



## Mitel 2024-GRI content index

Statement of use	Mitel Networks International Limited has reported the information cited in this GRI content index for the period 01 January 2024 to 31st December 2024 with reference to the GRI Standards.	
GRI 1 used	GRI 1: Foundation 2021	
GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-1 Organizational details	Legal Name: Mitel Networks International Limited Ownership: Private Headquarters: Canada Location-Operation: Mitel CSR Report 2024, Page no: 6-Our Operations Additional Information: <a href="https://www.mitel.com/contact/locations">https://www.mitel.com/contact/locations</a>
	2-2 Entities included in the organization's sustainability reporting	The scope of the report includes all of Mitel's global operations.
	2-3 Reporting period, frequency and contact point	Reporting Period: 01 Jan 2024- 31 Dec 2024 Frequency: Annual Contact point: Nithin Mylat, Senior ESG Analyst Email: <a href="mailto:nithin.mylat@mitel.com">nithin.mylat@mitel.com</a>
	2-5 External assurance	This report is not externally assured
	2-6 Activities, value chain and other business relationships	Mitel CSR Report 2024, Page no: 5 and 6
	2-7 Employees	Mitel CSR Report 2024, Page no: 6-Our Operations Page no: 20-Fostering an Inclusive Culture  1. Mitel reported the total permanent employee by gender on a global level in the CSR Report. We will not be reporting on region/local level. 2. The methodology was full headcount of permanent employee by end of the year 2024
	2-9 Governance structure and composition	Mitel CSR Report 2024, Page no: 26,27,30 and 31
	2-14 Role of the highest governance body in sustainability reporting	Mitel's executive leadership team has reviewed and approved the CSR report. The report has undergone multiple stages of revision from the ESG committee, HR department and the leadership team before final publication.
	2-16 Communication of critical concerns	Mitel CSR Report 2024, Page no: 28-Ethics Program and Reporting. Mitel Code of Conduct( <a href="https://www.mitel.com/sites/default/files/2025-03/Mitel_Code_of_Conduct_2023_0.pdf">https://www.mitel.com/sites/default/files/2025-03/Mitel_Code_of_Conduct_2023_0.pdf</a> ) Page no: 3,5,11,13,15
	2-23 Policy commitments	1. Mitel-RBA Commitment Letter <a href="https://www.mitel.com/sites/default/files/2025-03/RBA%20Membership%20Statement%20June%202023.pdf">https://www.mitel.com/sites/default/files/2025-03/RBA%20Membership%20Statement%20June%202023.pdf</a> 2. Mitel Code of Conduct- <a href="https://www.mitel.com/sites/default/files/2025-03/Mitel_Code_of_Conduct_2023_0.pdf">https://www.mitel.com/sites/default/files/2025-03/Mitel_Code_of_Conduct_2023_0.pdf</a> 3. Environmental Policy- <a href="https://www.mitel.com/sites/default/files/2025-03/Environmental%20Policy.pdf">https://www.mitel.com/sites/default/files/2025-03/Environmental%20Policy.pdf</a> 4. Mitel Supplier Code of Conduct- <a href="https://www.mitel.com/sites/default/files/2025-03/Supplier%20Code%20of%20Conduct_Mitel_EN_0.pdf">https://www.mitel.com/sites/default/files/2025-03/Supplier%20Code%20of%20Conduct_Mitel_EN_0.pdf</a>
	2-24 Embedding policy commitments	1. Mitel CSR Report 2024, Page no. 29. Business Ethics and Personal Conduct 2. Mitel Modern Slavery Statement: <a href="https://www.mitel.com/sites/default/files/2025-06/MITELSTATEMENT_FIGHTINGMODERNSLAVERY_2025.pdf">https://www.mitel.com/sites/default/files/2025-06/MITELSTATEMENT_FIGHTINGMODERNSLAVERY_2025.pdf</a> 3. Mitel Code of Conduct- <a href="https://www.mitel.com/sites/default/files/2025-03/Mitel_Code_of_Conduct_2023_0.pdf">https://www.mitel.com/sites/default/files/2025-03/Mitel_Code_of_Conduct_2023_0.pdf</a>
	2-26 Mechanisms for seeking advice and raising concerns	Mitel CSR Report 2024, Page no: 28 Ethics Program and Reporting. Mitel Code of Conduct( <a href="https://www.mitel.com/sites/default/files/2025-03/Mitel_Code_of_Conduct_2023_0.pdf">https://www.mitel.com/sites/default/files/2025-03/Mitel_Code_of_Conduct_2023_0.pdf</a> ) Page no: 3,5,11,13,15
	2-28 Membership associations	Mitel is a member of Responsible Business Alliance(RBA) <a href="https://www.mitel.com/sites/default/files/2025-03/RBA%20Membership%20Statement%20June%202023.pdf">https://www.mitel.com/sites/default/files/2025-03/RBA%20Membership%20Statement%20June%202023.pdf</a>
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Mitel CSR Report 2024, Page no: 11-Materiality

<b>GRI 205: Anti-corruption 2016</b>	3-2 List of material topics	Mitel CSR Report 2024, Page no: 11-Materiality
	205-2 Communication and training about anti-corruption policies and procedures	Mitel CSR Report 2024, Page no: 29-Business Ethics and Personal Conduct 100% of the employees have been communicated about Mitel's Code of Conduct. 100% of the employees have undergone training on Mitel's Code of Conduct.
	205-3 Confirmed incidents of corruption and actions taken	No incidents of corruption was reported in 2024.
<b>GRI 206: Anti-competitive Behavior 2016</b>	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	No legal actions on anti-competitive behaviour/ anti-trust or monopoly practices were reported in 2024.
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	Mitel CSR Report 2024, Page no: 15-Mitel's Energy Consumption and Waste  Energy consumptions include all the significant operation locations. Standard assumptions have been adopted for sites with partial data/data unavailability.
	302-5 Reductions in energy requirements of products and services	Mitel CSR Report 2024, Page no: 39-Product Sustainability Mitel CSR Report 2024, Page no: 41-Product Certifications
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	Mitel CSR Report 2024,Page no: 13 and 14-Our Environment  GHG emissions are in CO2 equivalent. Mitel Follows GHG Protocol for emission calculations. Emission data include all the significant operation locations. Suitable assumptions have been considered for sites with data unavailability. Source for GHG calculations: 1. <a href="https://www.carbonfootprint.com/international_electricity_factors.html">https://www.carbonfootprint.com/international_electricity_factors.html</a> 2. <a href="https://ghgprotocol.org/ghg-emissions-calculation-tool">https://ghgprotocol.org/ghg-emissions-calculation-tool</a>
	305-2 Energy indirect (Scope 2) GHG emissions	Mitel CSR Report 2024,Page no: 13 and 14-Our Environment  GHG emissions are in CO2 equivalent. Mitel Follows GHG Protocol for emission calculations. Emission data include all the significant operation locations. Suitable assumptions have been considered for sites with data unavailability. Source for GHG calculations: 1. <a href="https://www.carbonfootprint.com/international_electricity_factors.html">https://www.carbonfootprint.com/international_electricity_factors.html</a> 2. <a href="https://ghgprotocol.org/ghg-emissions-calculation-tool">https://ghgprotocol.org/ghg-emissions-calculation-tool</a>
	305-3 Other indirect (Scope 3) GHG emissions	Mitel CSR Report 2024,Page no: 13 and 14-Our Environment  GHG emissions are in CO2 equivalent. Mitel Follows GHG Protocol for emission calculations. Emission data include all the significant operation locations. Suitable assumptions have been considered for sites with data unavailability. Source for GHG calculations: 1. <a href="https://www.carbonfootprint.com/international_electricity_factors.html">https://www.carbonfootprint.com/international_electricity_factors.html</a> 2. <a href="https://ghgprotocol.org/ghg-emissions-calculation-tool">https://ghgprotocol.org/ghg-emissions-calculation-tool</a>
	305-5 Reduction of GHG emissions	Mitel CSR Report 2024,Page no: 13 and 14-Our Environment  GHG emissions are in CO2 equivalent. Mitel Follows GHG Protocol for emission calculations. Emission data include all the significant operation locations. Suitable assumptions have been considered for sites with data unavailability. Source for GHG calculations: 1. <a href="https://www.carbonfootprint.com/international_electricity_factors.html">https://www.carbonfootprint.com/international_electricity_factors.html</a> 2. <a href="https://ghgprotocol.org/ghg-emissions-calculation-tool">https://ghgprotocol.org/ghg-emissions-calculation-tool</a>
	306-3 Waste generated	Mitel CSR Report 2024, Page no: 15-Mitel's Energy Consumption and Waste  The waste generated data includes typical office waste as Mitel do not own any manufacturing operations. Hence, no significant hazardous waste is generated/recorded at our facilities.
<b>GRI 306: Waste 2020</b>	306-4 Waste diverted from disposal	Mitel CSR Report 2024, Page no: 15-Mitel's Energy Consumption and Waste
	306-5 Waste directed to disposal	Mitel CSR Report 2024, Page no: 15-Mitel's Energy Consumption and Waste
<b>GRI 401: Employment 2016</b>	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Mitel CSR Report 2024, Page no: 21-Reward My Contributions
<b>GRI 403: Occupational Health and Safety 2018</b>	403-6 Promotion of worker health	Mitel CSR Report 2024, Page no: 24-Mitel Wellbeing

<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	Mitel CSR Report 2024, Page no: 23-Accelerate my Growth  Reported training hours are for the total employees and we do not track separately by gender and employee category. Average training time-5.15 hours per employee in 2024
	404-2 Programs for upgrading employee skills and transition assistance programs	Mitel CSR Report 2024, Page no: 23-Accelerate my Growth
	404-3 Percentage of employees receiving regular performance and career development reviews	Mitel CSR Report 2024, Page no: 21-Reward My Contributions  100% of the employees receive annual performance reviews.
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	Mitel CSR Report 2024, Page no: 20-Fostering and Inclusive Culture Mitel has reported employee diversity based on gender in leadership role and among total employees. We have not reported age and location based diversity metrics in this report
<b>GRI 408: Child Labor 2016</b>	408-1 Operations and suppliers at significant risk for incidents of child labor	Mitel Modern Slavery Statement: <a href="https://www.mitel.com/sites/default/files/2025-06/MITELSTATEMENT_FIGHTINGMODERNSLAVERY_2025.pdf">https://www.mitel.com/sites/default/files/2025-06/MITELSTATEMENT_FIGHTINGMODERNSLAVERY_2025.pdf</a>
<b>GRI 409: Forced or Compulsory Labor 2016</b>	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Mitel Modern Slavery Statement: <a href="https://www.mitel.com/sites/default/files/2025-06/MITELSTATEMENT_FIGHTINGMODERNSLAVERY_2025.pdf">https://www.mitel.com/sites/default/files/2025-06/MITELSTATEMENT_FIGHTINGMODERNSLAVERY_2025.pdf</a>
<b>GRI 417: Marketing and Labeling 2016</b>	417-1 Requirements for product and service information and labeling	Mitel's products follow all the labeling and product information requirements enforced by the local law. Mitel CSR Report 2024, Page no: 41-Product Certifications