topics; rather, it signifies where our management attention will primarily be directed.

# OUR ENVIRONMENT

At Mitel, we recognize the urgent need to address the global climate crisis.

*COMMITTED TO A SUSTAINABLE FUTURE,* we're taking steps to reduce our carbon footprint and promote eco-friendly practices across our supply chain.

## Mitel's Environmental Policy

Mitel stands as a global leader in business communications, boasting over five decades of empowering organizations and service providers worldwide to connect, collaborate, and deliver innovative telecommunication services across 100+ countries. We firmly believe that exceptional communication fosters thriving organizations, and at Mitel, environmental sustainability is pivotal to fostering just that.

Our Environmental Policy underscores our global dedication to environmentally responsible practices. This commitment is championed by Mitel's Senior Management, the Board of Directors, and our entire workforce. We're devoted to environmental protection, pollution prevention, and the conservation of natural resources throughout the product lifecycle, prioritizing sustainability and social responsibility.

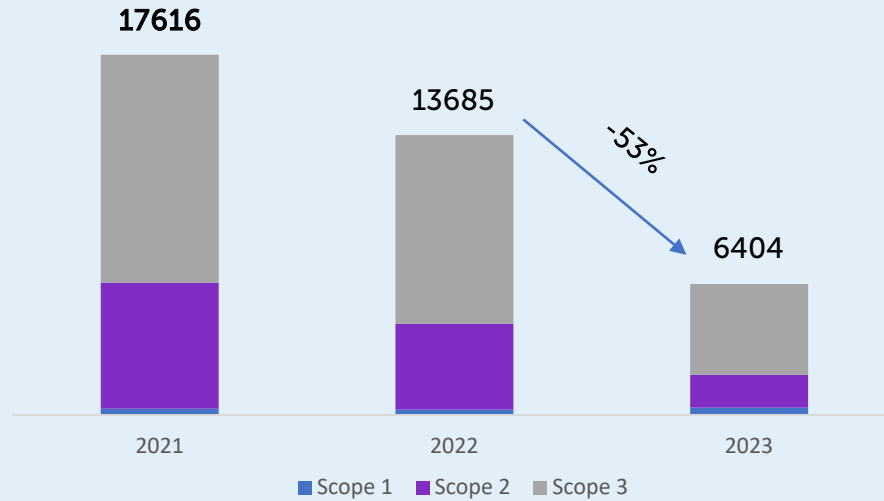
At Mitel, we pledge to abide by all relevant legal and compliance obligations while considering stakeholder interests. Our commitment extends to consistently improving our environmental management practices.

To fulfill our promise, we focus on a comprehensive strategy:

1. Reducing carbon emissions through science-based methodologies.
2. Establishing clear objectives to minimize our environmental impact and waste generation.
3. Developing environmentally conscious products.
4. Regularly measuring and reporting our environmental progress and performance.

*At Mitel, we're not only about great communication – we're equally dedicated to a sustainable future through proactive and accountable environmental practices.*

## Mitel's GHG Emission Trend (in Tons of CO<sub>2</sub>e)



Emission By Scope	Years		
	2021	2022	2023
Scope 1	310	266	367
Scope 2	6167	4198	1594
Scope 3	11139	9221	4443

## Our Emission and Energy Performance

In 2022, Mitel embarked on a journey to reduce emissions, despite not being heavily industrial. Our focus is on reviewing all potential emissions and crafting science-based strategies to achieve net zero by 2050.

In 2023, Mitel achieved a remarkable 53% Year-on-Year reduction in greenhouse gas (GHG) emissions compared to 2022, with consolidated emissions totaling 6404 tons of CO<sub>2</sub>. This reduction was driven by consolidating unused office space and increasing renewable energy usage, impacting both Scope 1 and Scope 2 emissions.

Mitel's dedication extends further as we continue to drive initiatives to reduce Scope 3 emissions. In 2023, efforts included increasing renewable energy consumption at contract manufacturing facilities and refining supply chain planning to minimize air shipments.

In addition to our emission reduction efforts, Mitel has also focused on enhancing the environmental performance of our products through initiatives such as Energy Star and Blue Angel certification, ensuring that sustainability is integrated into all facets of our operations.

## Total Energy Consumption at Mitel's Facilities in MWh

Energy Consumption	Years		
	2021	2022	2023
Electricity	20151	14885	10720
Diesel	106	75	118
Natural Gas	1226	1186	888

# Mitel's Environmental Performance



Year	Scope	Type	Emissions (Tons of CO <sub>2</sub> )
2023	Scope 1	Mobile Combustion	363
2023	Scope 1	Stationary Combustion	4.5
2023	Scope 2	Purchased Electricity-Market Based	1594
2023	Scope 3	Purchased Goods and Services-Contract Manufacturing	1136
2023	Scope 3	Purchased Goods and Services-Data Centers	1278
2023	Scope 3	Upstream Transportation	512
2023	Scope 3	Downstream Transportation	894
2023	Scope 3	Business Travel	597
2023	Scope 3	Waste From Operations	26

## Waste Generated in Operations:

While most of Mitel's facilities operate under leases, the waste generated from these spaces is primarily handled by our landlords. Nonetheless, Mitel remains steadfast in our commitment to waste management. Throughout 2023, we diligently segregated and tracked the waste generated from our operations. Last year, Mitel diverted approximately 152 tons of waste from reaching landfill.

Of the recovered waste, 71% constituted electronic waste (E-Waste), while an impressive 15% was composed of recyclable materials. Our conscientious efforts resulted in limiting emissions from waste to 26.2 tons of CO<sub>2</sub> equivalent from waste in 2023.





# MITEL'S INITIATIVES

## Consolidating Office Space

As Mitel adapted to the evolving work landscape, a notable shift in office dynamics unfolded. With almost half of our workforce choosing remote work as a permanent arrangement, our existing facilities lay largely underutilized. In response, we took a deliberate approach to downsize and consolidate office spaces, aligning our resources with the current needs while actively diminishing our environmental impact.

Globally, Mitel's office footprint shrank by an impressive 73% over the last 3 years, leading to a substantial effect on both our energy consumption and overall emissions. The outcomes were remarkable: in 2023 alone, Mitel witnessed a noteworthy 1500 MWh reduction in power consumption, equating to approximately 432 tons of CO<sub>2</sub> equivalent. This reduction is akin to the emissions from driving a gasoline-powered car for 1 million miles or powering 85 homes continuously throughout the year.

**432 Tons  
CO<sub>2</sub> Eq**

**Mitel's avoided  
emissions in 2023**

**=**



Emissions from  
running a gasoline  
car got **1.0 million  
miles**

**OR**



Emissions from  
power used in **85  
homes** for a year



# MITEL'S INITIATIVES

## Green Energy

### Mitel's Renewable Energy Consumption

With unwavering determination in mind to reduce Scope 2 emissions, Mitel has been exploring options to increase clean energy consumption. As our offices are largely operated on lease, the scope of procuring renewable energy from producers is limited. Nonetheless, Mitel secured 6250 units of Renewable Energy Certificates to cover our North American operations. While in Bangalore, India, Mitel, with the proactive support of our landlord, an impressive 451 MWh of solar energy was sourced to power our facility. These initiatives not only revitalized our operations but also served as a potent catalyst in combating carbon emissions. Through this sustainable shift, Mitel managed to prevent the release of nearly 1015 tons of CO<sub>2</sub> from our global footprint. To put this into perspective, it's equivalent to electricity usage of 200 homes for a year.

### Manufacturing Facilities-Green Energy:

At Mitel, our commitment to renewable energy doesn't stop within our own walls. We have actively encouraged our contract manufacturing facilities in transitioning to higher levels of renewable energy usage. The outcomes are significant: in 2023, our combined efforts resulted in a 54% reduction in manufacturing emissions, marking a substantial increase from the 34% achieved in 2022. This accomplishment was largely driven by the establishment of Power Purchase Agreements, focusing on procuring renewable energy at a premium. This strategic initiative not only strengthened our supply chain but also demonstrated the impact of collective commitment to renewable energy.

# OUR EMPLOYEES AND COMMUNITIES

In 2023, we marked **Mitel's 50th Anniversary**, recognizing that our people are the cornerstone of our success. With half a century of experience, we understand the pivotal role our team plays in Mitel's sustainability and triumphs. **We are dedicated to fostering a diverse workforce, continually seeking to attract and retain top talent.**

We believe we are responsible for positively contributing to creating a more sustainable world. Our people and the communities we serve are at the core of our ESG strategy. These values aren't just words; they're the compass that guides our actions, inspiring us to cultivate a culture of care, empathy, and meaningful contribution. **At Mitel, it's not just about what we do, but how we do it, together, creating a positive impact that resonates far beyond our business.**

## Reward my contributions

- Compelling benefits
- Recognition program

## Enable me to do good

- Mitel Serves/ local community work
- Environmental sustainability initiatives

## Guide my actions through shared values

- One Culture One Mitel
- Diversity, Equity & Inclusion programs

## Accelerate my growth

- Performance Enablement initiative
- Leadership fundamentals curriculum
- Global mentorship program

## Foster workplace flexibility

- Hybrid and remote working
- Flexible co-working spaces





# ENABLE ME TO DO GOOD



Supporting and caring for our community is an inherent duty for all. Mitel exemplifies this through Mitel Serves, our community support initiative since 2018. Our teams volunteer at local organizations, from food banks to fundraising events, totaling over 3,000 service hours across nearly 60 organizations for our 50th Anniversary in 2023. Additionally, our partnership with Goodera enables virtual volunteering, ensuring all employees can contribute regardless of location.



## Giving back to our communities

**Texas, USA:** At Frisco Fastpacs, Mitel employees packed 400 bags of food for local school children to prevent hunger outside of school hours.



**Ontario, Canada:** The Markham team volunteered at 360 Kids, assisting with food preparation and building a garden tower for at-risk youth. They also donated over 50 non-perishable food items and \$500 to support the center's food drive and wish list. Their ongoing goal is to support the organization in aiding vulnerable youth in need of shelter and food.



**Prague, Czech Republic:** Seventeen members of the Prague team volunteered at ZOO Corner & Wild Animal Rescue, located in a remote suburb of Prague. Their main tasks included maintaining animal enclosures and play areas, painting fences, trimming hedges, and harvesting branches for deer and moufflons.





## Giving back in person

### Mitel at Frisco Fastpacs



**Frisco Fastpacs** has an encouraging and impactful mission to provide meals for students who face hunger dangers when school is not in session in the Frisco, Texas area.

Frisco Fastpacs delivers pre-packaged meal-prepped bags weekly to all schools in the Frisco ISD school district. There are around 72 schools in the district. Each bag contains seven meals for kids throughout the weekend while not in school. Frisco Fastpacs ensures students always have food; something children should not have to worry about.

Organized by Melissa Allbritten and led by Linda Smith in November 2023, volunteers representing Mitel were able to put together bags of food for kids at local Frisco schools to ensure kids do not go hungry when they are not at school. After the work was done, 400 bags of food were packed. Wow! Go, Team.

### Cornerstone Housing for Women



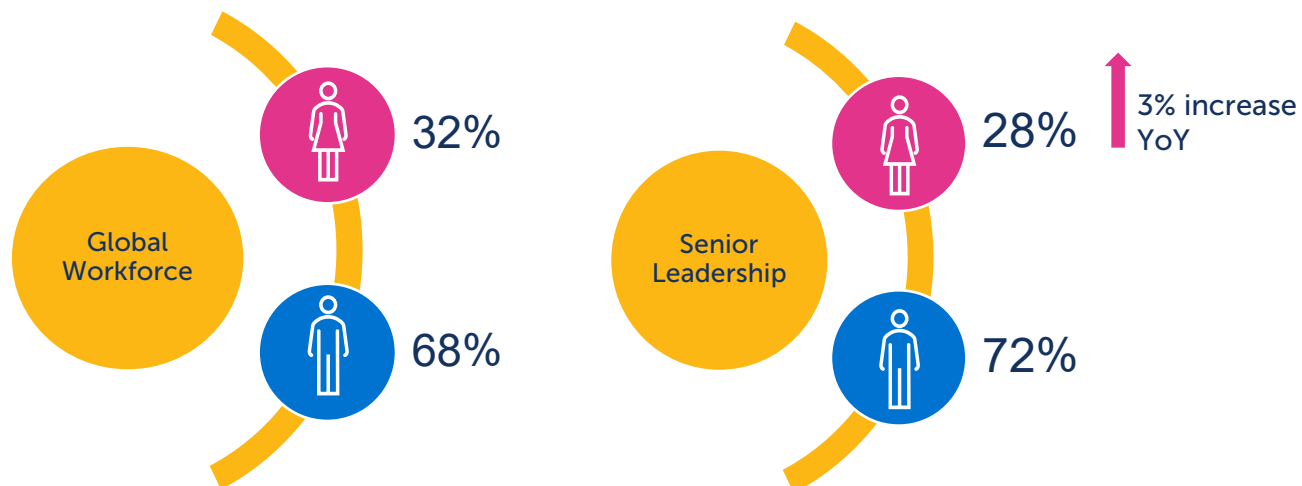
The **Cornerstone Housing for Women** is Ottawa's largest women's only shelter. Last year, they supported nearly 300 unique women through their emergency shelter and four supportive, affordable housing residences. Through their four housing residences, emergency shelter, and outreach program, Cornerstone provides a continuum of housing and support for women and gender-diverse people that is inclusive and reduces barriers – all while supporting them to use their skills and energy for sustainable work, emotional healing, and independent living with dignity. The Kanata team volunteered their time to help the McPhail Residence with outdoor cleanups. The team worked together to clean up the interior and exterior of the home, including yardwork and gardening. They trimmed large trees, cleaned the windows around the house, weeded and cleaned up the garden beds, and planted new plants and flowers with the hopes of providing a nice clean outside space for the residents to enjoy.



# DIVERSITY, EQUITY & INCLUSION

At Mitel, ensuring Diversity, Equity and Inclusion is a culture we actively nurture. We accomplish this by:

- Creating an environment where every voice is heard and valued.
- Educating our employees on every aspect of DEI, including addressing unconscious bias.
- Initiating and supporting programs that champion diversity and inclusivity.
- Actively working to reduce bias in our hiring and promotion practices.
- Crafting workspaces, programs, and policies that actively support and promote DE&I.
- Acknowledging and celebrating global cultural holidays and events.



Mitel Voices is an ongoing employee blog series dedicated to amplifying the diverse experiences of Mitel employees who belong to communities often overlooked or under-represented. This initiative celebrates the rich tapestry of cultures and backgrounds we embody across the globe.



International Women's Day was celebrated on March 8, and the global theme Inspire Inclusion emphasized the importance of diversity and empowerment in all aspects of society.

We celebrated International Women's Month in several ways at Mitel this year:

- Virtual Volunteer Events – March 7
- #InspireInclusion on InsideMitel and Social Media – March 8 and all month
- Local events held across the globe
- All year around webinars

# BRINGING IN NEW TALENTS

Mitel is focused on hiring, engaging, and retaining diverse talent globally. Our transparent recruitment process is boundary-free, free from bias, and discrimination. With a connected team spanning 41 countries, we use technology to break down barriers, fostering collaboration to address challenges and make meaningful community contributions.

Mitel embraces the future by actively welcoming apprentices and interns, nurturing their passion for growth and learning. We value their dedication, offering growth opportunities within the company, transitioning them from budding professionals to full-time team members. Partnering with universities worldwide, we offer career opportunities to recent graduates, appreciating the trust placed in us by opening internships and apprenticeships to students. In 2023, Mitel provided internships or apprenticeships to five students, showcasing the positive outcomes of our efforts. Over the past 2 years we have hired 22 Apprentices in Europe and 16 interns globally.



"I was lucky enough to have an apprenticeship with Mitel for 3 years. I was able **develop my skills** and gain experience while working with Mitel France, alongside my academic course work at the university. **I'm delighted to be able continue the Mitel adventure** as a part of the HR team and watch my projects evolve within this department."

**Myriam Mauzoko**

Former apprentice, now Mitel France Employee



"In June 2023 I finished my master's degree in Digital Business. It was a great experience to both study and learn on the job. In the same month, Mitel offered me a permanent position as a Junior Inside Channel Account Manager. Now in this new role, **I have learned a lot, I have taken over more responsibilities, and I have more knowledge** of the Spanish market and the ability to speak with partners and customers. **I truly enjoy it and I do like my job!** My next goal is to expand my responsibilities and have some **leadership duties** within the team in the future. During my free time, I enjoy listening to podcasts about AI and technology as well as playing football during the weekends."

**Sergio Pérez**

Former apprentice, now Mitel Spain Employee



"The graduate program with Mitel continued for two years and I had different administrative tasks in the beginning. In 2023 I was offered a permanent position and I became a Sales Marketing Assistant. Now I perform a variety of tasks including managing social channels like LinkedIn and collaborating with the sales team on case studies. My current goal is to **continue growing professionally** and to **gain more autonomy** in the sales marketing field. **I'm really happy with my role** in the company! During my free time, I love travelling around the world and exploring new places."

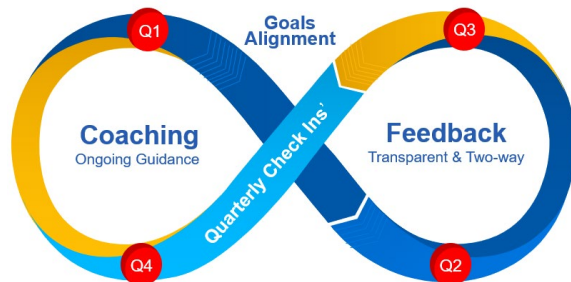
**Alessandra Riggi**

Former apprentice, now Mitel Italy Employee

# ACCELERATE MY GROWTH

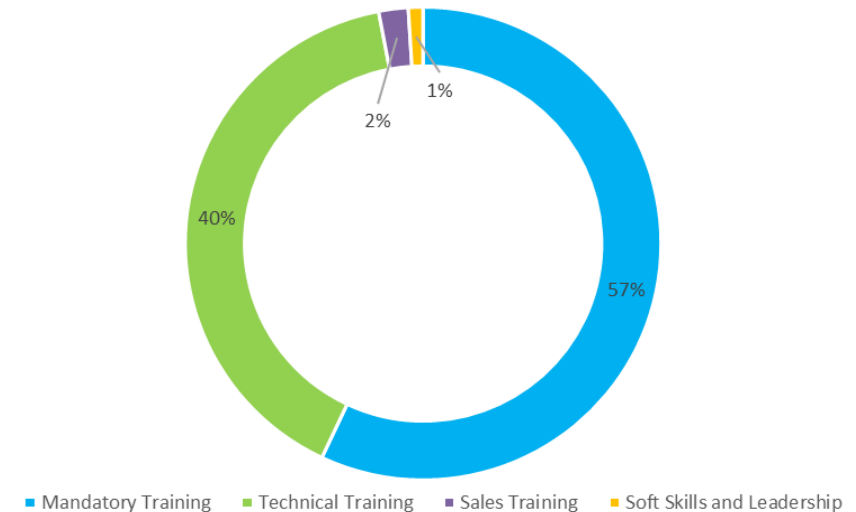
Career Development stands as a cornerstone of success for both employees and Mitel alike. Mitel is committed to cultivating a culture of continuous coaching aimed at nurturing individual growth. To realize this, a Performance Enablement process will be crafted to synchronize personal objectives with corporate priorities, fostering an environment of ongoing coaching and timely feedback. This process encompasses:

- Facilitating a comprehensive understanding of how everyone's work contributes to Mitel's values and objectives.
- Establishing transparent expectations regarding tasks and methodologies.
- Ensuring regular coaching and feedback mechanisms to facilitate continual improvement.
- Identifying and seizing opportunities for both personal development and career advancement along the journey.



At Mitel, upskilling and training are ingrained in our culture. Our internal Learning and Development portal serves as a central hub for learning initiatives, offering tailored programs for Industry Experts, Technologists, Project & Delivery Managers, Leadership, and Support Functions. These programs, predominantly online or virtual, reached over **80%** of our workforce in 2023. Informal learning on the job or through digital collaboration is also significant, with employees collectively investing around **13,000 hours in training**, covering essential topics like health and safety, ethics, harassment prevention, and compliance with Mitel's Code of Conduct.

2023 Mitel Training Summary



Technical and sales training are vital for arming our product teams and sales force with the skills needed to grow our market presence and improve user experience. Yet, our dedication to personal and career growth extends further. We prioritize continuous employee development through internal and third-party soft skills and management courses. In 2023, our emphasis on leadership and soft skill development resulted in employees completing **132 hours of training**.

# REWARD MY CONTRIBUTIONS

## Employee recognition programs

Recognizing employees is very important to leadership at Mitel and is appreciated and valued by employees.

Our [employee recognition program](#) – Bravo! – gives us a way to recognize, acknowledge and celebrate employees who consistently demonstrate and uphold our company values, drive company goals, and go above and beyond in their contributions to our company's success.

The President's Circle recognition program is exclusively dedicated to our sales team. This initiative serves as a platform to celebrate and honor the exceptional performance of our talented sales professionals based on their annual achievements.


## Compelling employee benefits\*



# MITEL WELLBEING




To ensure our employees stay informed and engaged with the wealth of resources and activities available, we deliver a vibrant monthly Wellness newsletter. Packed with valuable content, these newsletters offer direct access to essential resources, engaging polls related to the topic at hand, and convenient links guiding our team to the Employee Support Program (ESP) and the Wellness Village page. It's our way of empowering and supporting each member of the Mitel family in their personal well-being journey.



**Healthy Inside**

In Q2 we explored ways to stay healthy outside. This quarter we will focus on ways to be healthy inside by learning about self-care, resilience, relaxation & how to reach out when you need help.




**Healthy Outside**

A healthy outside starts from the inside.

Resilience


**Resilience**

Part of Self-Care is learning resilience. Resilience comes in many forms, learn more here. If you have children, watch the "Raising Resilient Children" training session to help your children learn resilience.




**Step Challenge Results**

The results are in! The last 2 weeks of June we held our annual Mitel Step Challenge and challenged you to walk at least 50 km. Click here to see the top stepppers and those who achieved 50 km!



For more Wellness Topics please visit the Wellness Village. Questions or Suggestions? [melissa.allorffien@mitel.com](mailto:melissa.allorffien@mitel.com)

Will you incorporate at least one pillar of self-care into your daily habits?



During GKO in February, we asked employees to visit the Wellness tent and let us know what their favorite healthy habits were. We took the submissions and created a healthy habits wheel on the Wellness Village page. Employees can spin it each day to try a new healthy habit.



**Spin the Healthy Habits Wheel!**

Thank you for submitting Healthy Habits!

We have taken some of your suggestions and created a Healthy Habits Wheel - spin it each day and try a new healthy habit!

Then [let us know](#) which habits you got, which ones you tried, and which ones you have adopted!

The Mitel Step Challenge was held in June this year. We had 10 teams and over 90 individuals participate over a two-week period. The winning team had an average of over 13,000 steps per day, and the individual winner had a total of 443,644 steps.

We also challenged employees to walk at least 50 km (65,617 steps) in honor of Mitel's 50th Anniversary. All of the teams & 80 individuals achieved at least 50 km!



# MITEL WELLBEING



The Employee Support Program is available to all employees and their families at no cost to them. They can reach out via email, phone or chat to talk to someone and find resources.

Usage was down in 2023 from 2022, but we will be reintroducing the program in Q1 2024 after the Unify acquisition.

The Employee Support Program ("ESP"), provided through Workplace Options, offers employees and their families support with any work or personal issues, including short-term professional counseling and connecting them to local resources to help employees manage emotional, physical, financial and social needs.

**The benefits are:**

- free - no cost for employees
- confidential
- available in employees' language
- available 24 hours a day, 7 days a week, 365 days a year
- accessible in multiple ways

Get help achieving your Emotional, Practical and Physical wellbeing!

To further support employees, we continued quarterly Wellness themes for 2023. Each quarter focused on one broad topic with sub-topics for each month. We also tied in global Wellness events, as seen in the chart below.

Quarter	Global Topic	Global Sub-Topics	Activities
Q1	Healthy Habits	<ul style="list-style-type: none"><li>• Jan - Nutrition for healing</li><li>• Feb - Personal Habits (smoking, drinking, addiction) – cancer prevention</li><li>• March – Sleep</li></ul>	Feb - GKO Tent – Submit Healthy Habits
Q2	Global Wellness	<ul style="list-style-type: none"><li>• April – Hydration</li><li>• May – Sun &amp; Skin Care</li><li>• June - Global Wellness Day – &amp; Habits &amp; Step Challenge</li></ul>	June – Step Challenge
Q3	Healthy Self	<ul style="list-style-type: none"><li>• July - Resilience</li><li>• August - Relaxation</li><li>• September - Suicide/Heart Health</li></ul>	Sept – Suicide Prevention Seminar, Heart Day social feed
Q4	Healthy Holidays	<ul style="list-style-type: none"><li>• Oct - Mental Health (Adolescents, Older Adults)</li><li>• Nov - Choosing health at the holidays (Diabetes)</li><li>• Dec - Holiday Stress</li></ul>	Oct – Virtual Yoga

We also offered trainings on relevant topics, facilitated by WPO (Workplace Options), a provider of holistic wellbeing solutions.

**Sessions offered included:**

- How to Lead Hybrid High Performing Teams
- Self-Care Toolkit
- Staying Optimistic
- Eat Well. Move More. Sleep Better
- Tackle Unhealthy Habits & Transform Your Life
- Raising Resilient Children
- Mastering Your Money In Difficult Times

# WELLBEING PROGRAMS 2023



## EYE, EYE, CAPTAIN!

Vision quest at the on-site eye camp

12th July'23 10:30am - 4:00 pm

Bengaluru

In partnership with Nethradhama Eye Superspecialty Hospital

Listen up, peeps!  
Want to dodge those health issues like a ninja?  
A quick and easy on-site eye care camp is near you!

Let's be real: all that screen time and driving can totally mess up your peepers.

You'll get a

- Vision test
- Eye check-up
- Chat with our super-friendly optometrist

So, come on down and take care of those **peepers**

www.prudentbrokers.com

## Eye Check-up Camp, India

Vision test, eye check-up and a chat with an optometrist was worth the visit at the office premises of Bengaluru, India.

## Donate Blood & Save Lives Campaign, Greece

Give blood, give life. Giving blood is crucial to saving people's lives and making sure blood is available when it is needed. Mitel proudly supports this cause through Blood Donation Day, hosted on the premises of Mitel Greece. Every drop counted thanks to all lifesavers.



# GOVERNANCE HOW WE DRIVE SUSTAINABILITY



**Grant Marshall**  
Group Vice President Mitel Supply  
Network and Operations

**At Mitel, fostering a sense of ownership and alignment with our Environmental, Social, and Governance (ESG) initiatives is fundamental across all company functions.** To facilitate this, we established a dynamic cross-functional ESG Committee comprised of representatives from key functional areas within the company. These Committee members serve as liaisons, bringing forth concerns from their respective domains and disseminating ESG program updates across their functions. Moreover, Mitel's Executive Leadership Team (ELT) has appointed a dedicated Sponsor to collaborate with and support the committee in achieving its objectives, ensuring timely feedback loops to the ELT. For robust governance and corporate alignment, the Committee conducts quarterly reporting to the ELT and our company stakeholders. This structured approach supports a synchronized vision, shared objectives, and key performance indicators (KPIs), vital for the success of our ESG program.

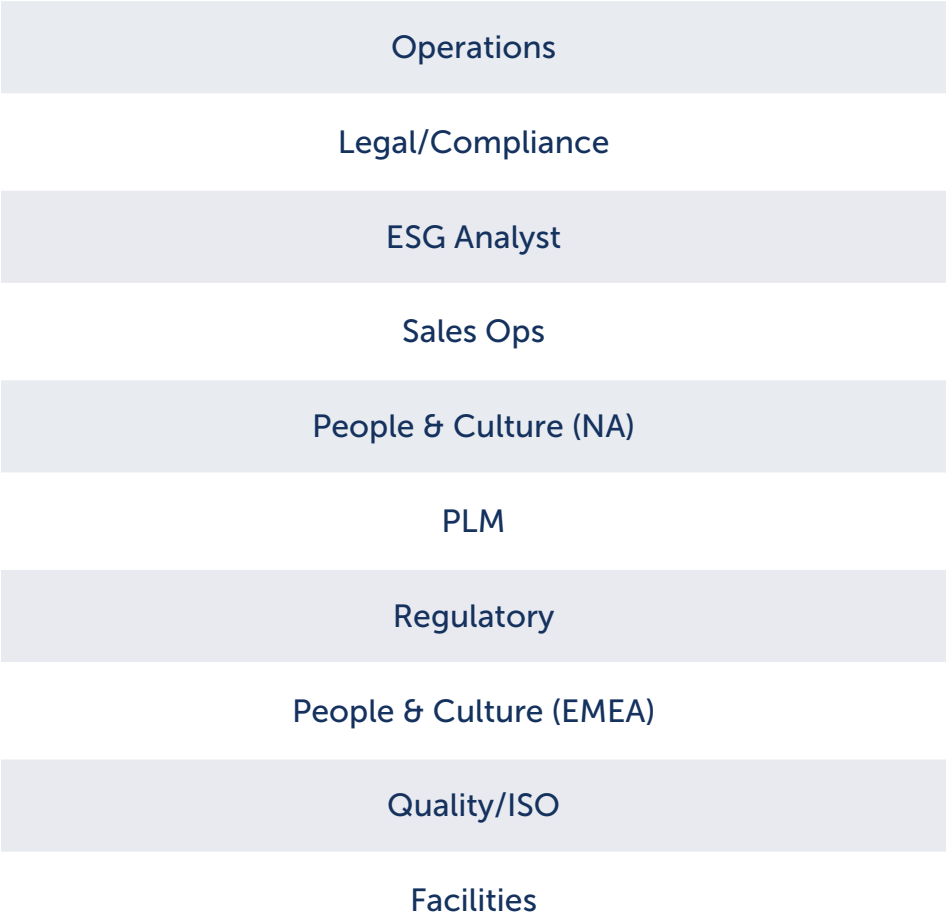
# GOVERNANCE ESG STEERING COMMITTEE

The ESG Committee is a cross-functional committee tasked with setting ESG Strategy, monitoring initiatives and policies based upon this strategy, and monitoring and anticipating developments related to Environmental Social and Governance (ESG) matters.

The ESG Steering Committee plays a pivotal role in upholding Mitel’s commitment to sustainability and responsible business practices. The Committee has ongoing oversight and regular management reporting to ensure that our actions align with our stated values.

The ESG Committee embodies transparency, accountability and integrity, building trust among stakeholders while driving us toward a sustainable and ethical future.

## ESG Committee





# BUSINESS ETHICS AND PERSONAL CONDUCT

## 2109

Hours were devoted to  
Global Code of Conduct  
training 2023

In our commitment to corporate social responsibility, Mitel holds a steadfast dedication to the principles of ethical business practices and personal conduct. Mitel values are rooted in integrity, honesty and accountability which guide our operations.

Mitel takes **pride** in fostering a culture where employees are encouraged to act with honesty, respect and fairness in their interactions, both within our company and in the broader community. Upholding these standards not only reflects our commitment to social responsibility, but also ensures our continued success as a responsible corporate citizen.

Our **Code of Conduct** serves as a blueprint for ethical principles and personal conduct standards. We require annual Code of Conduct training which includes topics such as anti-bribery, anti-competition, conflicts of interest, and ethical business conduct. This annual training ensures that every member of our team remains well-versed in these principles, fostering a culture of continuous improvement and compliance.



# ETHICS PROGRAM AND REPORTING

Mitel's ethics program operates on a framework guided by the principles of prevention, detection and resolution. Our compliance team maintain close collaboration with all business stakeholders to evaluate, manage and reduce compliance risks through proactive measures.

We prioritize ethical conduct and transparency within our organization and throughout our network of employees, customers, partners, and suppliers. To uphold these principles, we have established an anonymous ethics reporting hotline, accessible to all stakeholders. This confidential channel provides a secure platform for individuals to voice their concerns or report any ethical issues they may encounter. Our compliance team partners with the business to conduct comprehensive investigations into instances of misconduct, pinpointing the underlying causes and implementing corrective actions as necessary.

We firmly believe that every voice matters, and we are committed to fostering a culture where employees can speak up without fear of retaliation. Our unwavering dedication to protecting those who choose to raise concerns underscores our commitment to ethical excellence and accountability across our entire ecosystem.



# Integrity of Mitel's Supply Chain

In Mitel's commitment to corporate social responsibility, we prioritize the ethical treatment of individuals and the preservation of our planet. Our due diligence review of the supply chain stands as a testament to our dedication to these principles.

We are committed to the prohibition and eradication of acts of modern-day slavery, child labor, and human trafficking, both within our organization and amongst our suppliers. Our supplier approval process includes validation of the controls implemented by our partners to ensure compliance with these standards. We refuse any association with businesses knowingly engaged in slavery or human trafficking.

We remain committed to environmentally sustainable practices and have a strict no-conflict mineral policy, thus ensuring that our operations align with our responsibility towards the environment and global human rights.

Our [Supplier Code of Conduct](#) serves as a cornerstone of our expectations, outlining the principles and practices to which we demand all our suppliers to adhere. With every purchase order dispatched to a supplier, they receive an electronic reminder of Mitel's Supplier Code of Conduct.

# SUPPLY CHAIN MANAGEMENT



## Supplier Risk Assessments

To sustain our commitment to ethical business practices and sustainability, Mitel recognizes the necessity of regular risk assessments and continuous supply chain monitoring. As part of this process, we evaluate our suppliers' ESG maturity. Mitel conducts annual internal quality, environmental and compliance audits, on selected suppliers. Our commodity managers actively engage with these suppliers, discussing audit findings and providing support in implementing necessary corrective actions.

## Supply Chain Professional Trainings

Mitel recognizes the gravity of modern slavery issues within the supply chain community. We acknowledge that our professionals engaging with the supply chain play a role in identifying challenges and proposing corrective measures. Through our collaboration with RBA, Mitel has conducted comprehensive training sessions for our commodity managers and other supply chain professionals, equipping them with the tools to identify and prevent modern slavery in the supply chain.

# CORPORATE RISK MANAGEMENT

Mitel understands the value of corporate risk management. Our comprehensive approach involves regular risk assessments focused on identifying and mitigating corporate risk, ensuring the integrity of our operations.

Mitel also regularly conducts control reviews to maintain a high standard of operational integrity.

Mitel also maintains a cross-functional Operational Risk Council, comprised of those who oversee risk-related activities across the organization. This council works in tandem with the business to monitor, evaluate, and enhance our risk management processes continually. The Risk Council regularly reports to management, ensuring accountability and transparency throughout the organization.

# MITEL BOARD OVERSIGHT

At Mitel, our commitment to corporate social responsibility and effective risk management is rooted in strong governance. The ultimate oversight of these critical aspects of our business falls under the purview of our Board of Directors.

In addition to the full board, we have independent committees dedicated to audit and finance, as well as compensation, as part of our governance maturity. These committees play a pivotal role in guiding and ensuring the integrity of our business practices in the areas under their purview.

Through their expertise and diligent oversight, we maintain the highest standards of transparency, ethics, and risk mitigation across our organization, reflecting our dedication to responsible corporate governance.





Mitel is committed to protecting the security and privacy of your personal data and ensuring that we conduct our business in compliance with applicable laws and regulations on privacy, data protection and data security.

Mitel's Data Protection Officer ("DPO") is charged with oversight of the Data Protection Program ("the Program") and is responsible for establishing guidelines, policies, and procedures designed to ensure compliance with applicable data protection laws and regulations and to foster a culture of data protection by design and by default within Mitel.

Mitel's DPO is also responsible for implementation and monitoring of programs and processes that use personal data to ensure that such processing activity comply with industry standards and applicable legal requirements. The DPO is also responsible for assessing data protection-related risks and executing the data protection incident management process.

**Mitel views data protection as paramount to establishing a relationship of trust with our customers, partners, and employees.**



# CYBERSECURITY

Mitel recognizes the importance of maintaining high standards of information security and data protection to protect our customers, our partners, employees, and others that do business with Mitel.

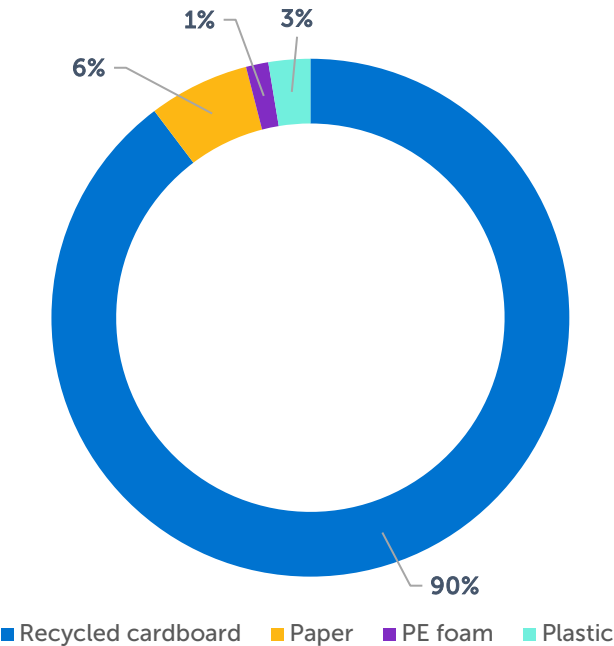
As such, we take precautions consistent with industry practices and applicable data protection laws and regulations to ensure the security of our data and network. The foundation of Mitel's Cybersecurity program is implementing security safeguards and controls crucial for protecting sensitive information and maintaining the integrity of systems and data. Mitel uses state-of-the-art technologies and infrastructure on critical assets to create a secure and resilient environment. We employ encryption, next generation firewalls with IDS, 24/7 Security Operations Center, SIEMs, secure remote access and multifactor authentication, among others.

Mitel's workforce undergoes annual information security and data protection training that includes phishing simulations. Training courses are updated yearly to ensure we provide our staff with the latest in security awareness and technology. Best practices such as background checks are implemented wherever country and local laws allow. We encourage all stakeholders, including partners, clients, and employees, to report any security concerns or potential vulnerabilities. Collaboration is essential in maintaining a secure environment.

To demonstrate our commitment to information security Mitel maintains SOC2 (Service Organization Control 2) or ISO/IEC 27001 certifications for parts of our business requiring third-party audits on our Information Security Management Systems.

# PRODUCT SUSTAINABILITY

Packaging Material Share in Mitel Phones



## Recycling and reducing wastage:

Mitel is dedicated to enhancing the use of recycled materials in our products and packaging, prioritizing sustainability without compromising product quality or service delivery.

For instance, our typical phone packaging comprises 90% recycled cardboard by weight. Within our manufacturing facilities, efforts are made to maintain waste circularity rates above 80%, specifically focusing on the utilization of pre-consumer manufacturing waste. Additionally, the plastics utilized in phone manufacturing contain approximately 25-50% recycled content.

Looking ahead, Mitel is committed to further reducing our environmental footprint by aiming to decrease overall packaging size and plastic content while increasing the incorporation of recycled materials in the years to come.

## Product Compliance

Our product development and compliance teams are dedicated to ensuring that the products we bring to market meet stringent environmental standards. This encompasses compliance with a range of regulations, including but not limited to EU CE marking requirements (RoHS, RED, LVD, EMCD), REACH, WEEE as well as other North American standards. In select European markets, Mitel actively collaborates with third-party waste and environmental management organizations to ensure the responsible handling of e-waste generated by end-users.

Average Recycled Packaging Content in Mitel Products	
Product	Recycled Packaging Content
Desk Phones	90%
Controllers	71%
DECT Base Station	79%
Cards	95%

By weight of the packaging material



Our quality sets last a long time in the market, so when initially designing the 6900 series, one of the core industrial design criteria was longevity and timelessness, to make sure the set design itself would support an ever-evolving onboard technology in terms of lifespan. Through a process of user interviews, focus groups, user testing, partner and dealer interviews, office and home office trend analysis and with a keen eye on Mitel continuity, we landed on the current decret, elegant, long-lasting industrial design.

With running software and hardware updates we want to stay in line with the evolution of usage patterns of our customers, taking full advantage of wireless protocols and UX trends, to best integrate with external hardware and workflows. Especially considering work-from-home workflows that have very different needs than in-office usage. As an example, we offer a flexible accessory portfolio that is in constant motion, addressing new and unmet needs.



**Anders Fahrendorff**  
Group Director, UX Design



# PRODUCT CERTIFICATIONS



## Energy Star Certification

Mitel is proud to announce that most of our latest IP phones are Energy Star certified, and we are glad to be a prime choice for customers looking for products that are energy efficient and help the consumers and reduce carbon emissions.



## What's Next?

Our team is working towards receiving Blue Angel certification in 2024, a German ecolabel for products that are manufactured in an eco-friendly way. The program will cover Mitel's IP phones and large systems.





