



UK SOCIAL VALUE **REPORT 2025**

INTRODUCTION

In 2024, we took important steps to formalise how we develop, deliver and measure our social value activities in the UK. This work reflects our commitment to maximising the social, economic and environmental wellbeing of the communities in which we operate through the delivery of our contracts and services.

We are pleased to share our first UK Social Value Impact Report, covering activity delivered during 1st January to 31st December 2025.

What we do:

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 communication experts serve business users in more than 100 countries.

Mitel in the UK has a workforce of approximately 350 serving almost 100 direct customers and more than 2 million end users, via our 150 accredited partners, delivering solutions and services throughout the UK and Ireland. We have a world class service organisation that designs, installs and maintains the solutions we provide, whether they are on premise, hybrid or cloud implementations.



SOCIAL VALUE AT MITEL

As a global leader in business communications, we recognise the positive impact that working collaboratively with communities and driving environmental improvement can deliver. We support customers across the public and private sectors by delivering voice platforms, collaboration and contact centre solutions, devices, endpoints and associated intellectual property.

Our vision is simple: through collaboration, we will create positive social change through our products and services. We deliver this by working in partnership with our customers, suppliers, colleagues, peers and community organisations. Our values - **Grow, Innovate, Collaborate, Trust and Respect** - underpin this vision and guide how we operate.

Our UK social value commitments focus on

FOUR PRIORITY AREAS:



A YEAR IN REVIEW

1. Closing the digital skills gap for all

In 2025, we explored partnerships with organisations that support our commitment to inspiring the next generation, as well as individuals who face barriers to employment, to explore careers in the digital technology sector.

Supporting Care Leavers

In November, we partnered with the Care Leavers Covenant to deliver a career insight session for young care leavers as part of National Care Leavers Month. The Care Leavers Covenant is a national programme that supports young people aged 16–25 as they transition out of the care system, helping them access opportunities in employment, education, training, and personal development. National Care Leavers Month highlights the challenges these young people face and encourages organisations to take meaningful action.

5 Mitel colleagues volunteered their time to deliver a tailored career insights session, introducing participants to the telecommunications and unified communications sector. Colleagues shared their personal career journeys, highlighted the breadth of opportunities within the sector, and led discussions on identifying and applying personal strengths, emphasising the importance of transferable skills in the workplace.

The session was attended by 10 care leavers who were interested in exploring career opportunities within the sector. In total, colleagues volunteered 16 hours of their time, and £200 in gift vouchers was donated to the young people who attended the event.

Making the internet a great and safe place for children

Our partnership with Childnet which commenced in 2025 reflects our commitment to make the internet a great and safe place for children. Through a £1,000 donation, Childnet will deliver training to young people to help them stay safe online and develop the skills they need to navigate the digital world responsibly.

2. Investing in People, Inclusion and Wellbeing

Fostering an Inclusive Culture

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 organisation.
- Striving to eliminate bias in our hiring and promotion processes.
- Designing programmes, policies and workspaces that meet the diverse needs of our global workforce.
- Honouring and celebrating cultural holidays and events to recognise the richness of our collective experiences.

Employee Recognition Programmes

Mitel's Annual Incentives Plan recognises and rewards the hard work and exceptional achievements of our employees, our recognition programme "Bravo!" gives employees and managers a way to recognise, acknowledge and celebrate employees who consistently demonstrate and uphold our company values and go above and beyond their contributions to our company's success.

Our Values in Action Award programme, launched in 2024, recognises exemplary teams and individuals who embody our corporate values and demonstrate the work and interactions that fuel our culture.



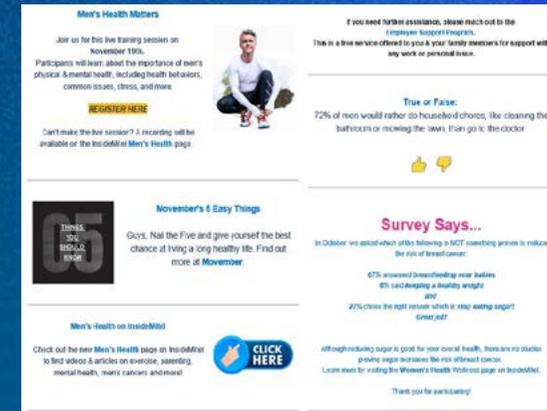
Accelerate My Growth

Career development is a fundamental to both individuals and organisational success. We foster a culture of continuous coaching through our Performance Enablement process, which aligns personal goals with company priorities and emphasises feedback and development.

Continuous learning is a core part of our culture. Our Learning and Development portal serves as a central hub, offering tailored programmes for industry experts, technologists, project and delivery managers and support teams- primarily delivered online or virtually. In 2024, over 80% of our global 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.

Wellbeing at Mitel

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 counselling and connecting to local resources to help manage emotional, physical, financial, and social needs.





3. Supporting Communities

Our support for a range of community and charitable organizations helped us fulfil our social value commitments to customers and the wider community.

Coming together as a team to support Cyclists Fighting Cancer

As part of our UK Town Hall, 88 Mitel employees volunteered their time through a team building event to support the charity Cyclists Fighting Cancer, a national charity which supports children and young people living with and beyond cancer. The team worked together to build 12 bikes that will be donated to kids with cancer to help them with activity and exercise and mental health. In total 176 hours of Mitel colleagues time was volunteered at the event.

One of the bikes built at the event was donated to Ben* has been diagnosed with leukaemia and endured 3 and a half years of treatment, his treatment has affected his joints in his legs and ankles, and he suffers pain and stiffness on a regular basis. His family applied for a bike to help relieve his symptoms in a gentle way and to have some family time.

"Ben just wanted to say thank you so much for his bike, he absolutely loves it! It's so lightweight which means he can pedal it easily and he's happy to stay on it for longer periods of time. It's given us all a reason to get outside which is just wonderful, thank you!"



Delivering on our Social Value commitments to our clients

As part of our social value commitments made at tender stage on the Birmingham and Solihull (BSOL) framework we committed to delivering one voluntary activity through the Match My Project Platform to support a local charity or community organisation. Through the platform we were able to identify an opportunity to support The Springfield Project in the development of their 2024/2025 Impact report.



The Springfield project, based in the Sparkhill community in Birmingham provides vital support and service to children, young people and families to support them in achieving their full potential. Mitel colleagues volunteered 60 hours of their time to support in the development and copywriting of the annual impact report.

"We're incredibly grateful to Mitel for their support in producing our latest impact report. Their help went beyond content writing – they also offered valuable insights into themes and narratives, as well as helpful suggestions for how we can strengthen our data and reporting. This support is helping us better communicate the positive impact we're making in the Sparkhill community to our stakeholders. Thank you!"

– Rachel Hawsworth, Fundraising Officer, The Springfield Project



Supporting our Local Community

For over four years Mitel have been proudly supporting Caldicot Food Bank, a vital community service that provided food and essential supplies to individuals and families facing hardship in the Caldicot area. Recognising the increasing need for support Mitel has engaged in a range of activities so support the work of the food bank. These have included in office food collections, fundraising efforts, and volunteer participation in the annual Christmas Food Parcel Scheme. Which ensure families in need receive nutritious meal and festive gifts during the holiday season.



Mitel colleagues volunteered 40 hours of their time packing 180 Christmas parcels, providing food and gifts to over 600 people in the Caldicott areas.



Supporting our Local Green Spaces

In a commitment to supporting local green spaces and community initiatives a team of Mitel colleagues volunteered their time at Irchester Country Park, a 200 acres woodland located in Nene Valley, Northamptonshire. The park known for its rich biodiversity benefits from regular conservation efforts to maintain accessibility and biodiversity. Over the course of 2 days the Mitel volunteers picked up litter, cleaned pathways and wooded areas to maintain accessibility and assisted the park rangers with general grounds maintenance.

Mitel provided 52 hours of volunteer support to Irchester Country Park, the initiative not only gives the opportunity to Mitel colleagues to give back to the community but also provides them with an opportunity to work together as a team and connect with nature.

4. Doing Business Responsibly

As part of our commitment to ensuring the highest ethical and environmental standards throughout our business and global supply chain in 2025 we undertook an independent review of our procurement and supply chain management practices.

Supply Chain Assessments

To strengthen supply chain sustainability, we conduct annual supplier assessments through an ESG questionnaire covering environmental, social and governance criteria. In 2025, the questionnaire was completed by suppliers prioritised for enhanced due diligence. Suppliers are scored based on their responses, and where performance gaps are identified, targeted training and support is offered to encourage continuous improvement.

Carbon Reduction

To advance toward net zero we have set the following carbon reduction targets:

- 75% decrease in Scope 1&2 absolute emissions by 2030 compared to a 2023 baseline
- For Scope 3 emissions, Mitel plans to adopt an emissions intensity reduction model instead of absolute emissions
- By 2030 Mitel will reduce its Scope 3 emissions intensity by 54% when compared to the intensity in 2023
- Our long-term goal is to achieve net zero emissions by 2050, reducing our Scope 1 and 2 emissions by 90% from a 2023 baseline
- By 2050 we will reduce our Scope 3 emissions intensity by 97% from a 2023 baseline.

We will continue to review and update our Carbon Reduction Plan annually, using it as a practical tool to drive continuous improvement and support the environmental objectives of the organisations and communities we work with.



Recycling and reducing wastage

Mitel is dedicated to enhancing the use of recycled materials in our products and packaging, prioritising sustainability without compromising 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 utilisation of pre consumer manufacturing waste. Additionally, the plastics utilised in phone manufacturing contain 25-50% recycled content.

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. For example, on our DECT phones we were able to eliminate 12 grams of single use plastics from each phone package by resigning the package and utilising paper packaging.

Product Sustainability

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.

The project optimisation 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. The phones saw significant declines in manufacturing emissions (2.5-3.5 kgCO₂eq) with the shrinkage in PCBs and reduced plastic/ keypad trims. This generated circa 6% reduction on overall products life cycle emissions.

ELIMINATION OF SINGLE USE PLASTIC IN PACKAGING



REFLECTIONS AND LOOKING AHEAD

2025 marked an important milestone for Mitel in the UK, as we published our first Social Value Impact Report and embedded a more structured approach to how we plan, deliver, and measure social value. This year provided valuable learning- not only in what we delivered, but in how we partner, prioritise and evidence impact.

We are proud of the positive outcomes achieved through collaboration with our customers, colleagues, and community partners. From supporting care leavers to exploring careers in digital technology, to volunteering time and expertise with local charities, these activities demonstrate the meaningful role our people play in delivering social value alongside our core services.

At the same time, we recognise that this is the beginning of a longer journey. As a first-year report, 2025 highlighted opportunities to further strengthen data capture, outcome measurement and consistency across activities. These insights will inform how we refine our approach in future years.

Looking ahead, we will focus on:

- strengthening partnerships that align closely with our core expertise in communications and technology
- improving how we measure and report outcomes, not just activity
- embedding social value planning earlier in contract delivery and supplier engagement
- continuing to support inclusive employment, digital skills development, and community resilience

As expectations around social value and responsible business continue to evolve, Mitel remains committed to learning, improving, and working collaboratively to deliver lasting social, economic and environmental benefits for the communities we serve.



Stuart Aldridge,
Head of UK, Ireland and South Africa.



