



TELAVOX

SUSTAINABILITY REPORT
2021



TABLE OF CONTENTS

1. THIS IS TELAVOX.
2. GREAT WORKPLACE.
3. GREAT SERVICE.
4. GREAT PARTNER.
5. ABOUT THE REPORT.



1. THIS IS TELAVOX.





“

**We are driven by
challenging,
developing and having
fun. This culture allows
us to attract the right
talents and develop
services even though
we do not have big
owners behind us.**

”

– Viktor Karlsson, VD Telavox

This is Telavox.

- **280 (+133 PMI)** employees
- **+250.000** corporate users
- DI Gazelle **8** years in a row

- **48 eNPS**
- **Fun workplace 90%**

- 📍 Telavox Sales Offices
- 📍 Telavox App Online - 17 countries

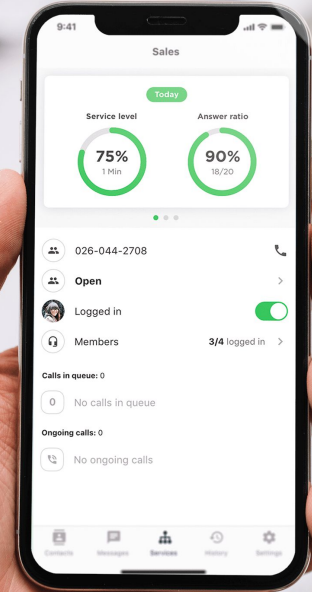


What we do.

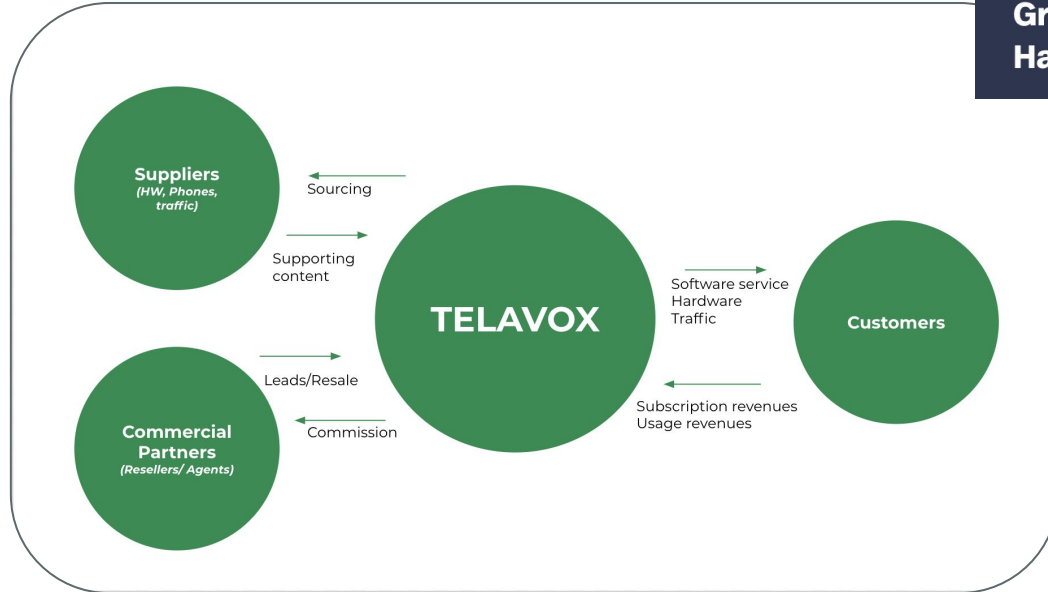
Our mission is to make it **easier** for companies to **communicate & collaborate** by mastering both the **tech & telco** side of telephony, PBX, messaging, meetings, and customer support in one unified platform.

Unlike many Unified Communications providers, we own our platform from top to bottom - the PBX and Business Support System (BSS) which operates the fixed and mobile networks. That means we're in full control of our product roadmap and can innovate freely with our customers and partners.

We're also the super-users of our tech. And when you have a whole team of developers using a communication platform, while working to improve that very same product, be prepared to see constant progress.



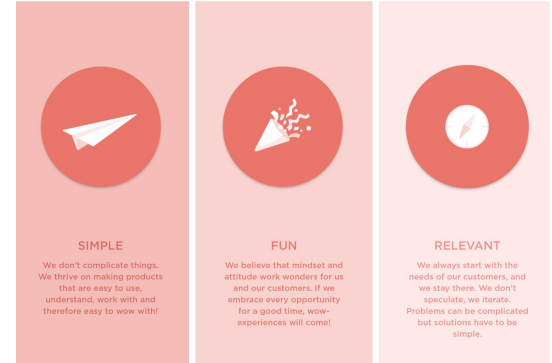
What we do.



Our supply chain.

**Great workdays.
Happy customers.**

Our Vision.



Our Core Values.

Our approach to sustainability.

Our values guide our actions and behaviour every day. They influence the way we work with each other – and the way we serve our customers and engage with our business partners.

In this report, we will review risk areas in accordance with legislation and present our approach to the most important risks for Telavox and / or stakeholders. If these risks are not mitigated it may result in legal issues, trust issues with customers, employees and suppliers and damage to reputation, this will in turn risk business and revenue.

To present our approach to sustainability we have divided the report into three areas:

- “Great Workplace” - the internal view
- “Great Service” - the product view
- “Great Partner” - the external view

In each area we describe how we review significant sustainability-related risks and describe what we do to manage the risks. In section Goals and Result, you can read our most significant sustainability aspects and the results for 2020.

Organisation for Sustainability

The management team at Telavox are responsible for Sustainability work at Telavox.



2021.

2020 was a strange year due to the pandemic. We had high hopes for 2021, but all of our post pandemic dreams was not fulfilled. We hoped for a year without restrictions and recommendations, but with all great learnings from 2020 such as remote work flexibility and ability to included all our offices through technical solutions. During autumn of 2021 we were happy to introduce our team members back to the offices but had to go back to remote work during the winter again. This back and forth have really shown great adaptability to change from our team members. We are really proud of them and how we have handled this crisis. During the remote work, changes back and forth as well as new new acquired companies, we have been able to keep an high feeling of inclusion at Telavox.

The carbon footprint of Telavox have increased since we started travelling and working more from the office again. Especially since Telavox acquired 3 companies during 2021 which is in need of physical meetings to be fully onboard our new colleagues. However, with these new companies belonging to our Group we hope to spread Telavox sustainability approach to more colleagues around the world. The more we are, the bigger effect.

Important climate and sustainability initiatives have still been on hold as very few employees have been at the offices and focus for many of our strategic functions been on the M&A agenda. When writing this in early 2022, we know that we are back to the offices and ready to focus on finding ways to involve sustainability in everything we do.



2. GREAT WORKPLACE.





Measuring Employee Engagement

We regularly assesses employee morale and attitudes through our quarterly Net Promoter Score (eNPS) in the pulse survey.

The 2021 average on eNPS score was 48 which we are very proud of.

Short and sweet about eNPS benchmarks/levels:

An eNPS (employee Net Promoter Score) can range anywhere from -100 to 100. However, any score above zero is acceptable. Different companies may have different standards. Generally, a score within the bracket of 10 to 30 is considered good and a score of 50 is excellent.



Health and Work environment.

Telavox ensures a healthy and safe working environment in accordance with internationally recognized standards. As an employer, we have a great responsibility to ensure that our employees feel good and do not suffer from ill health in their work.

Telavox will actively work to provide a work environment that promotes a sense of belonging, accountability and ability to affect work conditions.

One of our business goals is having a Great workplace and when we talk about our work environment we aim for an environment where people are engaged and enjoy being at work.

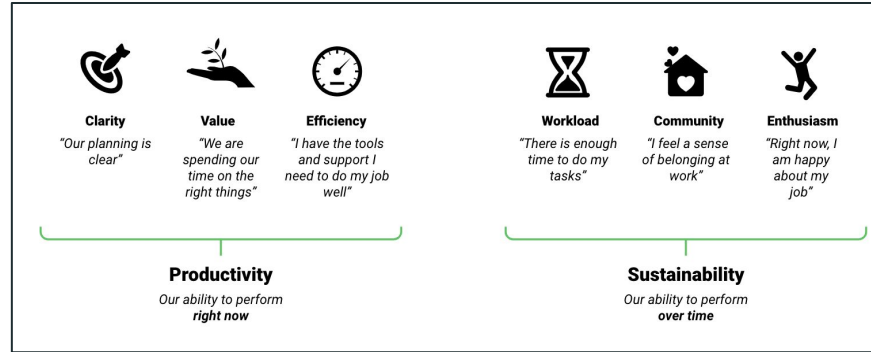
Great work days equal happy customers – that is the Telavox vision.



The How.

Every sixth week we do a pulse survey. The survey measures productivity, sustainability, engagement (and some other stuff).

The goal is that 90% of all teams should exceed a barometer index of 70/100.



We measure both productivity and sustainability. **Productivity** is employees ability to perform right now, where the focus is that **organizational factors** runs smooth and are understandable for employees. **Sustainability** is employees ability to perform over time and covers the **social factors**, the feedback, support, collaborations and inclusion.

Actions are taken on team level and/or organizational level when needed.



Leadership to Win.

Our leaders should be highly aware of who they are and how they can be the best versions of themselves. They should also be highly aware of where Telavox is going and how they and their teams contribute to this in the best way.

We believe this is fundamental for the leaders to create magic engagement, grow their employees and enable high performance. These are our Leader Expectations.

In 2021 we have continued to work with our five leadership dimensions in our Leadership Manifesto.

We have also done a lot of leadership trainings and fueled our leaders within the Leadership Boost which happens every quarter. The most successful and appreciated leadership initiative during 2021 was our Inclusion training for leaders at Telavox where actual cases where a part of the training for all leaders. This session was also followed up by inclusion training for all employees (including our newly acquired companies) where inclusion hacks where created from all of Telavox.





We welcome everyone.

At Telavox we do not focus on fitting in; we focus on making room for everyone.

Here, **we see diversity as a superpower**, and is very important for our development. We like different! Everyone is welcome, and all our differences are needed in order to keep developing and supporting our product, our customers, and our organization with awesome experiences!



All inclusive?

This is us...

We truly believe that equality, diversity and inclusion are the most important part of a great work environment. If we create a work environment where people feel included and free to be themselves with equal conditions, wellbeing and success will come.

In our pulse survey there is a question which focuses on community and employees sense of belonging. The goal for 2022 is an average on 80+ regarding community for women as well as men in our pulse survey.

In our Culture Book we are highlighting the importance of this area and give guidelines on what behavior Telavox expect on this area. We ensure that all our employees get this information in our employee onboarding. This is also our way of making sure that they get the information, the support and tools they need in order to do great stuff!

Some examples of initiatives 2021:

Telavox days

2021 we implemented the Telavox days. The Telavox days can be used as a whole days or as hours and the main goal is for our employees to able to celebrate our different holidays and to provide flexibility and work life balance!

English as company language

A few years ago, all employees where speaking Swedish or some of the Nordic languages. This is not the case any longer, many of our employees in Sweden are not even speaking Swedish and with new colleagues in Europe, it's even more important to ensure we use English as our company language both in formal and informal settings. This was a clear feedback from our employees in the inclusion workshops. We provide English courses for employees if needed.

Inclusion trainings & workshops

HR conducted case based trainings and workshops for both leaders and employees.



Gender Diversity.

As per 2021-12-31 there were 82 women and 198 men employed at Telavox based on personal ID. We had 35% female hirings so we did not reached our goal of 50/50 female/male in all hirings. We will continue to work with this during 2022. We believe the reason behind the low rate of female hires were less employer branding activities were lower 2020 and 2021 than the period 2017 - 2019.

Goal 2022:

- 50/50 female/male in our hirings and for all Telavoxers on all levels and departments.
- 50/50 female/male in all our promotions.
- All internal trainings should be represented by women to at least the % of women at Telavox in general.



Equality

As an employer we offer equal opportunities for employment, regardless of race, religion, gender, age, disability, family circumstances or sexual orientation. We work proactively, in accordance with Swedish Discrimination Act, to combat all forms of discrimination at the workplace. For example we do yearly salary surveys, have a set Salary Review-process to avoid discrimination and have goals for our internal career development programs regarding gender-equality. We offer compensation that meets national legislation regarding minimum wages and all our employment contracts are correctly set up.

Telavox also ensures that the number working hours follow local legislation. We want to be able to offer a good balance between work and leisure as we believe it makes employees happier and more productive. Most of our departments are flexible when it comes to when and where working hours are located. Managers follow up working hours and workload in 1on1's with their employees.

All employees must show each other and Telavox's business partners respect and have responsibility for counteracting discrimination.

The Fund for Equality and Diversity at Telavox (FEDT)

FEDT is an internal fund created to support the efforts of developing equality and diversity within Telavox, in the Nordic countries and the rest of the world. It seeks to promote projects that ensure that every employee at Telavox has an equal opportunity and does not experience discrimination. It also aims to enhance the understanding that each individual is unique, and recognizing the individual differences between everyone at Telavox.

Our goal is to have at least one project per year.



Protecting our Telavoxers.

We want Telavox to be a safe space where we can create, coexist and ultimately deliver a great product and experience. To do this we have a strict policy (Code of Conduct) which doesn't allow harassment in any shape or form and we will take measures against any such occurrence.

We report and handle incidents via our Incident process. This process is used when something is wrong. This could be anything from a work related injury, someone not acting according to our code of conduct or someone risking our business in some way.

The incident process is owned by HR and can be found in our Culture Book.

We ensure that all our employees know how to get the support they need and where to turn. We do this by continuously updating our Culture Book (which includes our Code of Conduct) and Telavox offensive treatment policy. This is also a part of the employee onboarding.



3. GREAT SERVICE.





Services.

We want you to be able to focus on your passion, goals, staff and customers instead of on the communications puzzle. We have therefore replaced the industry's protracted procurement processes, complex integration projects and unnecessary installations with ease of use and a wow experience.

We were cloud-based right from the very beginning, in 2002, and do not need to spend time adapting to the digital changes that we have in fact contributed to creating. Our communications solutions challenge old norms and are already making everyday life easier for over 250,000 users.



Services 2021.

We want to create sustainable business and drive a positive environmental, social development. Our positioning in connectivity, PBX-services, communication and cloud services gives us an opportunity to help our customers achieve better sustainability by using digitalisation, innovation and new communication tools. We are convinced that digitalisation can transform traditional industries, which in turn can reduce and ultimately dismantle the use of fossil fuels. The Service is evergreen and cloud-based, meaning no need for on premise hardware or repeated updates, it's all there, all the time!

Top product focus in 2021.

- Telavox acquired 3 companies: Much focus on integration of these and internationalization of our product.
- Grew our operator business with a number of proof of concepts in Europe, Latin America and Asia.
- Improved our core product regarding collaboration, self service, PBX and telephony to enable a customer experience.
- Continuous work with growing our product portfolio within call and contact center and integrations.

This leads to less need for face-to-face meetings which in turn leads to less travel and less CO²-emissions. Every physical meeting avoided that could have been a flight is an average of 250 kg of CO² saved.

So for every video-conference in our app, 250 kg of CO² could be saved.





Data.

The GDPR is a EU regulation designed to strengthen the protection of EU residents' personal data and at the same time unify regulation across the member countries. The way EU compels companies to comply with GDPR is by fining a company that does not large sums of money. The regulation will be enforced starting May 25, 2018.

What does GDPR mean for us as a company owning and processing personal data?

- **Ask nicely before you borrow and use Personal Data:** We always need to ask if we can use & store personal data, and be transparent in why we need it and what we will use it for. This information must be easy to access of the Owner and the Owner have the right to withdraw consent.
- **Be careful of the Personal Data that you borrowed:** We need to have a adequate level of security and policies to make sure that the Personal Data are guaranteed integrity and confidentiality. This mean e.g that only the right people can access the Personal Data and that we can control who does what and restore the data if an accident happens.
- **Return the Personal Data when we are done with it:** We shouldn't store Personal Data for a longer time period then needed, and a Owner has the right to receive all the data that we have stored about him/her and have it removed (if we don't need it for a specific purpose).
- **Tell the owner if we broke/lost the Personal Data:** If something happens, i.g we have a breach in our systems so that personal data leaks, we need to report the incident to both the Owner and to the controlling authority.



More Data.

In order to comply with GDPR and to avoid risks, we need to enter Data Processing Agreements (DPA) with our customers. Current customers will be contacted and ask to sign the agreement and new customers will have the data processing agreement as an incorporated part of the terms and conditions.

We promise our customers the following:

- We will only use their personal data in order to deliver telephony and communications services according to our service description and T&Cs, support the service to our customer and otherwise fulfill our responsibilities.
- We have taken the necessary technical and organisational measures to ensure the integrity and confidentiality of our customers data.
- We ensure that we possess the necessary technical and organisational capabilities and capabilities, including technical solutions, skills, financial and human resources, routines and methods, to fulfill our obligations and applicable data protection rules.
- We will notify the customer if we have a breach.

Internal perspective:

Regardless of their role, all Telvoxers are trained in GDPR as a part of their onboarding. DevOps gets additional training when needed for handling personal data in our product development stage.

In 2021, we hired a GDPR specialist to be even better in handling the requirements of GDPR and ensure solid data processes.

4. GREAT PARTNER.



Collaboration and ethics.

Telavox wants to contribute to a society in which there is a high level of confidence in companies, enterprise, the market economy and the rule of law.

We shall endeavour to promote a high level of ethics in commercial relations and shall, therefore, take active measures to combat any form unethical behaviour that can affect our business relations.

Zero tolerance against corruption.

Telavox follows “Instituttet mot mutor:s” code concerning gifts, reward and other benefits in the business world and works actively to counteract corruption and unethical behavior.

All forms of bribery and corruption are banned in our business. Employees may not receive or give gifts, benefits or bribes that violates this code.

Telavox is against all forms of money laundering and has taken the measures that have been assessed relevant to prevent financial transactions used for criminal purposes. Telavox is politically unbound and does not sponsor any political organization.

Any misconduct is reported via our incident handling process.



Laws and rights.

Laws and regulations

All coworkers at Telavox are responsible for acting according to laws and regulations. If needed Telavox offers advice and clarification concerning what rules apply. Telavox follows local laws and code.

Human Rights

Telavox respects human rights according to the United Nations and the Universal Declaration of Human Rights. All employees at Telavox must respect each individual and their integrity and follows the Telavox Code of Conduct.

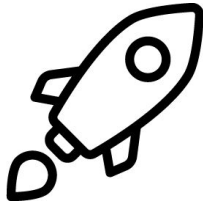
Telavox will never contribute to a violation of human rights to our customers. We choose to work with suppliers that has the same view as Telavox and we continuously assess risks related to human rights in our business decisions and processes. We set high goals on our environmental work and a part of this is using environmental friendly products and suppliers. Any misconduct is reported via our incident handling process.

This is an area where we see little risk for us, but it is an area we need to dig deeper into during 2021 to make sure our processes, when choosing suppliers, has a better connection to this area.



Environment.

At Telavox we want to take responsibility for the future. We are serious about the greenhouse effect and think it is important to prioritize a reduction of greenhouse gases. Based on this, we have identified actions and goals that challenge us to conduct our business in a sustainable manner. In the Telavox spirit, these are ambitious goals that will not be realized unless everyone pitches in.



Telavox wants to be at the forefront when it comes to environmental work. Despite the company growing, we want to decrease our carbon footprint each year. The plan is to together reduce the total greenhouse gas emissions by 10% compared with the previous year.

Our total net emission in 2021 increased from 238 CO₂e to 254 CO₂e.

Trine

Trine works towards the UN's climate goals by building solar cells in communities with limited access to electricity. Since 2018 Telavox are investing in the project and by doing these investments we compensate for our CO₂ emissions and we support the building of strong societies.

In total since we started in 2018 we have invested 80 000 EUR.



Sustainable actions

In 2019 we had a look at our office space and realized that there are a lot of things we can do around our offices to make them even greener. Small changes can have a huge impact so we thought, let's be part of the solution instead of the problem.

One of the most talked about changes we've made was going vegetarian which means that all food served by Telavox, both internally and externally, is vegetarian. We also changed our Kick-off concept which will lead to fewer flights. We try to buy reused furniture for our offices, more eco-friendly dairy, fruit, vegetables and coffee and we're recycling more than ever before both consumables and our old office equipment. The Malmö office was expanded during 2021, and the renovation was planned to be able to keep as much of the interior as possible. We used desks, chairs and furnitures as far as possible. Our partnership with "Rekomo", a company in Malmö that sell and buy reused office furniture, continue.

We also ensure that we have zero waste of phones and computers where we recycle these via employees who wish to buy them out.

In 2021, due to the pandemic, we did run the January kickoff 100% remote, as well as many other trainings and bigger meetups. It was clear that through live-streamed sessions we could do both strategy information, trainings and workout remote. This was inspiring us to do more similar environmental friendly events in the future.

We also worked a lot on our video offering and still do, which hopefully allow our customers and ourselves to travel less and solve thing from home or their office.



But we have to travel...

So in order to do this the best possible way we have taken some steps to ensure a decrease in our carbon footprint.

Here are some of them:

- To ensure easy access by public transport, biking or walking, our offices are located at easy-to-get-to locations in the city centre.
- We've changed our Kick-Off concept from exotic destinations to destinations closer to our employees homes which will lead to fewer flights.
- We are investing more in video meetings, which will lead to fewer car trips.
- We are part of "Nollzon", which will prioritize electric cars, for cab rides.

When we can use video conferences or phone calls instead of meetings we will do so. Otherwise, we always go *Train First*. In the situations when we can't do this we will choose a company that compensates for their carbon emissions.

Here are some more of our actions:

- Configure our travel booking system to pre select trains, then climate compensated airfares. This will make it easier for our coworkers to choose the option with the smallest carbon footprint.
- If cars are needed. We will try to use car pools, such as Green Cars, and pre select electric cars as our default choice.
- Become better at communicating green options and best practices internally. The more we know the more we can do, information erases invisible barriers.

Our carbon footprint i travels decreased during 2020 and are still at lower levels 2021 compared to previous years. The Covid-19 pandemic is probably the main cause for this large drop in carbon emissions. But we also see that today we meet in different ways than we did before Covid-19. More meetings today take place digitally instead of us traveling.

5. GOALS AND RESULT.





Environmental Impact of Operations 2021.

Period	2021
Duration	12 months
Office Space	4365 kvm
Electricity	222.615 kWh
Heating	301.185 kWh
Green Power	Yes
Number of Active Servers	133
Green Power for server	Yes
Bought Computers	75
Bought phones/tablets	117
Bought Screens	53
Flight distance	205000 mil
Car distance	29688 mil
Train no travels	101
Number of meals	2500
Vegetarian	2500
Energy	93,46 ton CO2e
- Electricity	27.1 ton CO2e
- Heating	21.8 ton CO2e
- Servers	44.56 ton CO2e
Travel	182 ton CO2e
- Flight	139.8 ton CO2e
- Car	42 ton CO2e
- Train	0.5 ton CO2e
Food	2.37 ton CO2e
Procurement	37.1 ton CO2e
- Bought Computers	26.5 ton CO2e
- Bought Phones/tablets	8.2 ton CO2e
- Bought Screens	2.7 ton CO2e
Total	254 ton CO2e
Per Employee	0.92 ton CO2e



Result 2021 and Goals for 2022

Sustainability aspect	Goal 2022	Result 2021	Result 2020
Employee	eNPS: 50	Average: 48	Average: 42
	Populum score: 90% of all teams should exceed a barometer index of 70/100 and 80+ score on community for all Telavox.	82% +70/100 Average community: 87	-
	Gender diversity: 50/50 female/male in our hirings and for all Telavoxers on all levels and departments. 50/50 female/male in all our promotions. All internal trainings should be represented by women to at least the 30 % of women at Telavox in general.	36% female hires 38% female promotions +50% female participants i Growth programme (most established Global training).	48% female hirings, in total 32% at all Telavox. 33% female promotions 40% female participants
Social matters	Female entrepreneuring: 1 event with Pink Web Dev or similar partner	1 event	1 event, 3 workshops
	Data privacy: 0 GDPR breeches during each financial year	0 breaches	0 breaches
Human Rights	FEDT-fond: 1 project per year	0 projects	0 projects
Environment	Reduce carbon footprint: Reduce Co2 with 10% compared to previous year.	254 ton CO2e (0,92 ton per employee)	238 ton CO2e (0.84 ton per employee)
Anti-corruption	Corruption: 0 cases during each financial year	0 cases	New goal 2021



6. ABOUT THE REPORT.



About the report.

This is Telavox second sustainability report and refers to the financial year 2021. The report is based on the requirements in the Swedish Annual Accounts Act ÅRL Chapter 6 (implementing EU Directive 2014/95 regarding disclosure of non-financial information) and references certain Global Reporting Initiative(GRI) Standards disclosures.

The Sustainability Report covers the parent company, Telavox AB headquartered in Malmö, Sweden, and our subsidiaries in Norway, Denmark, Finland and UK.

People data

The information on our people refers to permanent employees per December 2021. With regard to gender, we ask employees to identify themselves as male, female or non-binary. Employees are also given the option of not responding.

Environmental data

Environmental data has been collected and consolidated for 2021. We do not have complete data for all Telavox activities and locations at this time, but will continue developing the data collection process going forward.

We report environmental data with reference to “Go Climate Neutral” and their model.



Requirement	Our response	Section in the report
Business Model	Key aspects of the Telavox business model.	THIS IS TELAVOX
Risks	<p>We report on our most material impacts with respect to the areas mentioned in the legislation:</p> <ul style="list-style-type: none"> • Environment: energy use, greenhouse gases, waste & recycling • Employees: diversity, equality and inclusion, non discrimination, implementation and communication of corporate values and ethics. • Social matters: data privacy & female entrepreneuring • Human rights: equality • Anti-corruption: anti-corruption <p>We consider these impacts to correspond with the most significant risks for Telavox and/or stakeholders. If these risks are not mitigated it may result in legal issues, trust issues with customers, employees and suppliers and damage to reputation, this will in turn risk business and revenue. We have addressed how we manage these impacts & risks throughout the report.</p>	<p>GREAT WORKPLACE GREAT SERVICE GREAT PARTNER</p>
Policies	We have policies (or position on/management approach) in place for most of the areas and impacts & risks mentioned above. Our priorities and activities in each area are reported in relevant sections of the report.	<p>GREAT WORKPLACE GREAT SERVICE GREAT PARTNER</p>
Performance Indicators	We report measures of performance for each impact & risk mentioned above, where relevant and data is available. The performance indicators are reported throughout the report and in GOALS AND RESULT. Details on data collection procedures are presented in the ABOUT THE REPORT section.	<p>GREAT WORKPLACE GREAT SERVICE GREAT PARTNER GOALS AND RESULT ABOUT THE REPORT</p>



The Basics

Examples of Telavox Policies and Best Practices in these areas:

- Work environment policy
- Alcohol and drug policy
- Travel & Car policy
- Environmental policy
- Harassment policy
- Telavox Business Ethics
- Equality policy
- Incident handling
- Telavox Culture book
- Telavox Leadership Manifesto
- Privacy Policy
- Data processing agreement
- Personal data breach



Contact.

In case of questions about this report,
please contact hr@telavox.com.

