



CSR Report 2024

Message from CEO



At Mitel, our journey towards Corporate Social Responsibility reflects our ongoing commitment to making a positive impact across our global operations.

In this second CSR report, Mitel highlights the progress we've made in key areas of Environmental, Social and Governance, demonstrating our continued focus and dedication.

An important element of this report is the additional effort involved in consolidating data and information following our acquisition of Unify in 2023. This integration expanded our reach and provided an opportunity to align and enhance our ESG practices. We remain committed to listening to and learning from our global workforce as we continue to evolve and strengthen our ESG efforts.



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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.

80M
GLOBAL USERS

TOP 3

MAJOR MARKETS FOR
UC SERVICES

6000+
PARTNERS GLOBALLY

Awards and Recognitions



OUR OPERATIONS

Presence in **5** continents

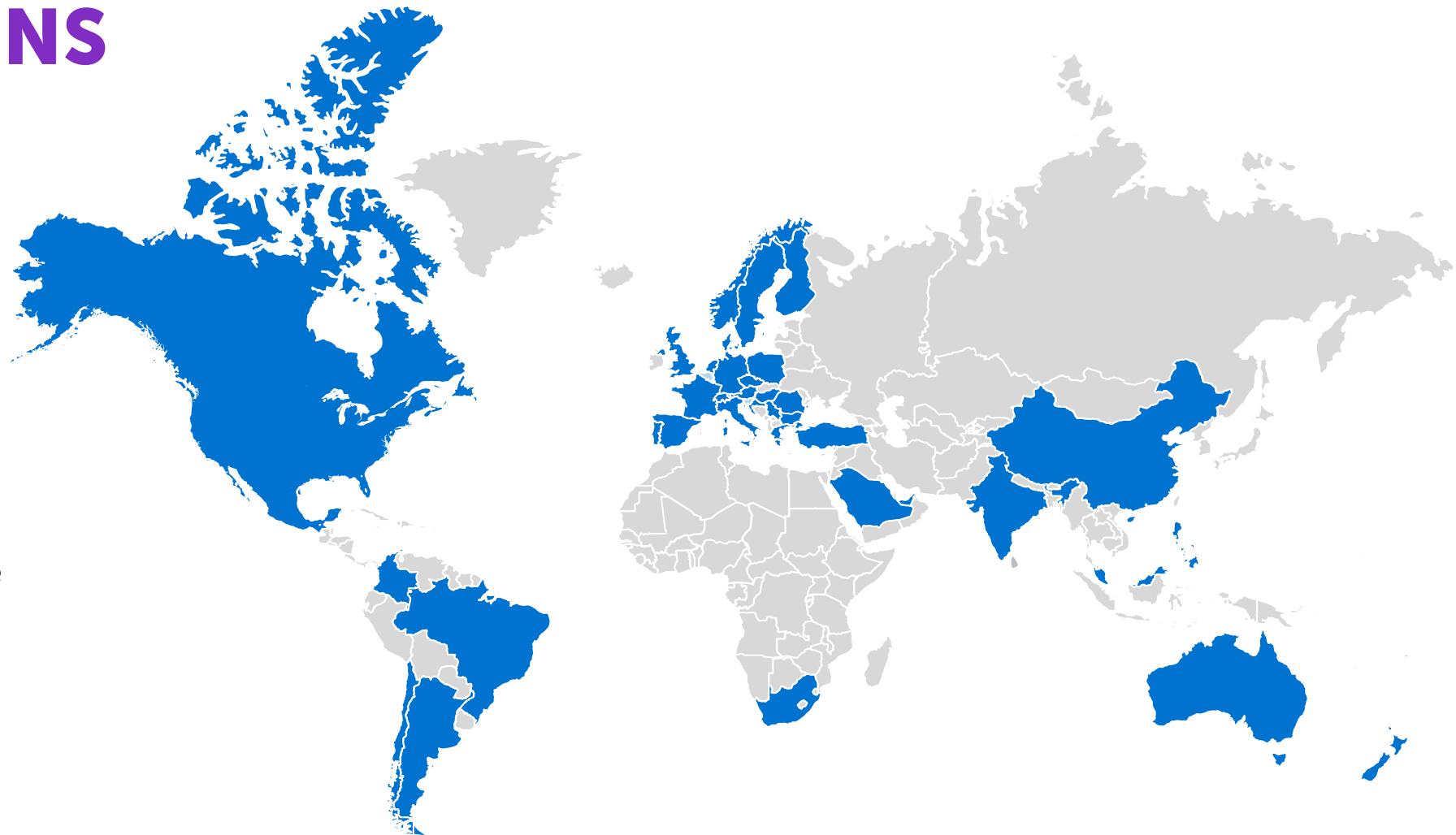
With **30+**
Offices Globally

100+

Countries where we serve

4266

Employees as of Dec 2024



MITEL'S ESG PROGRESS



Green Energy Sourcing

Mitel's commitment to a greener future was driven by renewable energy certificates in North America and Europe, and from our utilization of solar energy for a portion of our electricity consumption in India. In 2024, our renewable energy sources accounted for 67% of our total electricity 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 Sustainable Development Goals 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 Sustainable Development Goals 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 Sustainable Development Goal 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 volunteer countless service hours, wholeheartedly supporting many charities through the Mitel Serves Program.

In 2024, our employees proudly served more than 1600 hours across 60 charitable organizations.

Mitel's Ottawa headquarters has achieved **Energy Star Certification for Buildings with a score of 97**, showcasing our commitment to sustainability and efficiency. Our office ranks in the top quartile for energy efficiency in Canada and boasts a healthier work environment with improved air quality and lighting.



Mitel is incredibly proud to announce that our products received Blue Angel, a German ecofriendly certification, in 2024. This showcases Mitel's commitment to create efficient and environmentally sustainable products.

Mitel's Certified Products:

- MiVoice MX-ONE
- 6900 IP Phone family
- OpenScape CPx10 family



Mitel received an impressive score of 60 on our recent sustainability assessment with Ecovadis. Our efforts on emission reduction and overall improvement in social and ethical sections was recognized with a **Bronze Award** by Ecovadis.



MITEL'S NET ZERO AMBITIONS

The Mitel group is committed to achieving Net Zero emissions by 2050, in line with Science Based Targets (SBTi) to combat global warming. We have pledged to meet SBTi's short-term emission reduction target, aiming to limit global warming to below 1.5°C. Mitel plans to accelerate emission reduction strategies by 2030, focusing on utilizing the most accessible GHG reduction opportunities.

While our long-term and short-term goals remain unchanged from last year, the acquisition of Unify in 2023 has necessitated a shift in our baseline, causing delays in streamlining reduction strategies, particularly for Scope 3 targets. Mitel will approach SBTi by the end of 2025 with our revised baseline and targets for approval of our science-based reduction strategy, and we will publish these commitments on our website.

51%

Scope 1 and
Scope 2

25%

Scope 3

Mitel's Progress in 2024 towards Net Zero

Reduction in Absolute
Emissions 2024 vs 2023

2023

Baseline
Year

2030

Short Term
Target

2050

Mitel's Net
Zero Target

- Emission data inventory established for all the relevant scopes
- The emission dataset includes all of Mitel's operations.
- Mitel will reduce Scope 1 and Scope 2 emissions by 67% from baseline year 2023.
- This will be absolute emission reduction target
- Targets for Scope 3 is under development
- Reduce Scope 1 and Scope 2 absolute emissions to 97% from baseline
- Reduce Scope 3 emissions to the minimum
- Address the residual emissions with offsetting strategies



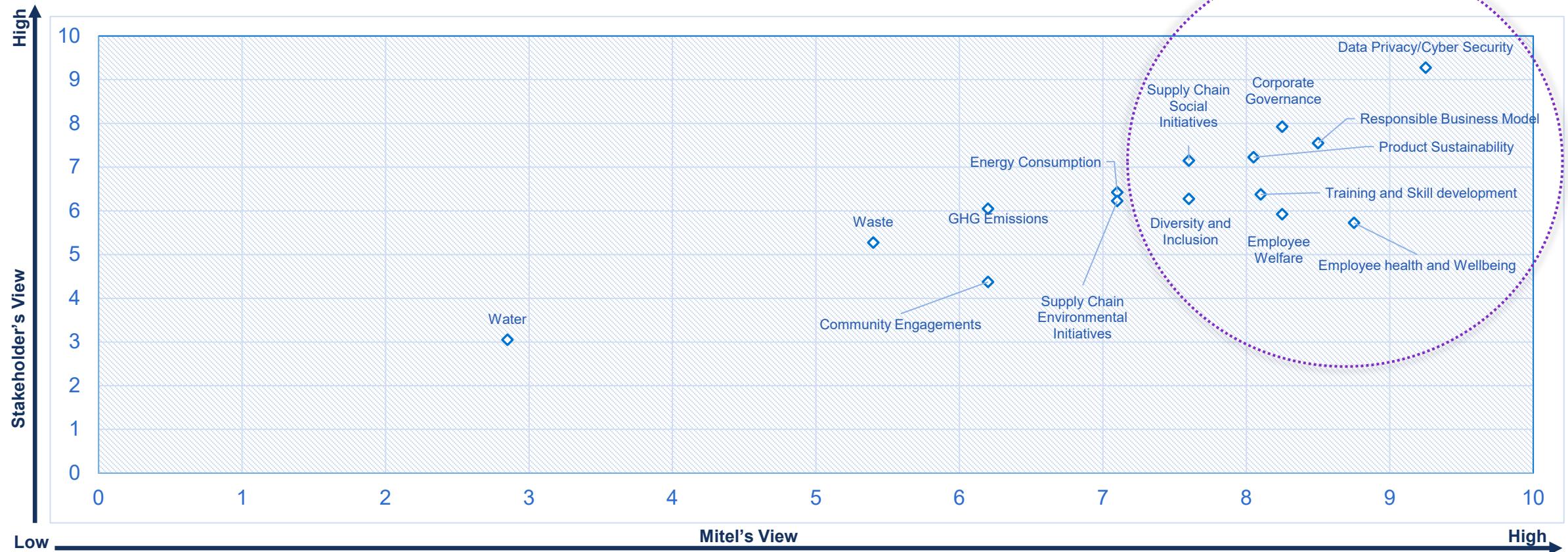
MITEL'S NET ZERO ACTION PLAN

While detailed emission reduction strategies are still being developed, our high-level action plans to reduce emissions and enhance sustainability remain intact and have already demonstrated effectiveness throughout 2024.

Focus Area	Planned Actions	Focus Area	Planned Actions
	<ul style="list-style-type: none">Space Optimization: Consolidating office spaces as hybrid work models are gaining popularityFurther expansion of renewable energy consumption with best available optionsLong term plans: Energy saving retrofits		<ul style="list-style-type: none">Energy Consumption: Product development teams are constantly focused on identifying options to drive energy consumption downLife Cycle Analysis: Conduct life cycle analysis on our products to evaluate the emission hotspots and investigate options to reduce them
	<ul style="list-style-type: none">Renewable Energy: Promoting renewable energy usage among manufacturing facilitiesWaste Minimization: Reducing waste in manufacturing and promoting consumption of recycled materials		<ul style="list-style-type: none">Expand refurbishment business to introduce more product rangeIncrease product lifetime with adequate after sales support and software upgrades
	<ul style="list-style-type: none">Consolidation of warehousing and shifting manufacturing activities to central locations, and thereby improve efficiency and reduce emissionsPromote shipping via sea and limit air freightPromote the use of hybrid or electric modes for outbound shipping		



MATERIALITY



Materiality Assessment:

Mitel carried out an internal evaluation to gauge the significance and impact of key topics relevant to our business operations. Leveraging insights from our Ecovadis assessment and various frameworks such as GRI, TCFD, SASB, along with industry trend analysis, we surveyed corporate leaders and the ESG Steering Committee. This assessment considered the perspectives of our stakeholders, including customers, communities, and investors. As a result, we identified 15 critical material topics spanning Environmental, Social, and Governance aspects.

Our evaluation highlights the importance of all 15 identified topics for Mitel. On a short-term outlook, we will prioritize the topics located in the top right quadrant. This strategic focus does not lessen the importance of other topics but indicates where our management's primary attention will be directed.



OUR ENVIRONMENT

We recognize the growing urgency of the global climate crisis and the important role businesses play in addressing environmental challenges. **At Mitel, we are committed to contributing to a more sustainable future through meaningful action.** This includes reducing our carbon footprint, improving energy efficiency, and promoting environmentally responsible practices across our operations and supply chain. As we evolve, we continue to seek opportunities to integrate sustainable thinking into our decision-making, engage with partners who share our values, and explore innovative solutions that support long-term environmental resilience.

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.

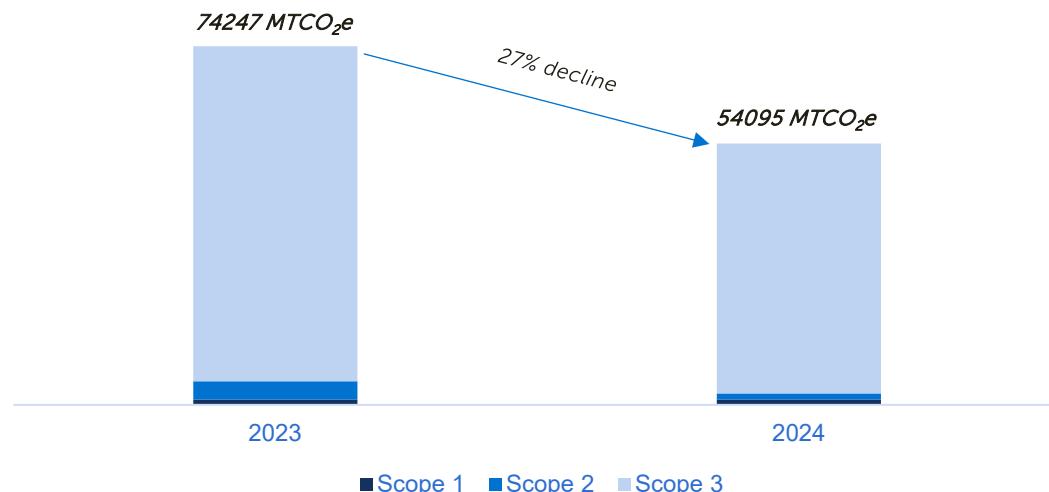
At Mitel, we're not only about great communication – we're equally dedicated to a sustainable future through proactive and accountable environmental practices.



OUR ENVIRONMENT

Mitel's GHG Emission Trend(in MTCO₂e)

Emission By Scope	Years	
	2023	2024
Scope 1	1093	1072
Scope 2	3784	1312
Scope 3	69370	51711



Details on the emission data and GHG principles can be found on the appendix section.

Our Baseline Data changed

After Mitel acquired Unify in late 2023, our original 2021 emissions data no longer reflected the full scope of our business. We've now set 2023 as our new baseline year, as it provides a more accurate picture of emissions from the combined organization.

Our Environmental Progress

Mitel began focused emission tracking and GHG inventory documentation in 2022. However, due to business expansion, we shifted our baseline to 2023 to encompass all operations. In 2024, Mitel's overall absolute emissions across Scopes 1, 2, and 3 declined by 27% year-over-year compared to 2023.

Our real estate consolidation and renewable energy purchases were strategic in reducing Scope 2 emissions by 65%. Mitel will continue to aggressively pursue these strategies in the coming years to minimize Scope 2 emissions.

Scope 1 emissions are primarily driven by leased fleets. Mitel is actively exploring options to gradually phase out leased vehicles and reduce their usage. Initiatives such as remote service support and promoting hybrid and remote working cultures are steps in this direction.

A significant portion of our Scope 3 emissions, approximately 92%, comes from the use of sold products. Addressing this category is challenging due to the limited influence Mitel can exert on end users. However, ongoing R&D efforts to improve energy efficiency (example-EnergyStar, Blue Angel), promoting refurbishment and repairs, and enhancing partnerships with customers on sustainability are key steps Mitel has outlined to reduce Scope 3 emissions.



OUR ENVIRONMENT-MITEL'S ENVIRONMENTAL PERFORMANCE



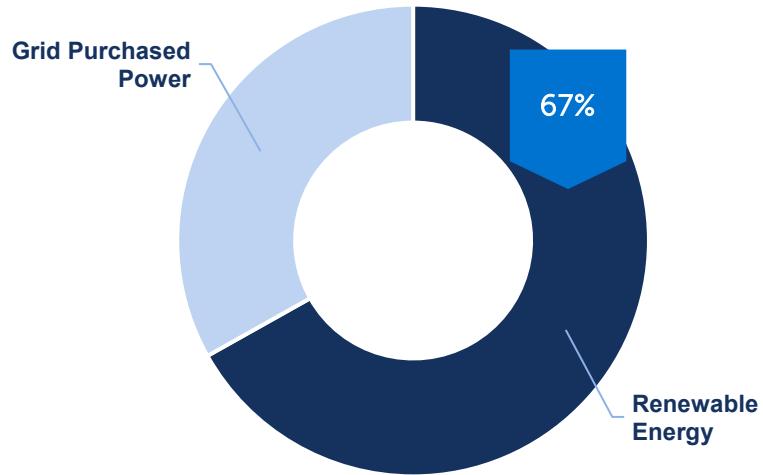
Year	Scope	Type	Emissions (Tons of CO ₂)
2024	Scope 1	Mobile Combustion	1070
2024	Scope 1	Stationary Combustion	1.5
2024	Scope 2	Purchased Electricity-Market Based	1127
2024	Scope 2	Purchased energy-Heating and cooling	186
2024	Scope 3	Purchased Goods and Services-Contract Manufacturing	999
2024	Scope 3	Purchased Goods and Services-Data Centers	952
2024	Scope 3	Upstream Transportation and Distribution	523
2024	Scope 3	Downstream Transportation and Distribution	906
2024	Scope 3	Business Travel	644
2024	Scope 3	Use of Sold Products	47663
2024	Scope 3	Waste From Operations	23

The emission figures have been rounded to next whole number



MITEL'S ENERGY CONSUMPTION AND WASTE

Renewable Energy Consumed in 2024



Mitel's Renewable Energy Consumption

Increasing our consumption of renewable energy has always been a priority in combating growing emissions. Given our global presence and operations in multitenant facilities, a unified approach to sourcing renewable energy is nearly impossible. Therefore, Mitel utilizes various methods such as utilities, renewable energy purchases, and landlord agreements to source renewable energy for its worldwide operations.

In 2024, 67% of our global electricity consumption came from renewable sources. To meet our demand in North America and Europe, Mitel acquired 8,000 renewable energy certificates. The remaining 20% of renewable energy was provided by our landlords through utility and power purchase agreements.

Energy Consumption in Mitel

In 2024, Mitel achieved a 16% reduction in total energy consumption compared to 2023. This improvement was driven by a 9% decrease in electricity usage and significant year-over-year reductions in natural gas and diesel consumption—54% and 75%, respectively. These reductions were primarily the result of strategic office space consolidation efforts.

Total Energy Consumption at Mitel's Facilities

Energy Consumption (with units)	Years	
	2023	2024
Electricity (MWh)	14500	13145
Diesel (Litres)	24857	6104
Natural Gas (m ³)	197654	91683

Waste Generated in Operations

While most of Mitel's facilities are leased, the waste generated from these spaces is primarily managed by our landlords. Nevertheless, Mitel remains committed to effective waste management. Throughout 2024, we diligently segregated and tracked the waste produced by our operations. Last year, Mitel successfully diverted approximately 136 tons of waste from landfills.

Of the recovered waste, 76% was electronic waste (E-Waste), and an impressive 22% consisted of recyclable materials. Our dedicated efforts resulted in limiting emissions from waste to 22.8 tons of CO₂ equivalent in 2024.



MITEL'S INITIATIVES

Energy star certification in Ottawa

Mitel is proud to announce that our headquarters in Ottawa has achieved Energy Star Certification for Buildings, with an impressive score of 97. This accolade highlights Mitel's unwavering commitment to long-term sustainability and efficiency.

The certification reflects Mitel's outstanding efforts in enhancing the overall office environment, with a particular emphasis on:

Lower Energy Costs: Our office ranks in the top quartile of all buildings in Canada for energy efficiency.

Healthier Environment: By improving air quality and lighting, we have created a workspace designed to keep staff comfortable and productive.



LED Retrofits:

In the third quarter of 2024, Mitel undertook a lighting retrofit project at our Ottawa office. This initiative involved replacing 1,628 outdated lighting fixtures with energy-efficient LEDs. As a result, we achieved a significant reduction in combined lighting power by 56%. Additionally, the office's overall energy consumption decreased by 11% in 2024.



Employees & Communities



EMPLOYEES & COMMUNITIES

Mitel recognizes that our people are the cornerstone of our success. With more than 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

- Employee Benefits Program
- Recognition program

Enable me to Give Back

- Support local communities through Mitel Serves
- Environmental sustainability initiatives

Guide my actions through shared values

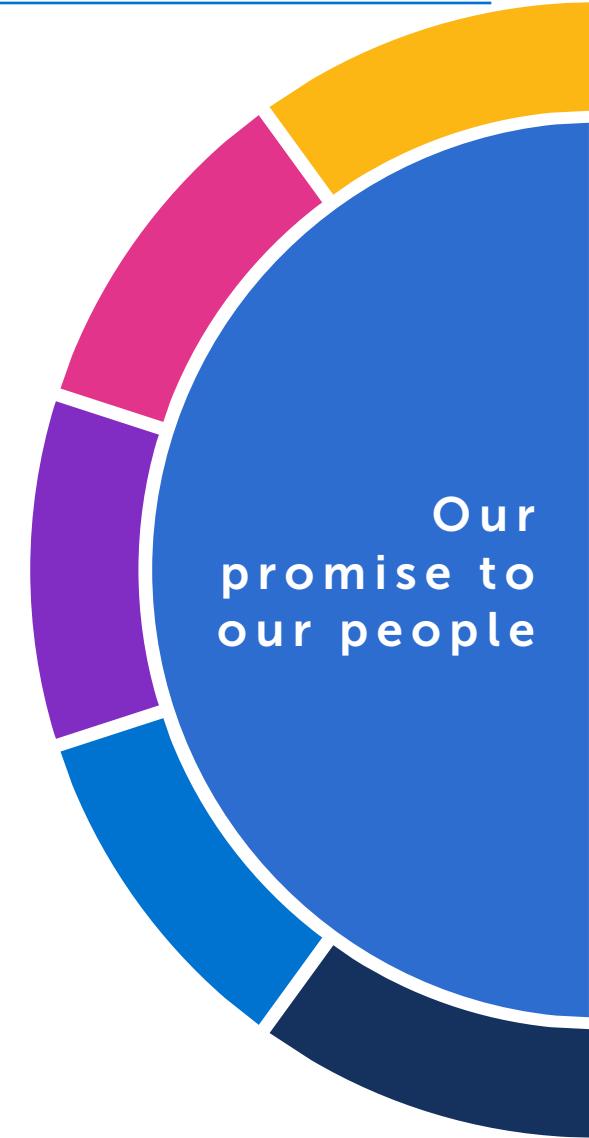
- Values in Action Award program

Accelerate my growth

- Performance Enablement initiative
- Leadership fundamentals for managers

Foster workplace flexibility

- Hybrid and remote working
- Flexible co-working spaces



Giving back to our communities

ENABLE ME TO GIVE BACK



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 1,600 service hours across more than 30 organizations in 2024. Additionally, our partnership with Goodera enables virtual volunteering, ensuring all employees can contribute regardless of location. Below are a few of the projects from 2024, there are many more from all over the globe.



India: Mitel India partnered with local organizations to plant trees, donate to the community and donate blood during our Mitel Serves month of service. Because of their efforts, 50 trees were planted in Bangalore & Pune, 35 people gave blood and many others donated clothes, toys, and books to others in the community. .



Ontario, Canada: The Kanata team assembled holiday gift baskets for the Kanata Food Cupboard, gift bags for Cornerstone Housing for Women, stocking stuffers for Royal Ottawa Place and donated holiday party supplies to Christie Lake Kids!



Romania: In Romania, the team prepared holiday gifts for children supported by Bucuria Darului Foundation. The results were 52 happy children, 3 villages supported, 35 Mitel employees involved and 30 hours of volunteering!

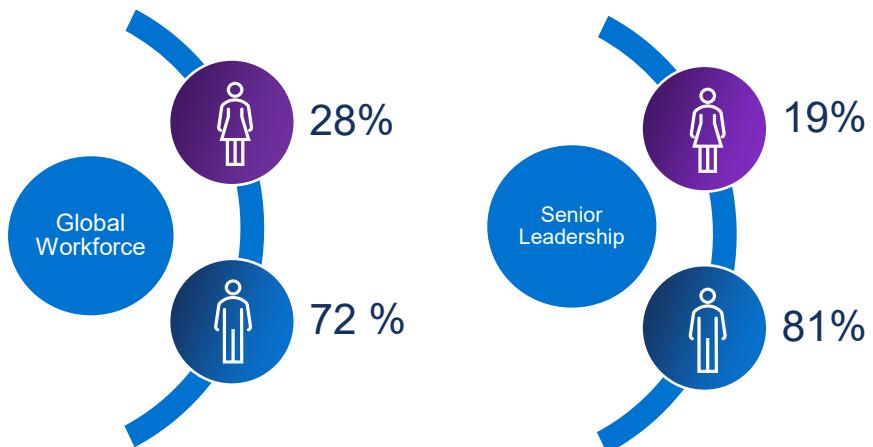


FOSTERING AN INCLUSIVE CULTURE

At Mitel, we are dedicated to fostering an inclusive culture where all individuals feel respected, valued and empowered to contribute. Our approach includes:

- Promoting a workplace environment where diverse perspectives are welcomed, and every voice is heard.
- Providing training and resources to build awareness and understanding, including education on unconscious bias.
- Supporting initiatives that encourage belonging and inclusivity across our organization.
- Striving to eliminate bias in our hiring and promotion processes.
- Designing programs, policies, and workspaces that meet the diverse needs of our global workforce.
- Honoring and celebrating cultural holidays and events to recognize the richness of our collective experiences.

Mitel's Workforce Diversity 2024



A circular portrait of Mihail Kirkov, a Materials Planner in the Engineering and Operations department in Bulgaria. He is a young man with short hair, wearing a dark shirt. The portrait is set against a light gray background.

"For me, the most important aspects of a workplace are a calm and focused environment, as well as supportive and collaborative colleagues. Fortunately, both elements are present here. The work culture is exceptionally pleasant, with a well-balanced approach to tasks and a strong sense of support whenever assistance is needed. As an artist, having a peaceful and conducive environment is crucial to my creative process, and I can confidently say this is an excellent workplace for young professionals to grow and thrive. Although I have only been with the company for a few months, my experience so far has been overwhelmingly positive."

Mihail Kirkov
Materials Planner, Engineering and Operations, Bulgaria



REWARD MY CONTRIBUTIONS

Employee Benefits Program

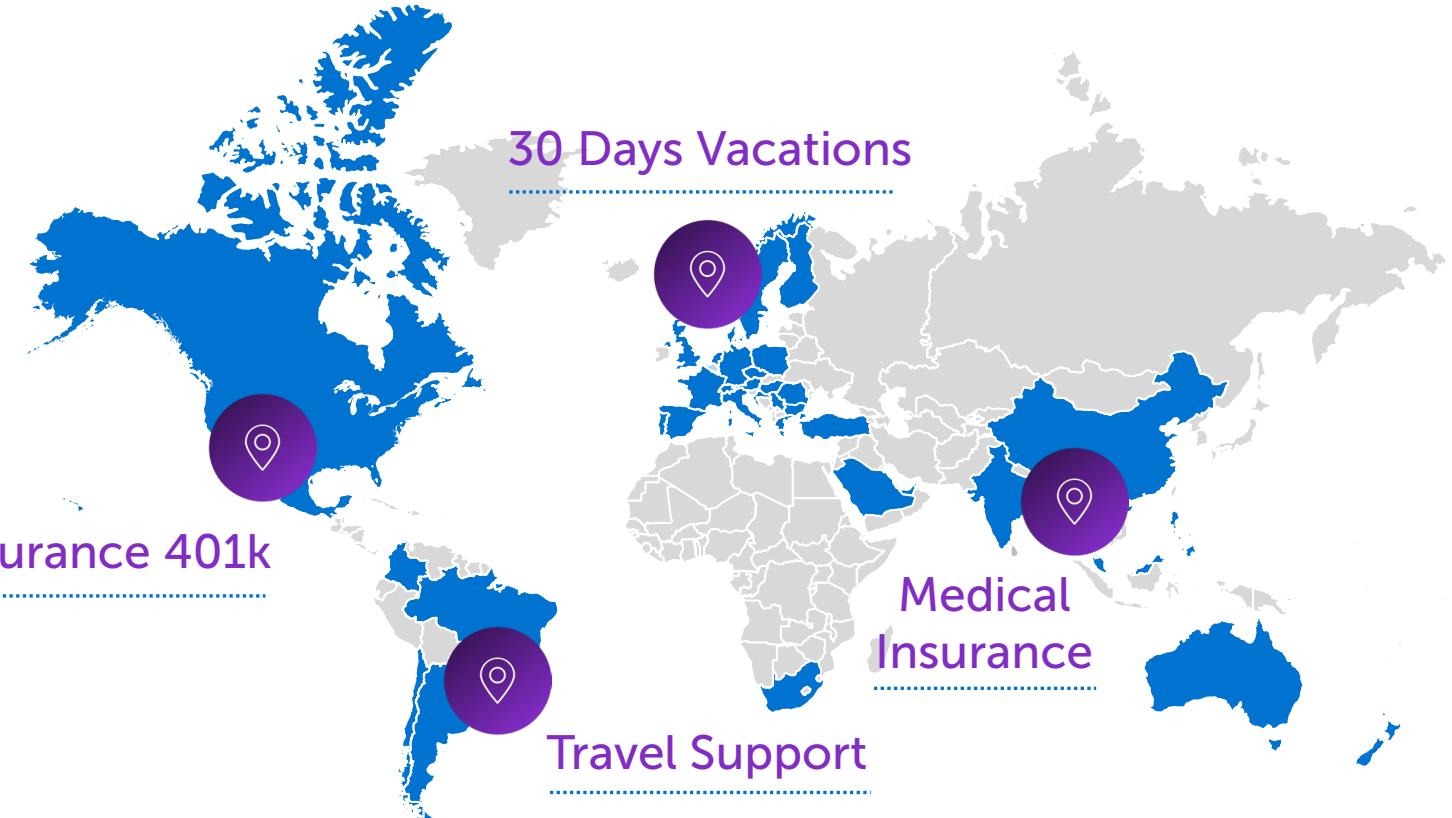
Mitel understands the importance of employee support programs in appreciating the invaluable contributions that drive our business to world-class standards.

Mitel Global Benefits Program

Mitel offers a comprehensive employee benefits program designed to support our global workforce. These benefits vary from country to country, ensuring they are tailored to meet the specific needs and preferences of each region. This approach allows us to provide relevant and meaningful support to our employees, enhancing their well-being and job satisfaction across all our global operations.

Incentive Programs

Mitel's Annual Incentive Plan recognizes and rewards the hard work and exceptional achievements of our employees across various work domains. Additionally, the Sales Incentive Plan (SIP) is tailored to encourage behaviors that align with Mitel's strategy, motivating quota-carrying sales employees to help achieve our commercial objectives.



*US employee benefits, benefits vary by country.



EMPLOYEE RECOGNITION PROGRAMS

At Mitel, leadership places a high value on recognizing employees, and this recognition is both appreciated and valued by the team.



BRAVO!

Our **employee recognition program - Bravo!** - gives employees and managers 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.

In 2024, a total of **2881** Bravo awards were given out to employees from peers and managers.

VALUES IN ACTION

Values in Action Award program was launched in 2024. Aligned with our Mitel Values, these awards are intended to recognize exemplary teams and individuals who embody our corporate values and demonstrate the work and interactions that fuel our culture.

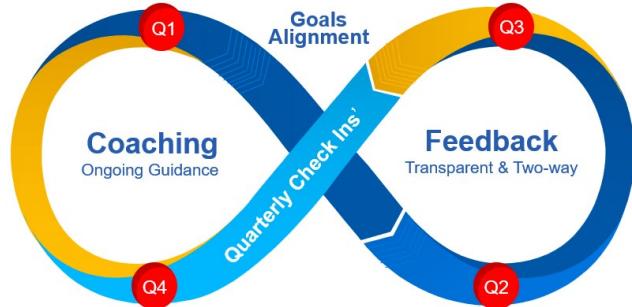
Since its inception in Q2 2024, the Values Action Award has been presented to **15 teams** for their outstanding performance in alignment with Mitel's corporate values.



ACCELERATE MY GROWTH

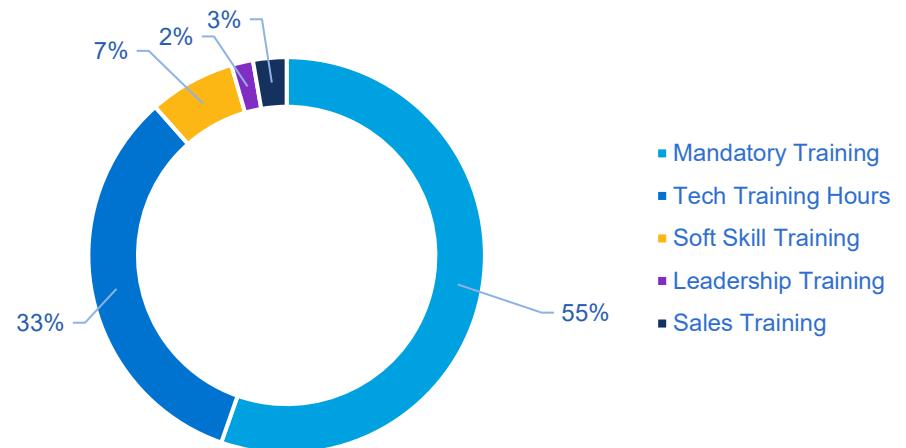
At Mitel, career development is fundamental to both individual and organizational success. We foster a culture of continuous coaching through our Performance Enablement process, which aligns personal goals with company priorities and emphasizes timely feedback and development. Key elements include:

- Clarifying how each role supports Mitel's values and objectives.
- Setting clear and transparent expectations.
- Providing ongoing coaching and regular feedback.
- Supporting opportunities for personal development and career progression.



Continuous learning is a core part of our culture. Our Learning and Development portal serves as a central hub, offering tailored programs for Industry Experts, Technologists, Project & Delivery Managers, Leaders, and Support Teams—primarily delivered online or virtually. In 2024, over 80% of our workforce engaged in these initiatives. In addition, employees collectively invested approximately 22,000 hours in training on key topics such as health and safety, ethics, harassment prevention, and Code of Conduct compliance—reinforcing our commitment to a safe and ethical workplace.

Mitel's Training Summary-2024



We invest in technical and sales training to strengthen our market presence and improve the customer experience. Beyond that, we support personal and professional growth through internal and external programs in leadership and soft skills. In 2024, employees completed 1,900 hours of training in these areas.





EMPLOYEE SUPPORT PROGRAM

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.

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

The benefits are:

- free - no cost to employees
- confidential
- available in all languages
- available 24 hours a day, 7 days a week, 365 days a year
- accessible in multiple ways

Wellness Topics by Quarter

Quarter	Topic	Sub-Topics	Global Events	Activities
Q1 (Jan – Mar)	ESP	<ul style="list-style-type: none"> • ESP: Counselling/Life Coaching, Work-Life Services & Awareness Program 	Feb 4 – World Cancer Day March 17 – World Sleep Day	GKO Tent – Submit Healthy Habits
Q2 (April – June)	Preventative Care	<ul style="list-style-type: none"> • Preventative Care • Dental/Oral Care • Skin Care 	April 7 – World Health Day May – Skin Cancer Awareness Month (US) June 10 – Global Wellness Day (7 Healthy Habits)	June – Step Challenge May – Virtual Yoga
Q3 (July – Sept)	Self-Care	<ul style="list-style-type: none"> • Self-Care Overview • Mental - Workplace Stress • Physical – Heart Healthy 	July 24 – International Self-Care Day Sept 10 – World Suicide Prevention Day Sept 29 - World Heart Day	Saving Lives Through Conversation session – 9/10
Q4 (Oct – Dec)	Specific Health Needs	<ul style="list-style-type: none"> • Women's Health • Men's Health • Mental Health at Holidays 	Oct 10 – World Mental Health Day Nov 14 – World Diabetes Day	Wellbeing for Women session – 10/28 Men's Health Matters session – 11/19

News article from InsideMitel (Nov 2024)



Men's Health Matters

Join us for this live training session on November 19th. Participants will learn about the importance of men's physical & mental health, including health behaviors, common issues, stress, and more.

[REGISTER HERE](#)

Can't make the live session? A recording will be available on the InsideMitel Men's Health page.

True or False:
72% of men would rather do household chores, like cleaning the bathroom or mowing the lawn, than go to the doctor.

Survey Says...

In October, we asked which of the following is NOT something proven to reduce the risk of breast cancer:

- 67% answered *breastfeeding your babies*
- 6% said *keeping a healthy weight* and
- 27% chose the right answer which is *stop eating sugar!* Great job!

Although reducing sugar is good for your overall health, there are no studies proving sugar increases the risk of breast cancer. Learn more by visiting the Women's Health Wellness page on InsideMitel.

[CLICK HERE](#)



Governance



GOVERNANCE HOW WE DRIVE SUSTAINABILITY



Grant Marshall
Group Vice President-Mitel Supply
Network and Operations

From its establishment in 2022, our dynamic cross-functional Environmental, Social, and Governance(ESG) committee has been successful in fostering successful alignment of our Environmental, Social, and Governance (ESG) initiatives with Mitel's values and operations. The 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

ESG Committee is a diverse, cross-functional team responsible for establishing our ESG strategy, overseeing related initiatives and policies, and staying ahead of developments in Environmental, Social, and Governance (ESG) matters.

The ESG Steering Committee is crucial in maintaining Mitel's dedication to sustainability and ethical business practices. It provides continuous oversight and regular management reporting to ensure our actions reflect our core values.

By embodying transparency, accountability, and integrity, the ESG Committee builds trust among stakeholders and guides us towards a sustainable and ethical future.

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ESG Committee

Operations and Supply Chain

Legal/Compliance

ESG Analyst

Data Protection Officer

People & Culture (North America)

Product Lifecycle Management (PLM)

Regulatory and Product Compliance

People & Culture (EMEA)

Head-Quality/ISO Certifications

Facilities Manager



ETHICS PROGRAM & 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.



BUSINESS ETHICS AND PERSONAL CONDUCT

3005

Hours were devoted to
Global Code of Conduct
training 2024

At Mitel, we are unwavering in our dedication to ethical business practices and personal conduct. Our core values of integrity, honesty, and accountability guide every aspect of our operations.

We take pride in cultivating a culture where employees are encouraged to act with honesty, respect, and fairness in all interactions, both within our company and in the wider community. Upholding these standards not only demonstrates our commitment to social responsibility but also ensures our ongoing success as a responsible corporate citizen.

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





MANAGEMENT SYSTEM AND CERTIFICATIONS



At Mitel, we operate a globally recognized Management System, continuously striving to enhance our business operations, products, and services. Our high maturity level ensures we consistently deliver on our commitments and achieve our intended business outcomes.

We prioritize reducing our environmental footprint alongside ensuring the security and confidentiality of information. Our global Management System is certified to several standards, including **ISO 9001** (Quality Management), **ISO 14001** (Environmental Management), **ISO 20000-1** (Service Management), and **ISO 27001** (Information Security Management).

In response to evolving market conditions and specific local requirements, Mitel also maintains additional ISO certifications at the local level, ensuring compliance with local frameworks. By managing and maintaining this robust certification program, we demonstrate our adherence to national and international standards and our capability to act as a trusted business partner.



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 unwavering dedication to responsible corporate governance.





DATA PRIVACY



In today's data-driven digital landscape, safeguarding personal data in line with ever stricter data protection regulations is not only a legal requirement, but a competitive business advantage. As a worldwide leading provider of Information and Communication Technology, Mitel values and upholds internationally recognized human rights principles and is proactively committing to the highest standards for protecting the security and privacy of the personal data of its customers and private individuals.

Data Protection Organization

Data Protection Officer

Mitel has appointed a Group Data Protection Officer, based in Germany (EU), who is responsible for monitoring Mitel's compliance with its data protection obligations. The Group Data Protection Officer provides independent advice on ongoing compliance with applicable data protection laws and regulations and acts as a contact point for internal and external data protection related enquiries and requests.

Data Protection Department

In 2024, in acknowledgement of the importance of data privacy to its business operations, Mitel has designated a Data Protection team of international data protection specialists with multidisciplinary expertise in data protection law, AI and digital ethics.

Under the guidance of Mitel's Group Data Protection Officer, the Data Protection Department monitors Mitel's compliance with the law and that all personal data is processed in a fair, transparent and proportional way to protect data subjects, as well as Mitel interests, regarding the risks associated with personal data processing activities, across the globe.



DATA PROTECTION MANAGEMENT PROGRAM



Data protection at Mitel is governed by a structured approach within the framework of a global Data Protection Management Program (DPM Program), which was introduced in October 2024. The program sets out the following area - specific data protection policies:

Assessment Policy - established to identify, assess, prevent and mitigate risks related to data processing activities within Mitel.

Incident Management Policy - provides coping tools and resolution measures for data protection-related incidents, when they occur/ outlines a process for timely identification and classification of data protection incidents and defines strategic response protocols to manage, resolve and mitigate the impact of any data breach occurred at Mitel

Data Protection Subjects' Rights Policy - facilitates the exercise of data subjects' rights at Mitel in an easily accessible manner and in accordance with the law

Through each policy, the Data Protection Department provides detailed guidance to Mitel's employees on how the organization designs and implements data protection processes in accordance with the relevant legal requirements and best working practices. Furthermore, to raise awareness around data protection principles and to ensure that Mitel employees understand their responsibilities under the data protection regulations, all employees participate in regular data protection trainings.





CYBERSECURITY

Information Security

At Mitel, we understand the importance of maintaining high standards of information security and data protection to safeguard our customers, partners, employees, and everyone who does business with us. We take industry-standard precautions and comply with applicable data protection laws and regulations to ensure the security of our data and network.

The cornerstone of Mitel's CyberSecurity program is the implementation of robust security safeguards and controls essential for protecting sensitive information and maintaining the integrity of our systems and data. We leverage state-of-the-art technologies and infrastructure on critical assets to create a secure and resilient environment. Our measures include encryption, next-generation firewalls with IDS, a 24/7 Security Operations Center, SIEMs, secure remote access, and multifactor authentication, among others.

Our workforce undergoes annual information security and data protection training, which includes phishing simulations. These training courses are updated yearly to ensure our staff is equipped with the latest in security awareness and technology. We also implement best practices such as background checks wherever permitted by country and local laws. We encourage all stakeholders, including partners, clients, and employees, to report any security concerns or potential vulnerabilities, as collaboration is key to 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 that require third-party audits on our Information Security Management Systems.



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 a thorough examination of the controls implemented by our partners to ensure compliance with these standards. We unequivocally 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

Responsible Sourcing

As part of the electronics industry ecosystem, Mitel inevitably uses tin, tantalum, tungsten, and gold—commonly referred to as conflict minerals. Despite not engaging in direct manufacturing, the components sourced by Mitel contain these minerals. The company is dedicated to upholding its stance against conflict minerals and has conveyed this commitment to its supply chain through [Supplier Code of Conduct](#).

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 conducts annual comprehensive training sessions for our commodity managers and other supply chain professionals, to equip them with the tools to identify and prevent modern slavery in the supply chain.

Core Focus
Areas of the
Training
Courses

Educate:

Understand modern slavery and identify the occurrence in supply chain

Equip:

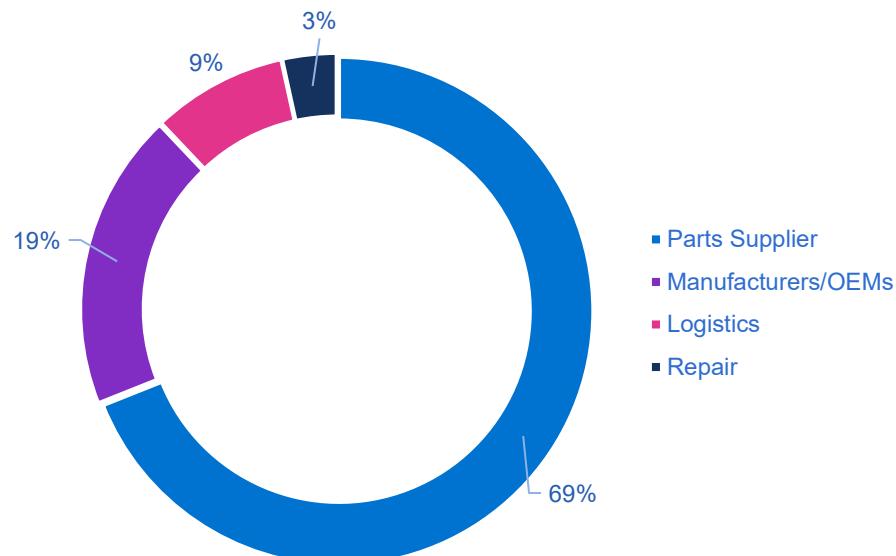
Actions to prevent modern slavery in supply chain

Act:

Continuous monitoring of the supply chain



SUPPLY CHAIN ASSESSMENTS



Responsible sourcing necessitates clear communication of our objectives and enhanced visibility of our supply chain. To bolster our supply chain sustainability, Mitel initiated annual supplier assessments in 2024. This program aims to engage all our supply partners, integrating them into Mitel's broader sustainability journey.

The assessment program began with a pilot ESG questionnaire distributed to our top direct vendors, which was positively received. Beyond mere data collection, we thoroughly evaluated our partners' current positions on sustainability transitions and developed a weighted scoring methodology to identify areas needing improvement. As an initial support measure, suppliers with identified gaps were invited to training sessions provided through our partnership with RBA.

Mitel plans to extend these assessments further into our supply chain in a more strategic and enhanced manner, informed by the responses and insights gained from the pilot phase. We believe that our sustainability journey is a collective effort, and by supporting each other, we can progress more swiftly.

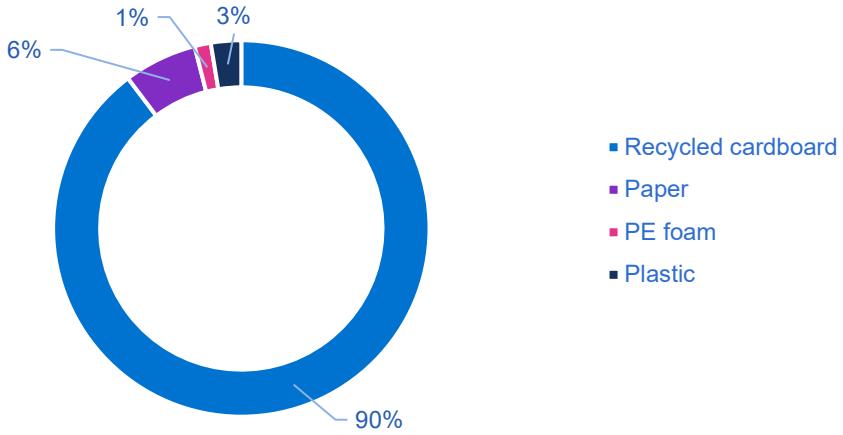
Our Pilot Phase Assessment Summary:

- Number of Suppliers contacted: 96
- Response received: 60%
- Vendors received communication on areas of improvement: 15%
- Vendors enrolled for training sessions: 5%



PRODUCT SUSTAINABILITY- PACKAGING

Packaging Material Share in Mitel Phones*



*By weight of the packaging material

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.

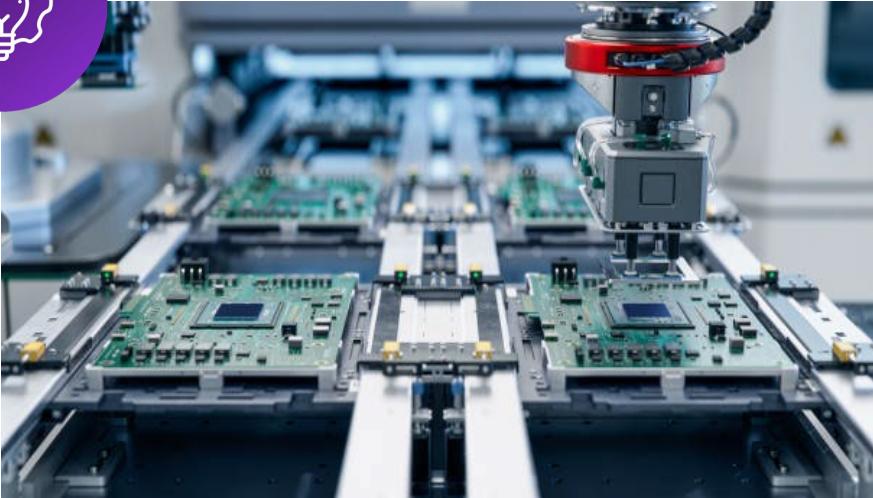
For instance, our typical phone packaging comprises 90% recycled cardboard by weight. Within our manufacturing facilities, efforts are made to maintain waste circularity rates above 80%, specifically focusing on the utilization of pre-consumer manufacturing waste. Additionally, the plastics utilized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

Elimination of single use plastic

Mitel's engineering team is actively pursuing design changes to eliminate and replace single use plastics for components of our products and replace them with sustainable and recycled alternatives. Shown here is an example for one of the DECT phones. We eliminated 12 grams of single use plastics from each of the phone package by redesigning the package and utilizing paper.

PRODUCT SUSTAINABILITY- CONTINUOUS OPTIMIZATIONS



Our R&D teams are dedicated to continuously innovating the products and services we bring to market. While cost and competition are always key driving factors, Mitel firmly believes that innovation and cost reduction can be achieved without compromising sustainability and emissions.

In a recent desktop optimization project, we focused on reducing the size of printed circuit boards (PCBs) and streamlining plastic trims. These efforts have led to significant emission reductions at the product level. Additionally, we have adopted the environmentally friendly Organic Solderability Preservative (OSP) process for soldering components in the PCBA manufacturing process, further enhancing our commitment to sustainable practices.

Case Study:

The product optimization project conducted on Mitel's 68 series desktop phones reworked on the PCB assemblies, plastic trims and keypads to improve assembling efficiency and cost effectiveness.

Sustainability benefits of the project:

- The phones saw significant decline in manufacturing emissions (2.5-3.5 kgCO2eq) with the shrinkage in PCBs and reduced plastic/keypad trims. This has a huge impact (around 6%) on overall product's life cycle emissions.
- Other benefits: Manufacturing time declined as the ease of assembly improved with the new iteration of component design



EMISSIONS SAVINGS FROM REPAIR



Reducing waste is crucial for lowering emissions and enhancing environmental quality, particularly in today's fast-paced global economy. Mitel is committed to producing high-quality products and supporting them through repair and recycling initiatives, which are key steps in minimizing our waste footprint and enabling our clients to lessen their environmental impact.

Our efficient repair network ensures that products have an extended lifespan without compromising performance or quality. This repair program allows Mitel and its customers to avoid significant emissions associated with manufacturing and shipping new products by simply replacing worn-out components. Our repair partners adhere to the highest standards, ensuring that replaced components are recycled, thereby further reducing our operational waste footprint.

By integrating these practices, Mitel demonstrates its dedication to sustainability and environmental stewardship.

How much Emissions did our consumers avoid by choosing Repair:

- In 2024, repairs on desktop phones avoided **175.8** Tons of CO2
- While during the same period we avoided **400** Tons of CO2 by repairing our DECT phones



PRODUCT CERTIFICATIONS

Blue Angel Certification

We are excited to announce that our products received Blue Angel, a German ecofriendly certification, in 2024.

Mitel's Certified Products:

- MiVoice MX-ONE
- 6900 IP Phone family
- OpenScape CPx10 family



What is Blue Angel?

- Eco label of the government of the Federal Republic of Germany with international reputation
- The Blue Angel is an important decision-making criterion in the areas of public procurement and B2B business and is an indicator of efficient and sustainable products

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.



Other 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.



ABOUT THE REPORT

Introduction

Mitel is pleased to present its Corporate Social Responsibility (CSR) report for the period of January to December 2024. This report provides a comprehensive overview of our Environmental, Social, and Governance (ESG) progress, reflecting our commitment to sustainable development and responsible business practices. The report has been prepared under the guidance of the Global Reporting Initiative (GRI) principles, ensuring transparency, accountability, and consistency in our reporting.

Forward Looking Statements

This report contains forward-looking statements such as "will" and "would," etc., which are based on current estimates and analysis. These statements reflect our expectations and plans for future ESG initiatives. However, it is important to note that unforeseen events or changes in circumstances could impact our ability to achieve these goals. Mitel remains committed to adapting and responding to such challenges to ensure continued progress in our ESG journey.

Data Estimations

In instances where challenges were encountered in arriving at precise data, reasonable estimations have been considered to ensure the accuracy and reliability of the information presented. These estimations are based on the best available data and methodologies at the time of reporting.



EMISSIONS-METHODOLOGY AND OTHER DETAILS

Emission Calculation:

Mitel followed GHG protocol methodology for calculating and reporting emissions across all the scopes. There were reasonable assumptions made in situations where data collection was difficult. The calculations include all of Mitel's organizational boundaries, and no entities were excluded from the study. Below is the detailed explanation on the methodology and assumptions on a category level.

Scope	Category	Description	Assumptions, if any
Scope 1	Direct emissions from owned/controlled operations	Boundary: Operational control Categories: Heating fuel, Leased Vehicles Sources: Internal database Exclusions: None	<ul style="list-style-type: none">For leased vehicles, if the fuel or mileage data is unavailable, contract mileage is considered as proxy.
Scope 2	Purchased Electricity and Heating/cooling Energy	Boundary: Operational control Categories: Electricity, renewable energy and heating/cooling energy Sources: Internal database and landlords Exclusions: Few shared space offices where operational control approach do not apply	<ul style="list-style-type: none">For data unavailability, either previous years consumption data is considered as a proxy, or energy is estimated with floor space area data.
Scope 3	Purchased goods and services	Boundary: Operational control Categories: Contract Manufacturers, Data center operators Sources: suppliers Exclusions: OEM providers, parts manufacturers	<ul style="list-style-type: none">Only Scope 1 and Scope 2 from contract manufacturing and data center suppliers includedFor data unavailability on data center energy consumption, estimate based on similar sized center is considered as substitute.
Scope 3	Upstream transportation and distribution	Boundary: Operational control Categories: All logistics providers Sources: Supplier data Exclusions: None	<ul style="list-style-type: none">In case of data unavailability, weight and average distance data is considered to model emissions.



EMISSIONS-METHODOLOGY AND OTHER DETAILS

Scope	Category	Description	Assumptions, if any
Scope 3	Waste Generated in Operations	Boundary: Operational control Categories: Waste segregation data Sources: Landlords Exclusions: Sites where data is unavailable	<ul style="list-style-type: none"> • All the waste that are not classified under recycled category is considered as landfill • Emissions data is accounted only for the waste that ends up in landfill and not for the recycled share of waste.
Scope 3	Business Travel	Boundary: Operational control Categories: Air, ground and rail travel Sources: supplier data Exclusions: None	<ul style="list-style-type: none"> • None.
Scope 3	Downstream Transportation and Distribution	Boundary: Operational control Categories: All logistics providers Sources: Supplier data Exclusions: Few shipping data based on incoterms	<ul style="list-style-type: none"> • In case of data unavailability, weight and average distance data is considered to model emissions.
Scope 3	Use of Sold Products	Boundary: Operational control Categories: Hardware, finished products Sources: Internal database Exclusions: software and accessories	<ul style="list-style-type: none"> • For power usage data unavailability on similar product data is used as proxy.

Other Sources:

- Electricity Grid Emission Factors: https://www.carbonfootprint.com/international_electricity_factors.html
- Emission factors: Stationary combustion and automotive emission Factors: GHG Protocol tools <https://ghgprotocol.org/calculation-tools-and-guidance>
- Other resources: EPA (<https://www.epa.gov/>), IPCC (https://www.ipcc-nrgip.iges.or.jp/EFDB/find_ef.php?ipcc_code=4.A.1&ipcc_level=2)



