

CSR Report 2025



Message from **Mitel's CEO**



Mike Robinson

At Mitel, our commitment to ESG continues to shape how we operate, innovate, and grow. This year we made meaningful progress in advancing our Environmental, Social, and Governance priorities, alongside a renewed focus on accountability and continuous improvement as we further integrate our business and strengthen the systems and partnerships that support long term value creation.

We have made significant strides in reducing our environmental impact, achieving a 30% year over year reduction in greenhouse gas emissions with the help from our partners, suppliers, and landlords, while advancing toward our science-based emissions reduction targets. We also enhanced transparency through initiatives such as life cycle product assessments for key offerings and achieved Blue Angel certification on select products. These are milestones which reflect both our commitment to sustainability and the expectations of our customers.

As we look ahead, we remain focused on closing gaps, strengthening our programs, and evolving our ESG practices in step with a changing world. We are committed to listening, learning, and providing improvements to support our customers, our people, and the community we serve.

Table of Contents

Introduction

- How We do it
- Our Operations
- Mitel's ESG Progress
- Mitel's Net Zero Ambitions
- Mitel's Net Zero Action Plan
- Materiality

Our Environment

- Mitel's Environmental Policy
- Mitel's Environmental Performance
- Mitel Energy Consumption and Waste
- Mitel's Initiatives-Retrofits and Energy Conservations

Our Employees and Community

- Employees & Communities
- Enable Me to Give Back
- Mitel Employees Creating Sustainable Impact
- Fostering an Inclusive Culture
- Investing in Our People
- Accelerate My Growth
- Employee Recognition Programs
- 2025 Employee Engagement Survey

Governance

- How We Drive Sustainability
- ESG Steering Committee
- Ethics Program and Reporting
- Business Ethics and Personal Conduct
- Enterprise Risk Management
- Mitel Board Oversight
- Data Privacy
- Data Protection Management Program
- Cybersecurity
- Integrity of Mitel's Supply Chain
- Bringing Production Closer, Cutting Emissions
- Supply Chain Management
- Supply Chain Assessment
- Product Sustainability and Certifications
- Appendix



This Is How We Do It

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

In order for our values to be meaningful and reflect what we're truly about at Mitel; they need to resonate with 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 risks. 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

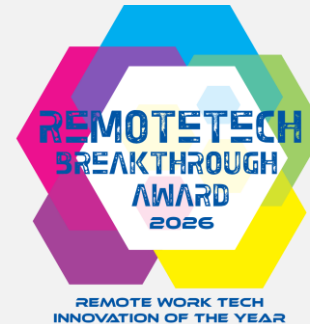
Mitel is a global market leader in business communications. Founded over 50 years ago, we help businesses and service providers connect, collaborate, and provide innovative services to their customers. Our innovation and communications experts serve business users in more than 100 countries.

Top 3 major markets
for UC services

6000+ partners
globally

70M global
users

Awards and Recognitions



Our Operations

5

continents where
Mitel has presence

60+

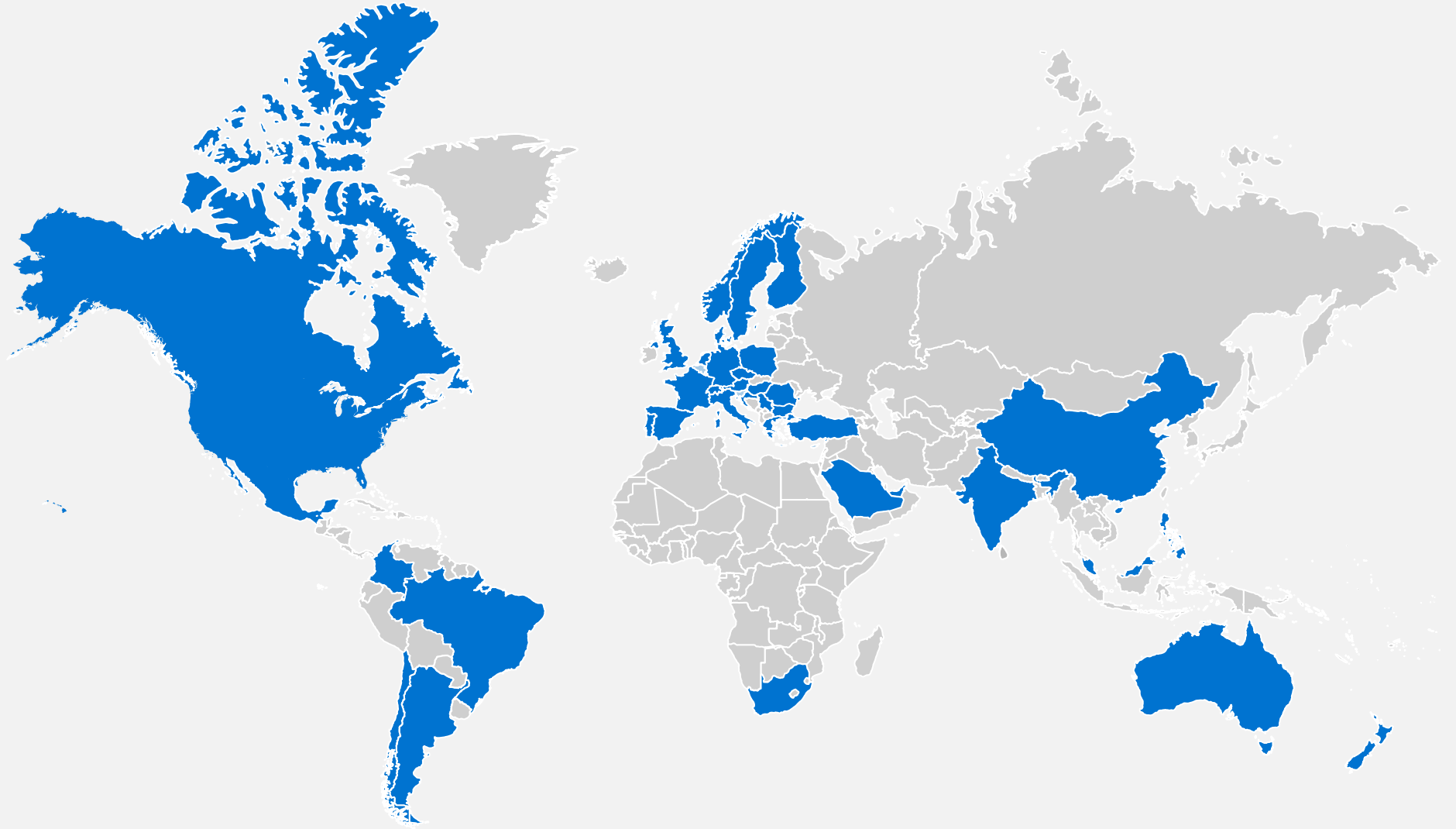
offices globally

100+

countries where we serve

3865

employees as of Dec 2025



Mitel's ESG Progress



Green Energy Sourcing

Mitel's commitment to a greener future began with renewable energy certificates in North America and Europe, and from our use of solar energy for a portion of our electricity consumption in India. In 2025, renewable energy sources accounted for 46% of our total electricity usage worldwide.

ecovadis

Mitel received a score of 58 in our recent sustainability assessment with EcoVadis, earning a Commitment Badge. This recognition reflects our ongoing efforts in emission reduction and continued improvements across social and ethical performance areas.

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 SDG 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 SDG 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 Net Zero Ambitions

The Mitel Group is committed to achieving net zero greenhouse gas emissions by 2050, supporting global efforts to limit climate change. We have established near-term emissions reduction targets consistent with a 1.5°C pathway and grounded in climate science. To advance this ambition, Mitel is accelerating emissions reduction initiatives through 2030, focusing on the most impactful and readily achievable greenhouse gas (GHG) abatement opportunities.

While our short- and long-term climate ambitions remain unchanged, Mitel is continuing to mature its approach to value chain emissions management through the inclusion of additional relevant Scope 3 categories and increased collaboration with suppliers and other key stakeholders. These efforts will support the refinement of our climate targets and ensure future commitments are based on a comprehensive emissions inventory and aligned with leading net zero frameworks and climate-related programs.

33%

Scope 1 and Scope 2

Mitel's Progress in 2025 towards Net Zero

30%

Scope 3

Reduction in Absolute Emissions 2025 vs 2024

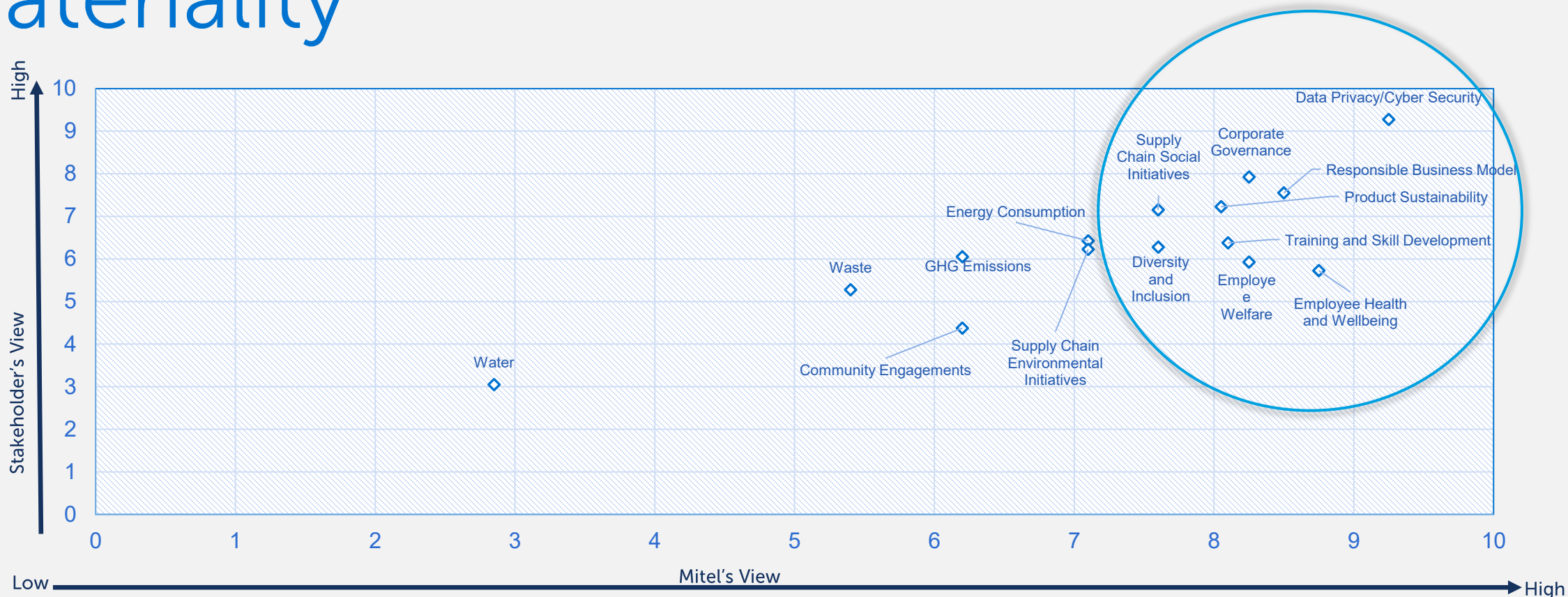


Mitel's Net Zero Action Plan

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 2025.

Focus Area	Planned Actions	Focus Area	Planned Actions
 Real Estate	Space Optimization: Consolidating office spaces as hybrid work models are gaining popularity Further expansion of renewable energy consumption with best available options Long term plans: Energy saving retrofits	 Product Innovation	Energy Consumption: Product development teams are constantly focused on identifying options to drive energy consumption down Life Cycle Analysis: Conducting life cycle analysis on our products to evaluate the emission hotspots and investigate options to reduce them
 Manufacturing	Renewable Energy: Promoting renewable energy usage among manufacturing facilities Waste Minimization: Reducing waste in manufacturing and promoting consumption of recycled materials	 Repair and Refurbishment	Expanding refurbishment business to introduce more product range Increasing product lifetime with adequate after sales support and software upgrades
 Logistics and Warehousing	Consolidating warehousing and shifting manufacturing activities to central locations, thereby improving efficiency and reduce emissions Promoting shipping via sea and limiting air freight Promoting the use of hybrid or electric modes for outbound shipping		

Materiality



Materiality Assessment

In 2024, Mitel conducted a comprehensive internal evaluation to assess the significance and impact of key topics relevant to our business operations. Leveraging insights from our EcoVadis assessment, as well as established frameworks such as GRI, TCFD, and SASB, and supported by industry trend analysis, we engaged corporate leadership and the ESG Steering Committee through a structured survey process. The assessment also incorporated the perspectives of key stakeholders, including customers, communities, and investors.

Through this process, Mitel identified 15 critical material topics spanning Environmental, Social, and Governance priorities. These topics remained highly relevant in 2025, reflecting the ongoing alignment between our business strategy, stakeholder expectations, and the evolving ESG landscape. While all identified topics are considered important, Mitel prioritizes those in the top-right quadrant of our materiality matrix for near-term action. This prioritization approach ensures focused management attention while maintaining our commitment to progress across all material ESG areas.

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 that end.

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:

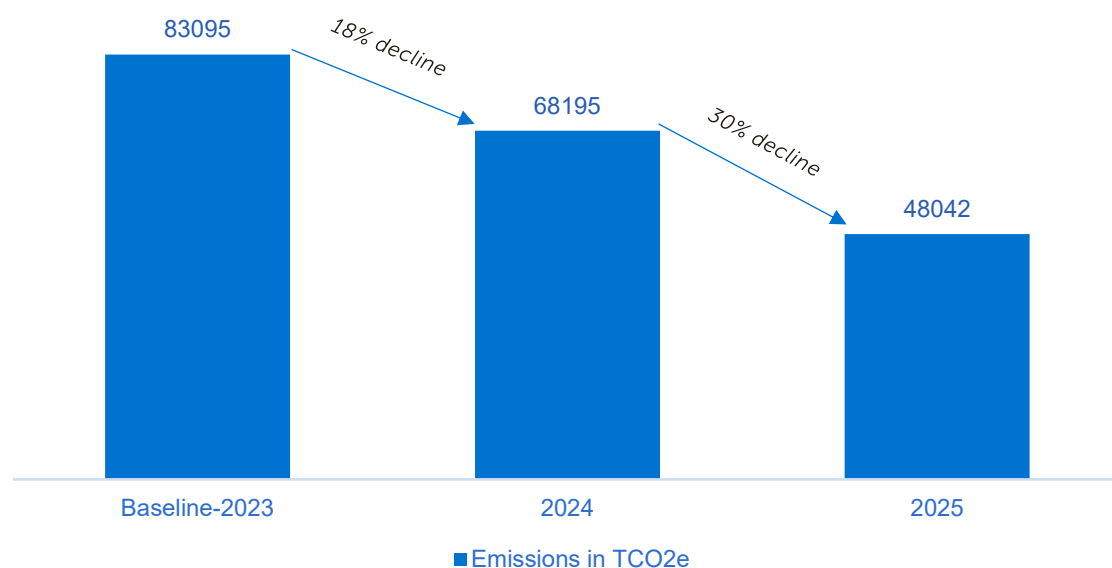
1. Reducing carbon emissions through science-based methodologies.
2. Establishing clear objectives to minimize our environmental impact and waste generation.
3. Developing environmentally conscious products.
4. Regularly measuring and reporting our environmental progress and performance.

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 MTCO₂e)

Emission By Scope	Years		
	Baseline-2023	2024	2025
Scope 1	1093	1072	956
Scope 2	3697	2077	1154
Scope 3	78305	65046	45933



Our emissions data has been revised

This year, Mitel revised its baseline emissions data to reflect methodological improvements in its reporting approach. The recalculation was driven by updates to the Scope 3 use of sold products data methodology, implemented to enhance accuracy and better represent actual emissions. In addition, the adoption of more reliable emission factor sources required a retrospective adjustment of previously reported emissions. Further details on these changes and their impact are provided in the Appendix section.

Our environmental progress

In 2025, Mitel achieved a 30% year-over-year reduction in total absolute emissions across Scopes 1, 2, and 3 compared to 2024.

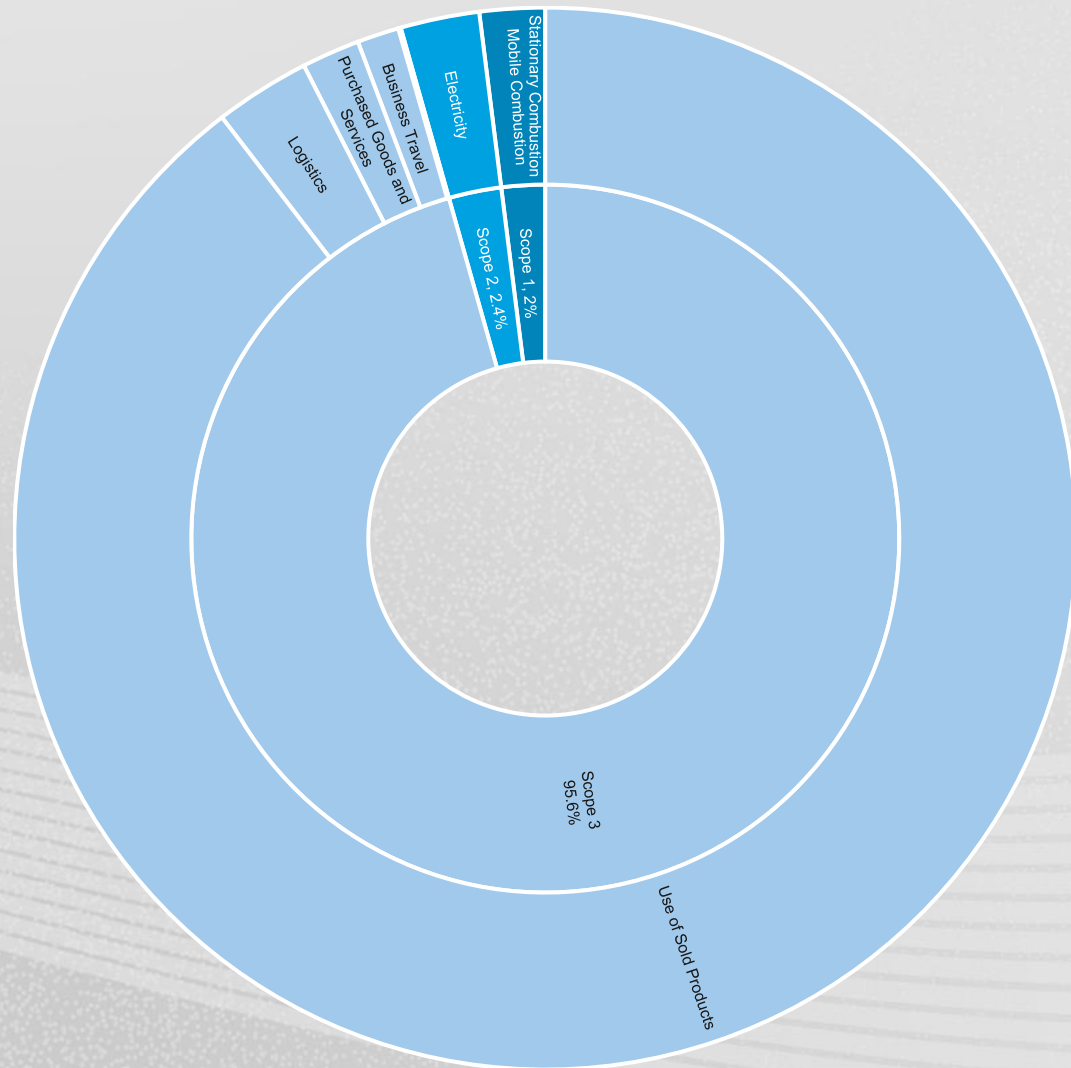
Targeted initiatives, including real estate consolidation and increased procurement of renewable energy, contributed to a 44% reduction in Scope 2 emissions. Mitel plans to continue advancing these strategies to further decrease Scope 2 impacts in the coming years.

Scope 1 emissions are largely associated with leased vehicle fleets. To address this, Mitel is exploring opportunities to progressively reduce fleet dependency, supported by initiatives such as expanding remote service capabilities and fostering hybrid and remote work practices.

Scope 3 emissions remain the largest component of Mitel's footprint, with approximately 94% attributable to the use of sold products. While Mitel has limited direct control over end-user behavior, the company is addressing this through ongoing research and development focused on improving product energy efficiency (e.g., Energy Star and Blue Angel certifications), promoting refurbishment and repair programs, and strengthening collaboration with customers to support more sustainable product use.



Environmental Performance



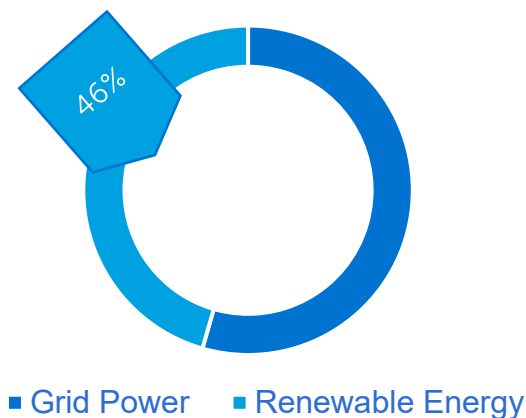
Year	Scope	Type	Emissions (Tons of CO _{2e})
2025	Scope 1	Mobile Combustion	955
2025	Scope 1	Stationary Combustion	1
2025	Scope 2	Purchased Electricity and Heating/Cooling (Market-Based)	1154
2025	Scope 3	Purchased Goods and Services (Contract Manufacturing)	568
2025	Scope 3	Purchased Goods and Services (Data Centers)	282
2025	Scope 3	Upstream Transportation and Distribution	468
2025	Scope 3	Downstream Transportation and Distribution	930
2025	Scope 3	Business Travel	612
2025	Scope 3	Use of Sold Products	43037
2025	Scope 3	Waste From Operations	37

The emission figures have been rounded to next whole number



Mitel's Energy Consumption and Waste

Renewable Energy Consumed in 2025



Mitel's Renewable Energy Consumption

Increasing the share of renewable energy in our operations remains a key priority in Mitel's efforts to reduce emissions. Given our global footprint and presence in multi-tenant facilities, implementing a single, standardized approach to renewable energy procurement is challenging. As a result, Mitel adopts a flexible strategy, leveraging a combination of utility programs, renewable energy certificates (RECs), and landlord-provided energy agreements to source renewable electricity across our operations.

In 2025, 46% of Mitel's global electricity consumption was derived from renewable sources. To support operations in key regions such as India and Europe, Mitel procured 3,166 renewable energy certificates. An additional portion of our renewable energy consumption was enabled through landlord-supplied electricity under utility contracts and power purchase agreements.

Energy Consumption in Mitel

In 2025, Mitel achieved a 22% reduction in total energy consumption compared to 2024. This decrease was primarily driven by a 23% year-over-year reduction in electricity usage, alongside declines across other fuel sources. These improvements were largely attributable to strategic office space consolidation initiatives, which optimized our operational footprint and reduced overall energy demand.

Total Energy Consumption at Mitel's Facilities

Energy Consumption (with units)	Years		
	2023	2024	2025
Electricity (MWh)	14500	14150	10889
Diesel (Litres)	24857	11514	11491
Natural Gas (m³)	197654	109429	95887

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 2025, we diligently segregated and tracked the waste produced by our operations. Last year, Mitel successfully diverted approximately 48 tons of waste from landfills.

Of the recovered waste, 42% was electronic waste (e-waste), and the rest consisted of recyclable materials like paper, metals, plastics, and cardboard. Our dedicated efforts resulted in limiting emissions from waste to 36.2 tons of CO2 equivalent in 2025.

The above figures do not include district heating due to uncertainty in underlying fuel used. But it is part of the emission inventory and total energy calculation.



Mitel's Initiatives

Retrofits and Energy Conservation Results

1306
MWh

Reduction in electricity
consumption Y-o-Y from
2024 to 2025

LED Retrofits:

In the third quarter of 2024, Mitel undertook a major lighting retrofit project at the Ottawa office, replacing 1,628 outdated fixtures with energy-efficient LED technology. This upgrade delivered an immediate 56% reduction in lighting power consumption and contributed to an overall 11% decrease in site energy use in 2024.

Building on this initiative, continued optimization and energy management efforts in 2025 have driven even greater efficiencies, resulting in a 27% reduction in total energy consumption compared to the previous year. This sustained progress highlights the long-term value of targeted infrastructure investments in reducing environmental impact and improving operational efficiency.

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.

Investing in Our People

- Employee benefits program
- Recognition program
- Employee wellbeing

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



Enable Me to Give back

Giving back to our communities

2025 was a strong year for Mitel Serves program:

2,600+	Volunteer Hours	41	Initiatives
1,000+	Employees	30	Organizations
13	Countries		

Our partnership with Goodera enabled virtual volunteering for all employees, regardless of their work locations.

Together, we continue to build real, measurable impact and carry this momentum forward.



Mitel Employees Creating Sustainable Impact



France : Team France participating in a walk dedicated to providing food assistance to those in need



UK: Team assembling bikes for underprivileged youth



Greece: Blood donation



Canada: Renovation at summer camp for underprivileged children



Romania: Preparing warm festive meals for elderly individuals



Greece: Beach cleaning



Czech Republic: Clean-up at an animal shelter

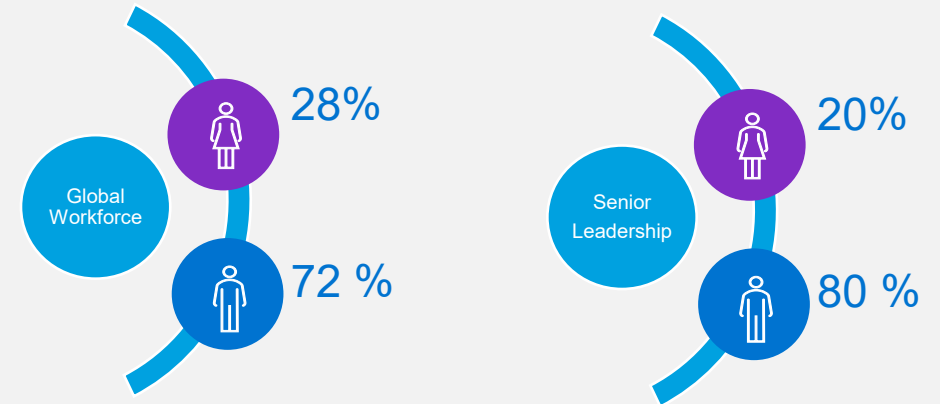


Fostering an Inclusive Culture

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 2025



Disability Awareness Workshop



As part of our commitment to inclusion, we organized a disability awareness workshop at our office in Greece, held in two sessions with strong employee participation. The training focused on increasing awareness of different disabilities and promoting respectful and inclusive language.

Through interactive exercises simulating visual, hearing, and mobility impairments, participants gained a better understanding of the challenges faced by people with disabilities. The initiative helped build empathy and reinforced our culture of inclusion.

Investing in Our People

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.



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.

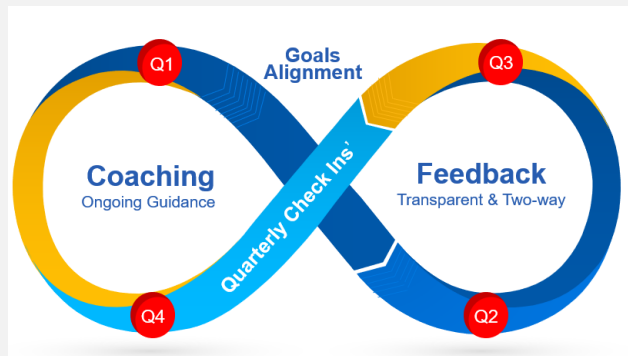
The benefits are:

- 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

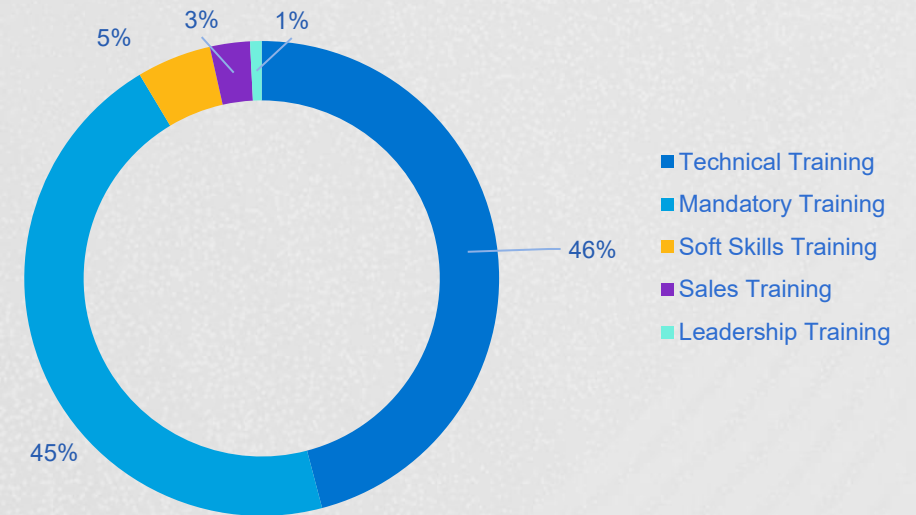
Accelerate My Growth

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



Mitel's 2025 Training Summary (by hours)



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 2025, employees collectively invested approximately 13,000 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.

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 2025, employees completed 1,700 hours of training in these areas.

Accelerate **My Growth**

Percipio Learning



In the beginning of 2025, Mitel began using Percipio, an on-demand learning platform, developed by Skillsoft, a leading global e-learning provider.

It is a dynamic and user-friendly solution that provides access to a wide range of learning content, including courses, videos, and books. The platform supports development across multiple areas, such as professional skills (leadership, communication, team management), technical expertise (coding, IT certifications), business knowledge (project management, finance), as well as wellness and personal growth.

The Percipio platform provides employees with flexible, self-paced learning opportunities that can support both their current roles and long-term career development. It enables continuous learning, helps build critical skills across the organization, and ensures access to high-quality, up-to-date content aligned with business needs.

2025 Highlights

1892 Active users in 2025

99.2% of the active users had started a learning course

Top Skill Areas Based on Hours Spent

1581	Infrastructure and Operations	1288	Professional Development
1291	Management	1291	Business Operations

Top Subjects Accessed by Employees

1	Leadership Essentials	3	IT Services
2	Business Planning and Analysis	4	Individual Professional Performance

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!

Bravo!, our employee recognition program, 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 2025, a total of **3395** 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 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 in Action award has been presented to **15 teams** for their outstanding performance in alignment with Mitel's corporate values.



2025 Employee Engagement Survey

In 2025, Mitel conducted Global Employee Engagement survey to:

- Gain insight to **how our employees currently feel** about their work environment, management, and overall experience within the company.
- Better understand how the changes in the company following the Unify acquisition have impacted employee attitudes.
- Foster employee trust through active listening.
- Establish a new baseline for employee engagement to track over time.

Conduct Employee Engagement Survey
August-September 2025

Identify strengths and areas for improvement to enhance workplace culture, productivity, and employee satisfaction

Communicate results to show transparency and commitment to addressing concerns and improving employee experience
October-December 2025

Build out action plans based on survey insights and follow up regularly to share progress
October 2025 - Onwards



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 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) collaborates with and supports the committee in achieving its objectives, ensuring timely feedback loops to the ELT. For robust governance and corporate alignment, the committee reports to the Board 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.

ESG Committee

Operations and Supply Chain

Legal/Compliance

ESG Analyst

Data Protection Officer

People & Culture

Product Lifecycle Management (PLM)

Chief Procurement Officer

Regulatory and Product Compliance

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**

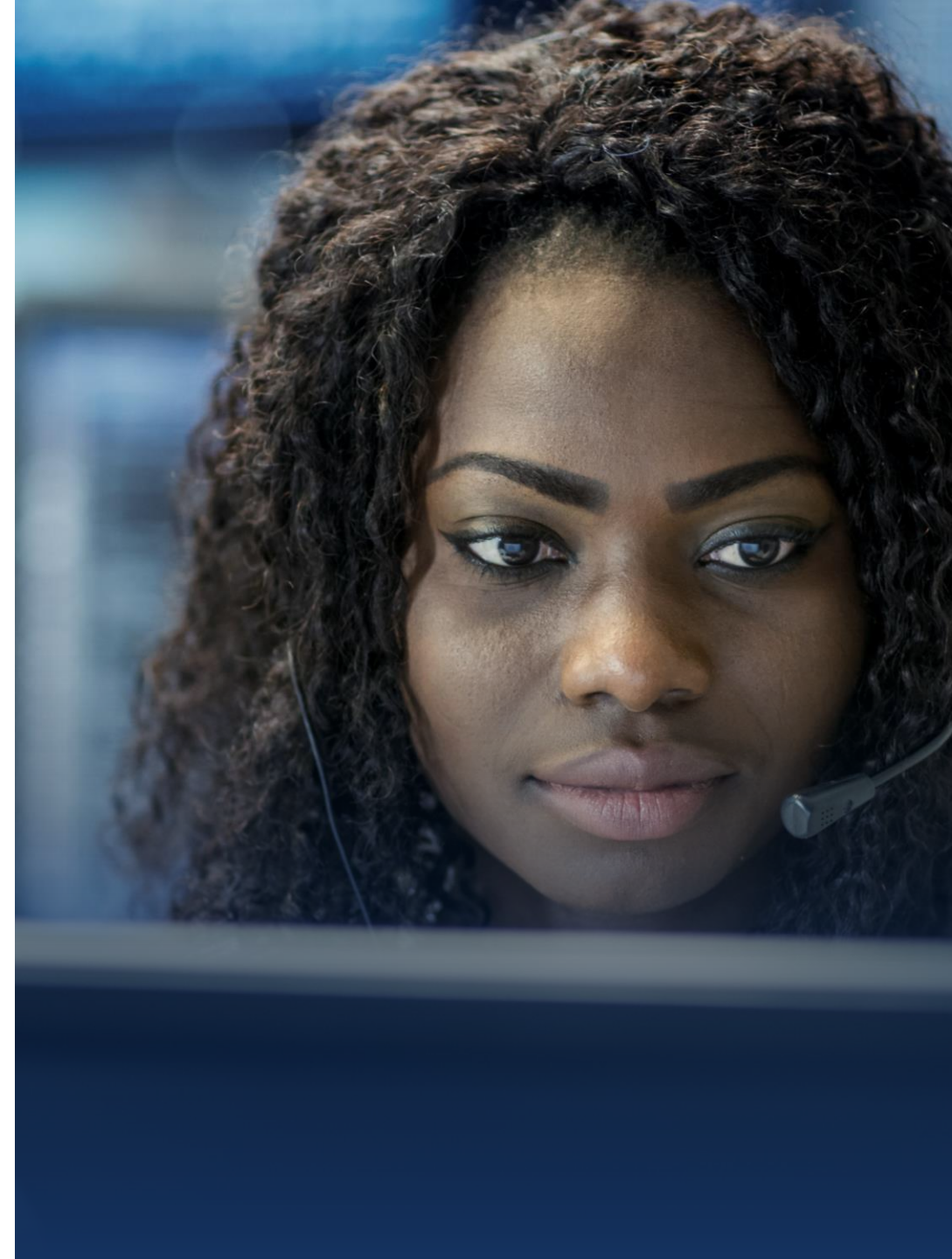
At Mitel, we are unwavering in our dedication to ethical business practices and personal conduct. Our core values of integrity, honesty, and accountability guide every aspect of our operations.

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.

2879

Hours were devoted to
Global Code of Conduct
training 2025



Management System and Certifications

At Mitel, we operate a globally recognized Management System, continuously striving to enhance our business operations, products, and services in response to evolving market conditions and customer needs. A high maturity level of our procedures 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).

With respect to specific local requirements, Mitel also maintains additional certifications at the local level, ensuring compliance with local frameworks and regulatory obligations. Our multi-site certification program demonstrates our adherence to international standards and our capability to act as a trusted business partner.



Enterprise Risk Management

At Mitel, we see sustainable business operations as an essential strategic imperative that enables us to meet economic and environmental demands in alignment with market and regulatory requirements, thereby enhancing our long-term efficiency and innovative capacity.

Integrating sustainability is a key element in securing our future success. It necessitates the identification of risk areas and the implementation of corrective measures to ensure that Mitel's business objectives are achieved in harmony with the environment, the interests of our stakeholders, market trends, and customer requirements.

Through our Enterprise Risk Management framework, Mitel employs a methodology designed to facilitate the early detection of internal and external changes and risks. For instance, an annual Environmental Enterprise Risk Assessment is conducted to evaluate and analyze all environmental risk factors, and to define the necessary measures to sustainably reduce Mitel's global footprint.

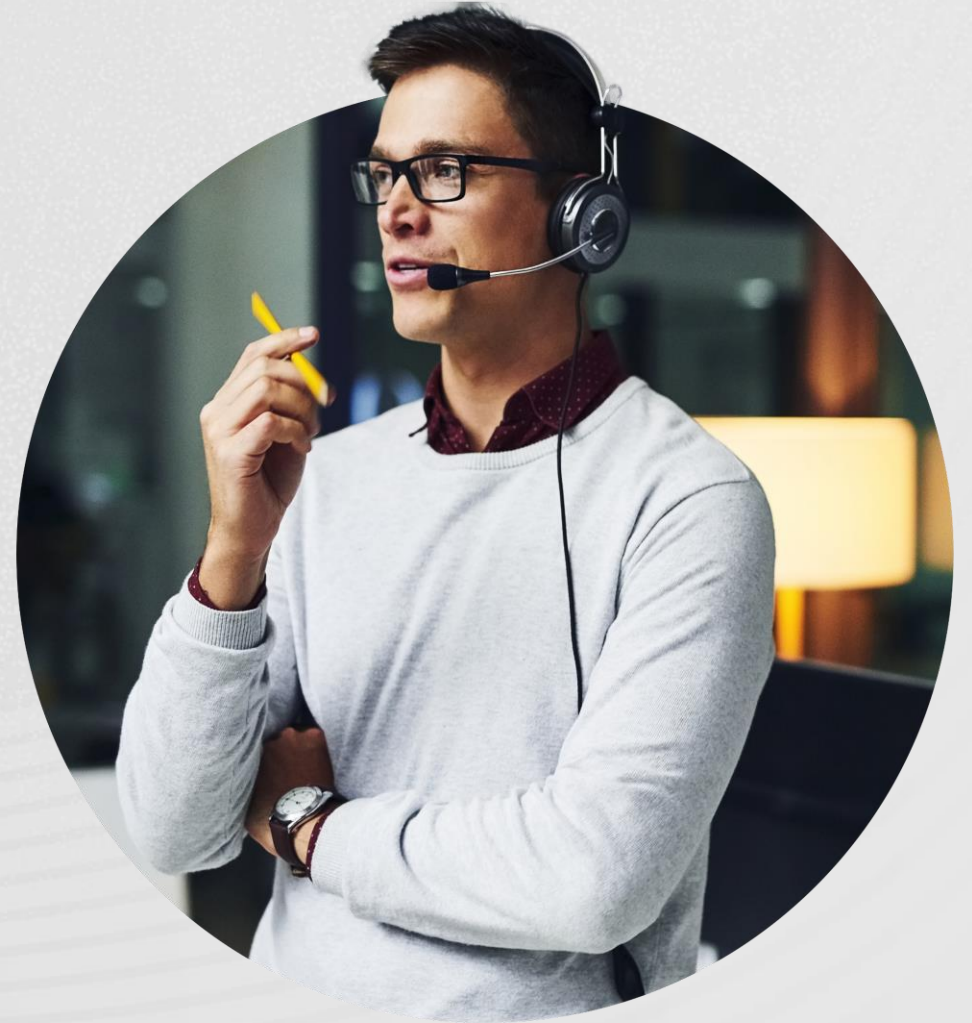


Mitel Board Oversight

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 independent 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 increasingly stringent data protection regulations is not only a legal requirement but also a key driver of trust and competitive advantage. As a global leader in Information and Communication Technology, Mitel values and upholds internationally recognized human rights principles and is firmly committed to maintaining the highest standards for the security and privacy of personal data belonging to its customers, partners, and individuals worldwide.

Data Protection Organization

Mitel has appointed a Group Data Protection Officer (DPO), based in Germany (EU), who is responsible for overseeing compliance with applicable data protection laws and regulations. Acting independently, the Group DPO provides expert advice on regulatory requirements, monitors internal adherence, and serves as a key contact point for supervisory authorities as well as internal and external stakeholders on all data protection matters.

Data Protection Department

Building on 2024, Mitel's Data Protection Department strengthened its global privacy program in 2025 through multidisciplinary expertise in data protection, cybersecurity, AI, and digital ethics.

Led by the Group Data Protection Officer, it advanced fair and transparent data practices, expanded targeted training and onsite engagement in key locations, and deepened privacy-by-design across operations.

The team continues to support impact assessments, advise on new technologies (including AI), and manage data subject requests—ensuring compliance while promoting responsible data use and trust.



Data Protection Management Program

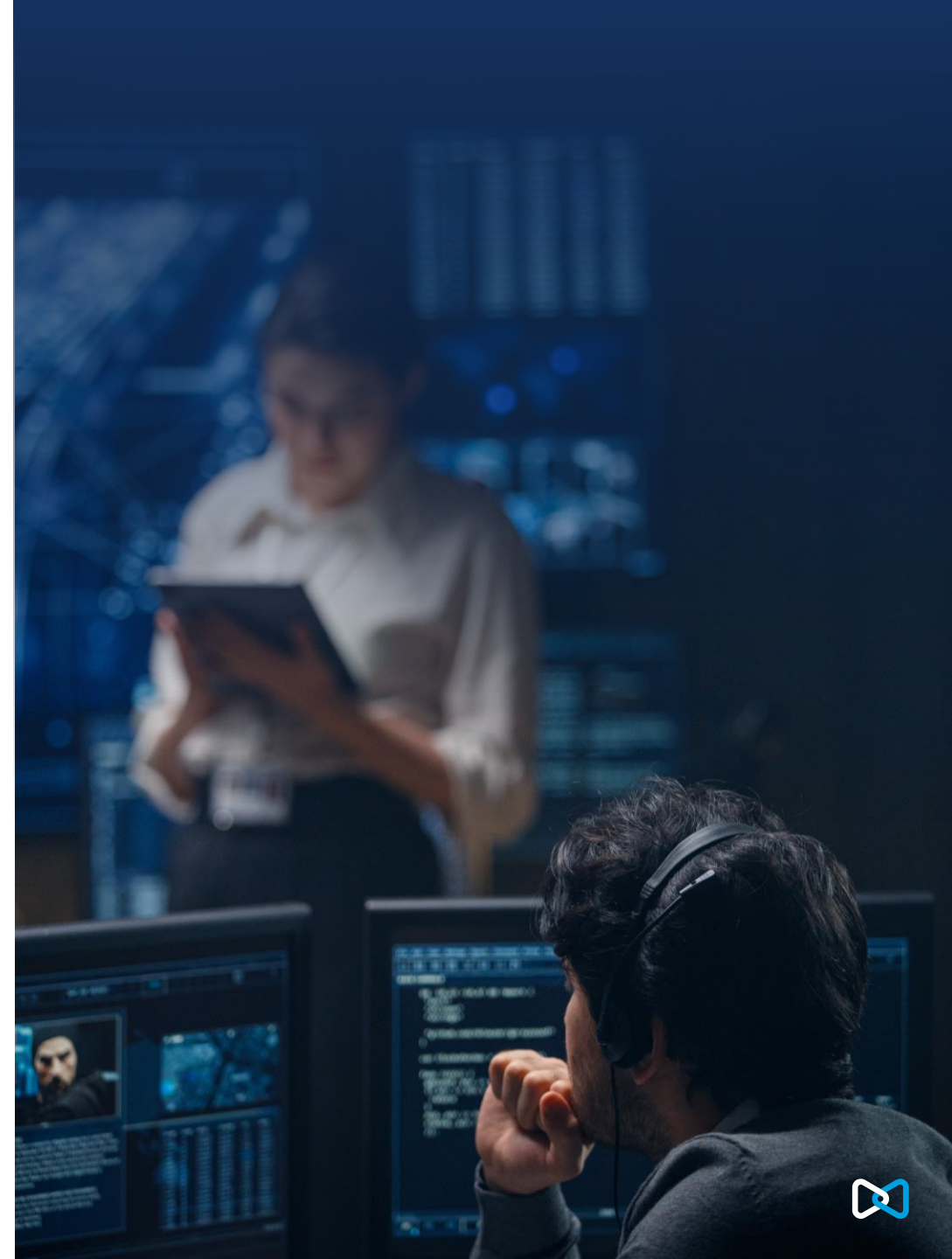
Mitel's data protection framework is governed by its global Data Protection Management Program (DPM Program), launched in October 2024 and further strengthened in 2025 through enhanced governance, controls, and operations.

A key achievement was significantly improving the Record of Processing Activities (RoPA), reaching consistently high completion rates and strengthening visibility, risk management, and regulatory alignment—marking clear progress in compliance maturity.

The program is subject to annual review and update and sets out the following key area-specific data protection policies:

- **Data Protection Assessment Policy:** established to systematically identify, assess, prevent, and mitigate risks related to data processing activities within Mitel, and continuously refined to reflect evolving regulatory expectations and business needs.
- **Incident Management Policy:** provides comprehensive tools and resolution measures for managing data protection incidents.
- **Data Protection Subjects' Rights Policy:** facilitates the exercise of data subjects' rights in a clear, accessible, and compliant manner, with ongoing improvements to ensure responsiveness, transparency, and user-centric processes.

Together with expanded training and onsite engagement, these provide practical guidance to employees and reinforce a strong culture of accountability and compliance.



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 suppliers to adhere. With every purchase order dispatched to a supplier, they receive a reminder of Mitel's Supplier Code of Conduct.



Bringing Production Closer, Cutting Emissions

In 2025, Mitel made a strategic advancement in its supply chain by relocating a key phone manufacturing operation from China to Bocholt, Germany, in partnership with Gigaset.

This transition represents a meaningful step toward reducing the environmental impact of our operations by regionalizing production closer to our primary European customer base. **By shortening transportation distances, this shift has reduced emissions associated with long-haul shipping and logistics, contributing to lower Scope 3 greenhouse gas emissions.** In addition to environmental benefits, the move enhances supply chain resilience and responsiveness to customer demand within the region.

The Bocholt facility is a highly advanced manufacturing site, equipped with modern technologies that support efficient, high-quality, and resource-conscious production processes. This ensures that sustainability gains are complemented by strong operational performance and product reliability.

This initiative underscores Mitel's commitment to embedding sustainability into core business decisions—demonstrating how strategic supply chain transformation can deliver both environmental and operational value.



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.

100%

Supply chain
professionals
received training in
2025

Educate

Understand modern slavery and identify the occurrence in supply chain

Equip

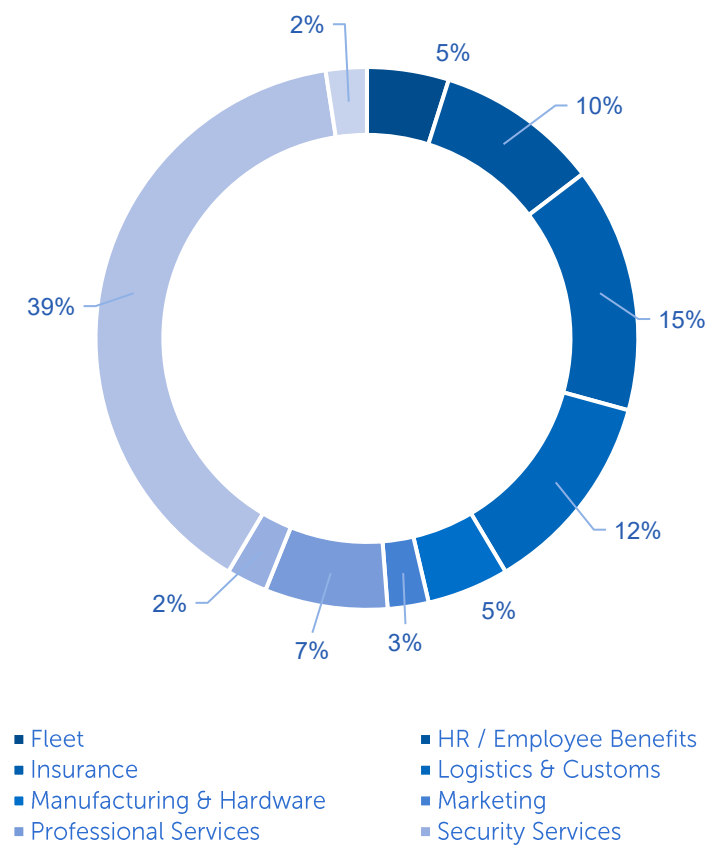
Take actions to prevent modern slavery in supply chain

Act

Continuous monitoring of the supply chain

Supply Chain Assessments

Supplier Response by Type, 2025



Responsible sourcing relies on clear expectations and greater transparency across the supply chain. In 2024, Mitel launched an annual supplier assessment program to strengthen engagement and align suppliers with its broader sustainability objectives.

The program began with a pilot ESG questionnaire distributed to top direct suppliers, achieving strong participation and positive feedback. Building on this success, the program was expanded in 2025. Mitel also introduced a structured, weighted scoring methodology to assess supplier performance, identify gaps, and prioritize improvement areas.

To support supplier development, those with identified gaps were invited to targeted training sessions delivered in collaboration with the Responsible Business Alliance (RBA), helping advance alignment with ESG best practices.

Mitel will continue to scale and refine the program, extending coverage deeper into the supply chain and strengthening engagement to support a more transparent and sustainable supply network.

Supplier Assessment Summary Over The Years:

Key Metric	2024	2025
Number of Suppliers contacted	96	86
Response received	60%	48%
Vendors received communication on areas of improvement	15	20
Vendors enrolled for training sessions	5	5



Product Sustainability- Packaging

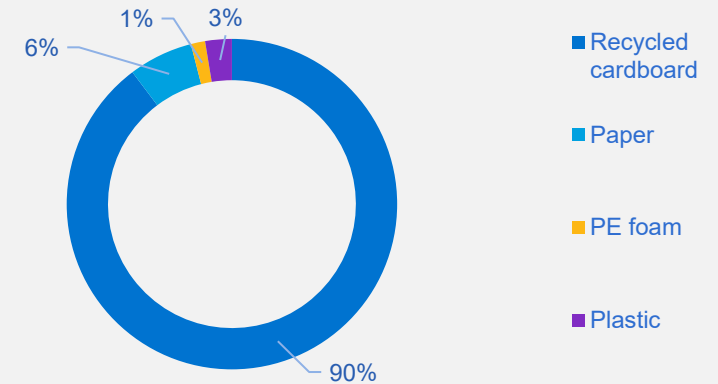
Recycling and reducing wastage

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 use of pre-consumer manufacturing waste. Additionally, the plastics used 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.

Packaging Material Share in Mitel Phones*



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 using paper.

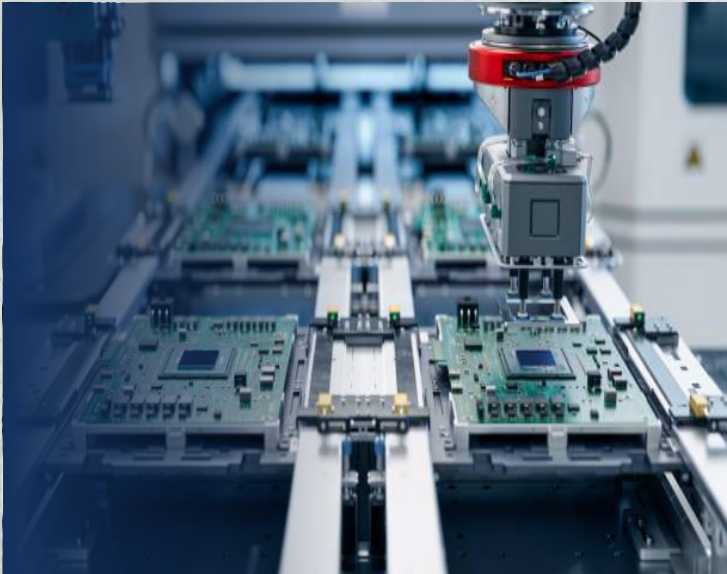


*By weight of the packaging material

Product Sustainability- Continuous Optimizations

5kg

CO₂e emissions
reductions over a
6940w phone's lifetime



Our R&D teams are committed to continuously innovating the products and services we bring to market. While cost efficiency and competitive positioning remain important priorities, Mitel believes these goals can be achieved in parallel with a strong focus on sustainability, ensuring that innovation and cost reduction do not come at the expense of environmental responsibility or emissions reduction.

Case Study:

To support product sustainability goals, the R&D team introduced Energy Efficient Ethernet (EEE, IEEE 802.3az) alongside enhanced device power management features in IP phones. This included enabling EEE to reduce network port power consumption during idle periods, integrating “phone lock” and other idle-state optimizations through Minet, and coordinating both hardware and software mechanisms to deliver efficient, low-power operation without impacting performance.

Sustainability benefits of the project:

This initiative delivers a measurable reduction in energy consumption, achieving approximately 0.2w–0.3w savings per device in idle state across supported models (such as the 69xxW series) when deployed in EEE-enabled network environments.

While modest at the individual device level, these savings scale significantly across large deployments, resulting in meaningful reductions in overall energy use and associated greenhouse gas emissions. By lowering the operational power footprint of devices, the project directly supports customers’ emission reduction efforts and sustainability goals.

Emissions Savings **from Repair**

Our Repair Network



Mitel operates a robust global repair network comprising 11 service centers strategically located worldwide to support customer needs. This network includes third-party repair partners as well as hybrid warehouse and repair facilities, ensuring broad geographic coverage and efficient response to customer demand.

Reducing waste is critical to lowering emissions and improving environmental outcomes, particularly in today's fast-paced global economy. Mitel is committed to delivering high-quality products supported by robust repair and recycling programs—key pillars in minimizing our waste footprint and helping our customers reduce their own environmental impact.

Our global repair network plays a central role in extending product lifecycles without compromising performance or reliability. By prioritizing repair over replacement, Mitel and its customers can significantly avoid the emissions associated with manufacturing and transporting new equipment. Instead, targeted replacement of worn or defective components enables continued product use while conserving resources.

Mitel's repair partners operate to rigorous standards, ensuring that all replaced components are responsibly recycled or recovered. This closed-loop approach further reduces waste and supports a circular economy. Through these practices, Mitel demonstrates its ongoing commitment to sustainability, resource efficiency, and environmental stewardship.

How many tons of CO2 did our consumers avoid by choosing Repair*:

In 2025, repairs on desktop phones avoided **156 tons of CO2**
While during the same period we avoided **454 tons of CO2** by repairing our DECT phones

* The calculations are estimated on Life Cycle Emission calculations on Mitel's 69series and 700 series phones.



Product Certifications

Ecolabels and sustainability

Mitel is committed to continuously enhancing the environmental performance of its products and is exploring the pursuit of Blue Angel certification in the future. This initiative reflects our ambition to meet leading standards for energy efficiency, durability, and sustainable design. By aligning with internationally recognized ecolabels, Mitel aims to ensure that its products deliver lower emissions across their lifecycle while supporting customers in achieving their own sustainability objectives

What is Blue Angel?

- Ecolabel 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 them 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 2025. 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.



Recalculations

Rationale for Recalculating Baseline and 2024 Emissions Data

Mitel updated its baseline and 2024 emissions data to improve the accuracy, representativeness, and reliability of its greenhouse gas (GHG) inventory. The key drivers for these updates are outlined below:

1. **Refined Product Lifetime Assumptions:** Mitel enhanced its methodology for calculating emissions from the use of sold products by moving from a standardized five-year lifetime assumption to product-specific lifetimes. For example, systems and desktop phones are now modeled with an average lifetime of seven years, while DECT devices are assigned a shorter average lifetime of approximately three years. This change provides a more accurate reflection of real-world product usage.
2. **Sales-Weighted Emission Factors:** Previously, emissions from product use were calculated using a global average grid emission factor. Now, Mitel adopted a more representative approach by applying sales-weighted emission factors, reflecting the geographic distribution of product usage. This improvement ensures emissions estimates more accurately capture regional variations in electricity carbon intensity.
3. **Improved Data Quality for Grid Emission Factors:** Mitel identified that certain country-level grid emission factors used in prior reporting were outdated or less reliable. To address this, updated and more robust emission factors from CarbonFootprint.com were incorporated for the past three reporting years. This enhancement led to updates in Scope 2 emissions calculations, including recalculation of the baseline year.



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	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	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	- Only Scope 1 and Scope 2 from contract manufacturing and data center suppliers included - For 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	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	- All the waste that are not classified under recycled category is considered as landfill - For few sites, assumptions have been made based on similar regional offices and employee numbers - 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	None.
Scope 3	Downstream transportation and distribution	Boundary: Operational control Categories: All logistics providers Sources: Supplier data Exclusions: Few shipping data based on incoterms	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: Certain OEM products, software and accessories	For power usage data unavailability on similar product data is used as proxy.

Other Sources:

- Electricity Grid Emission Factors: <https://www.carbonfootprint.com>
- 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-nggip.iges.or.jp/EFDB/find_ef.php?ipcc_code=4.A.1&ipcc_level=2)



