



Sustainability Report 2022



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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, CEO

MARKETING POSITION

You can find us here. And there.



CUSTOMERS

49 countries



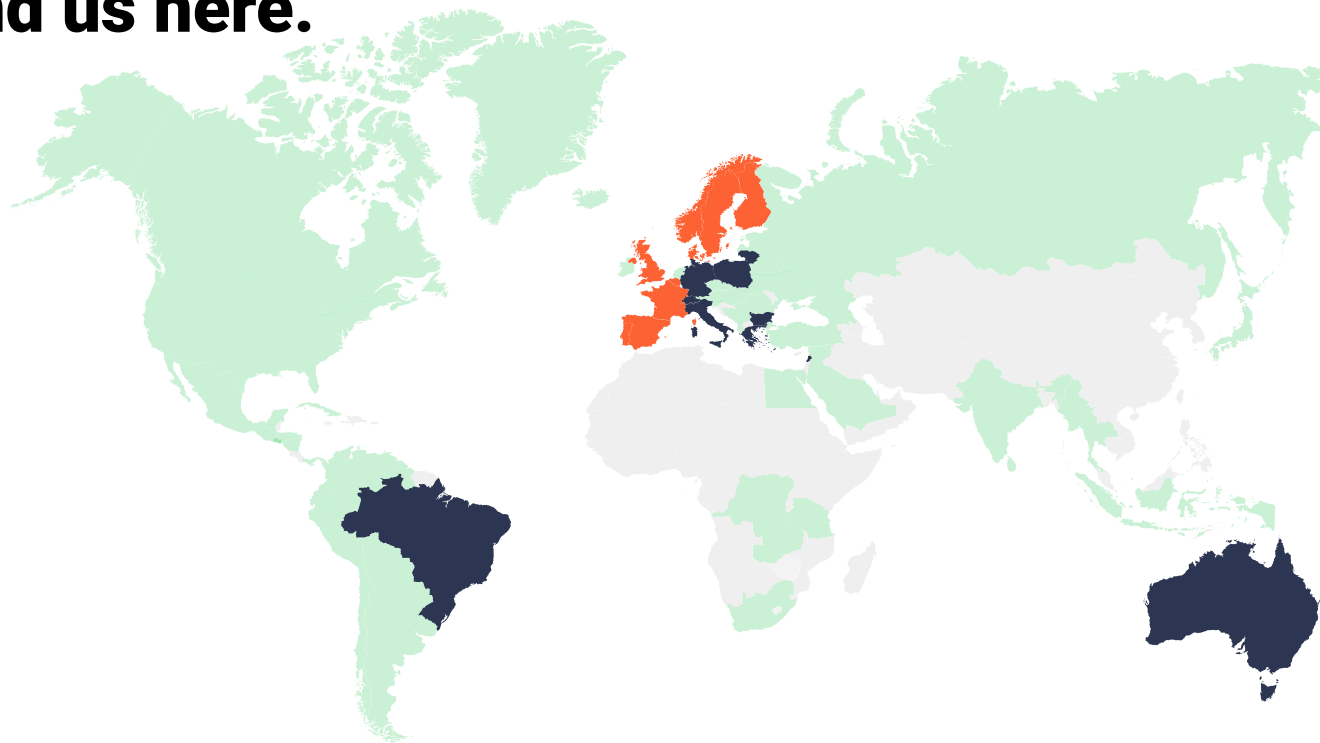
OFFICE

UK, SE, DK, NO, FI, BE, FR,
ES, PT



ONLINE SALES

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.



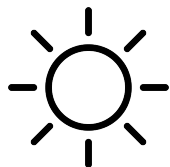
Telavox Values

Vision



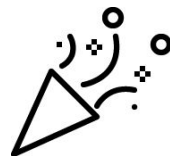
Great workdays.
Happy customers.

Core Values



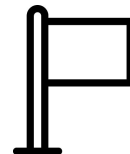
Simple

We don't complicate things. We thrive on making products that are easy to use, understand, work with and therefore easy to wow with.



Fun

We believe that mindset and attitude work wonders for us and our customers. If we embrace every opportunity for a good time, wow-experience will come.



Relevant

We always start with the needs for our customers, and we stay there. We don't speculate, we iterate. Problems can be complicated but solutions have to be simple.



Our approach to sustainability.

Our values guide our actions and behavior every day. They influence how we work with each other, serve our customers, and engage with our business partners.

In this report, we will review risk areas by legislation and present our approach to the most critical 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, which will 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 what we do to manage the risks. For example, in the section Goals and Results, you can read our most considerable sustainability aspects and the results for 2022.

Organization for Sustainability

The group management team at Telavox is responsible for Sustainability work at Telavox.



What happened in our organization 2022?

Post Merger Integrations

2022 was an intense year similar to many other years in Telavox's history. The year began with launching the internal news about Telavox acquiring eRate AS, an essential acquisition for our Norwegian growth. Much focus was spent in 2022 on integrating our 3 latest acquisitions to become one organization. This is a way for us to offer our services in more markets and a great way of welcoming more talents to Telavox and offering international career opportunities.

Gearing for international growth

We also had to reshape our organizational structure for international growth in 2022. This meant several organizational changes in 2022. These have all been successful changes allowing us to serve our customers better and also enable us to add on markets ahead.

Welcoming new Telavoxers

Telavox grew both through acquisitions and recruitments during 2022. As a result, 134 colleagues joined us, and many internal movements were made. The increased focus on learning and development showed through our launching Telavox Academy, several internal learning programs, and setting aggressive goals for internal promotions ahead through our new HR system.

For the first time since early 2020, we could finally meet for a physical, joint kickoff. Our friends at ALLOcloud, Numintec, and eRate were, of course, present. This was a successful meet-up where we all gathered energy for doing even better stuff ahead.

Caring outside of Telavox

During 2022, Telavoxers showed several times that they care more than just what happens at Telavox: When Ukraine got attacked in February, we all came together in several actions: For every Swedish krona Telavoxer donated, Telavox doubled up the amount. Telavox also decided to make all calls to and from Ukraine free of charge, enabling people to contact family and friends since the start of the war. This has also been implemented for Iran 2022.



2. GREAT WORKPLACE.



Telavox Fun Park

In 2022, Telavox HR launched a new HR strategy called Telavox Fun Factory. Telavox HR vision is "Great work days - with the most engaged colleagues in the tech world!".

The Fun Park strategy highlights all parts of the employee journey. The following areas are identified as the most important to attract and retain the right talents to Telavox:

- **Fun Factory** means all our events and actions to make Telavox a fun and inclusive place. Examples of action are our kickoff, inclusion initiatives, and improve the Telavox community.
- **Learning & Development** includes an increased focus on leadership and internal career. Examples of actions are leadership training, high-potential programs, and the building of Telavox Academy.



Sustainable Worklife

Telavox ensures a healthy and safe working environment by internationally recognized standards. As an employer, we are responsible for ensuring that our employees have a sustainable work environment.

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

Our HR vision is to provide great workdays with the most engaged colleagues in the tech world. So when we talk about our work environment, we aim for an environment where people are engaged and enjoy being at work.

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





Measuring Employee Engagement

We regularly assess our employee likeliness to recommend us as an employer through our quarterly Net Promoter Score (eNPS) in the pulse survey.

We are very proud that the 2022 average eNPS score was 41.

Short and sweet about eNPS benchmarks/levels:

An eNPS (employee Net Promoter Score) can range 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.



How we measure our work environment

We strive to create a healthy and attractive workplace together



Clarity

"Our planning is clear"



Value

"We are spending our time on the right things"



Efficiency

"I have the tools and support I need to do my job well"



Workload

"There is enough time to do my tasks"



Community

"I feel a sense of belonging at work"



Enthusiasm

"Right now, I am happy about my job"

Productivity

*Our ability to perform
right now*

Sustainability

*Our ability to perform
over time*

Every sixth week we do a pulse survey. The survey measures productivity and sustainability. The goal is to have above 70 out of 100 as an average in the Team Barometer score. The result is discussed in each team every sixth week, and actions are taken on the team and organizational levels.





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 believe equality, diversity, and inclusion are essential to a great work environment. If we create a work environment where people feel included and free to be themselves with equal conditions, well-being, and success will come.

In our pulse survey, there is a question that focuses on community and employees' sense of belonging. The goal for 2022 was to have an average of 80+ regarding community for women and men in our pulse survey. The average during 2022 was 86 for women and 88 for men.

GENDER DIVERSITY

As per 2022-12-31 there were 81 (21%) women and 301 (79%) men employed at Telavox based on personal ID.

During 2022 we hired 116 new employees. We had **27% female hirings** so we did not reach our goal of 50/50 female/male in all hirings. We will continue to work with this during 2023.



Equality

As an employer, we offer equal employment opportunities regardless of race, religion, gender, age, disability, family circumstances, or sexual orientation. Through Swedish Discrimination Act, we work proactively to combat all forms of discrimination in 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. In addition, 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 of working hours follows local legislation. We want to offer a good balance between work and leisure as it makes employees happier and more productive. Most departments are flexible regarding when and where working hours are located. Managers follow up on 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.

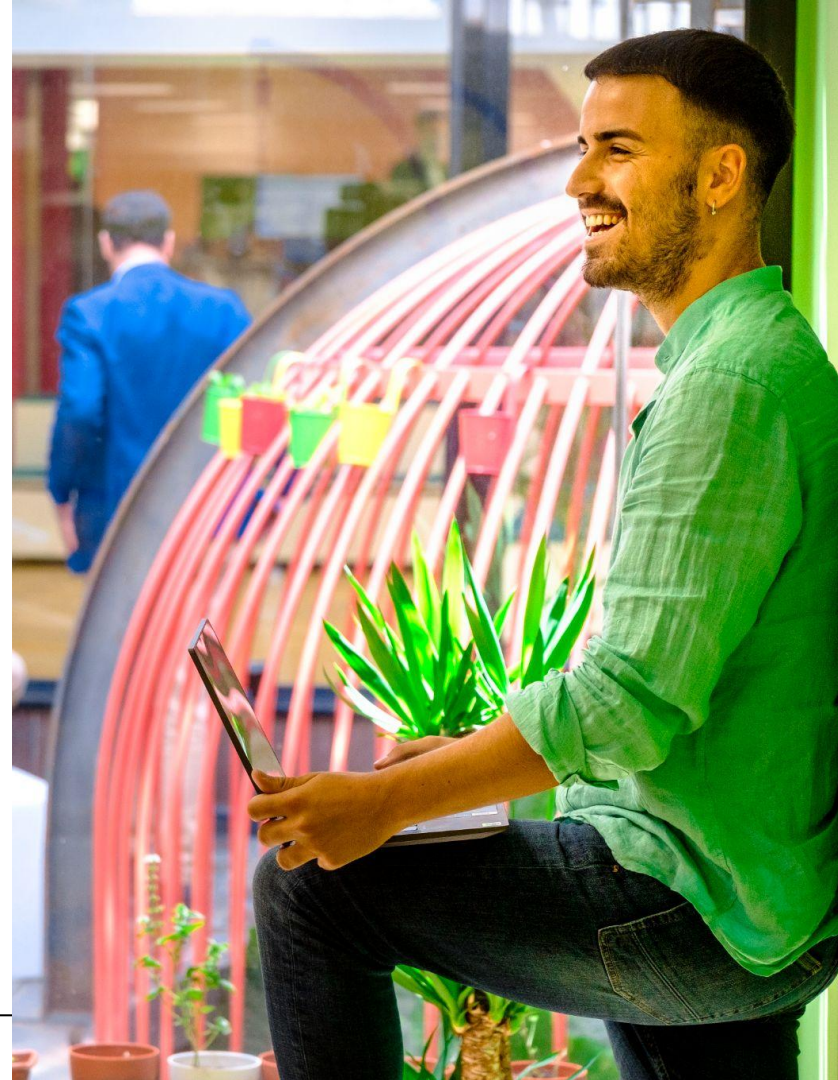


Protecting our Telavoxers

We want Telavox to be a safe space where we can create, coexist and ultimately deliver a great product and experience. Read more about how we handle bullying and harassment in Telavox offensive separate treatment policy.

We report and handle incidents via our incident process and through our Whistleblowing tool. 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 somehow.

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



3. GREAT SERVICE.



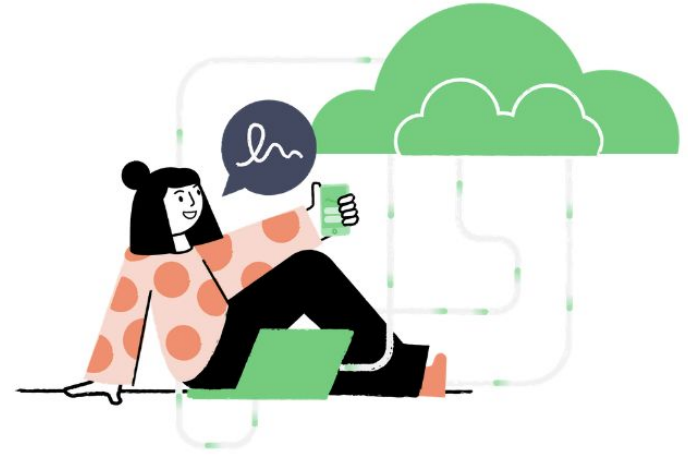
Services 2022

We want to create a sustainable business and drive positive environmental and social development. Our positioning in connectivity, PBX services, communication, and cloud services allows us to help our customers achieve better sustainability by using digitalization, innovation, and new communication tools. We are convinced that digitalization 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 2022.

- We updated our mobile offerings across the Nordics, now supporting the best and most efficient network with Telia, Telenor, and TDC.
- Launched our own omni-channel product, helping our customers to have rewarding conversations across all channels (voice, text, email, and social media).
- Integrated with the significant ecosystem services, ensuring better insights and efficiency in the conversations, thus reducing the need for in-person meetings and short queue times.
- Partnered with local partners in the EU and Operators globally, enabling them to move from on-prem services to the cloud-based conversational platform.

This leads to less need for face-to-face meetings, less travel, and fewer CO2 emissions.



Data

The [GDPR](#) is an EU regulation designed to strengthen the protection of EU residents' personal data and simultaneously unify regulation across the member countries. The way the EU compels companies to comply with GDPR is by fining non-compliant companies large sums of money. The regulation was enforced on May 25, 2018.

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

- **Have an apparent legal reason to use Personal Data:** We always need to know for what legal grounds we have the right to use the data. The most common reasons are the Performance of a Contract, Consent, Legal Obligation, and Legitimate Interest. Information on the legal reason must always be clear, and the Owner always has the right to withdraw consent.
- **Be careful of the Personal Data you use:** We need to have an adequate level of security and policies to ensure that the Personal Data are guaranteed integrity and confidentiality. This means e.g. that only the right people can access Personal Data and that we can control who does what and restore the data if an accident happens. Telavox has an Internal GDPR Policy to guide employees in this.
- **Remove and/or Return the Personal Data when we are done with it:** We shouldn't store Personal Data for a more extended period than needed, and an Owner has the right to receive all the data that we have stored about him/her and have it removed from Telavox's systems (if we don't need it for a specific purpose, e.g., accounting regulations).
- **Tell the Owner if we break/lose the Personal Data:** If something happens, e.g. we have a breach in our systems so that personal data leaks, we need to report the incident to the Owner and the controlling authority.



... and some more about data

To comply with GDPR and avoid risks, we must enter Data Processing Agreements (DPA) with our customers. Current customers will be contacted and asked to sign the agreement. New customers will have the data processing agreement as part of the terms and conditions.

We promise our customers the following:

- We will only use their personal data 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 organizational measures to ensure the integrity and confidentiality of our customer's data.
- We ensure that we possess the necessary technical and organizational 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. In addition, engineering gets additional training for handling personal data in our product development stage.

In 2021, we hired a GDPR specialist to better handle the requirements of GDPR and ensure solid personal data processes.



4. GREAT PARTNER.



Collaboration and ethics

Telavox wants to contribute to a society with high confidence in companies, enterprises, the market economy, and the rule of law.

Zero tolerance against corruption.

Telavox follows “Instituttet mot mutor:s” code concerning gifts, rewards 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 violate 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. Furthermore, Telavox is politically unbound and does not sponsor any political organization.

Any misconduct is reported via our whistleblowing reporting system. During 2022 there were no incidents reported incidents.



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 a code of conduct.

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 with the same view as Telavox and continuously assess human rights risks in our business decisions and processes. We set high goals for our environmental work; part of this is using environmentally friendly products and suppliers. Any misconduct is reported via our incident handling process.

This is an area where we see little risk for us. Still, it is an area we need to dig deeper into during 2023 to ensure our processes have a better connection to this area when choosing suppliers.



Environment

During 2023, Telavox will start working according to SBTi and the GHG-Protocol. The GHG Protocol is a global standardisation to measure, manage and report greenhouse emissions. Science Based Targets initiative (SBTi) is a framework for companies to set scientifically-based climate goals in line with what's needed to reach the targets of the Paris Agreement.

Determining the Science Based Targets starts with identifying the company's emissions concerning the three emissions areas defined in the GHG-Protocol. Thousands of organisations worldwide apply these frameworks, and during 2023, Telavox will be one of them.

The goals that Telavox has set for our sustainability actions in 2023 are founded on what scientists have deemed vital to limit the rise in temperature within 1,5 degrees celsius per the Paris Agreement. An important part of our goals is to have a completely climate-neutral value chain by 2030. **To reach this, we've set the following goals:**

- As a company, Telavox will reduce its emissions by 10% per year until 2030.
- Telavox's subcontractors will set scientifically based climate goals. We will actively work to follow up on their efforts.

Our total net emission in 2022 increased from 254 CO2e to 637 CO2e. The total emission per employee is 1,67 ton CO2. During 2022 we have added data from 3 acquired companies which makes it hard to compare the increase and average CO2 per employee.



Environment: Everyday actions

A sustainable mindset is important to Telavox. Here are 3 few concrete things we do every day as a company:

- **We eat vegetarian**

Telavox's policy is that all food served at company events is vegetarian.

- **We choose kickoff destinations close to home**

Historically, we have been to exotic places, but there are better ways for the future.

- **We are reusing and recycling.**

We have recycling stations at all our offices that use for all kinds of waste. We are having a partnership with Rekomo, which sells reused office furniture. Then in need of chairs or desks, this is our go-to.



These are policies implemented since long time ago in the Telavox companies. When integrating our friends at eRate, Numintec, and ALLOcloud, sustainability will be an essential part of the merger.



Travel

Travel is a large part of a company's carbon footprint. And to travel in the best possible way, we have taken steps to ensure a decrease in our carbon footprint.

- **Central offices**
To ensure easy access by public transport, biking or walking, our offices are at easy-to-get-to locations in the city center.
- **Video conferences**
We will do so when we can use video conferences or phone calls instead of meetings.
- **Smart travel booking system**
Our travel booking system preselects trains, then climate-compensated airfares. This will make it easier for our coworkers to choose the option with the smallest carbon footprint.
- **Car pools and car policy**
If cars are needed: We will use carpools, such as Green Cars, and preselect electric vehicles as our default choice. Our car policy is based on employees driving a certain amount on duty. We also have a higher TCO for electric cars, making it more beneficial for employees to choose an electric and environmentally friendly vehicle.



5. GOALS AND RESULT.





Environmental Impact of Operations 2022.

Office Space	6262	kvm
Electricity	432,078	kWh
Heating	319,362	kWh

Green Power	Yes	
Active Servers	125	no

Green Power for server	Yes	
Bought Computers	138	no
Bought phones/tablets	171	no
Bought Screens	158	no
Flight distance	715216	km
Car distance	675560	km
Train no travels	101	no
Company served meals	5730	no

Energy	83.65	ton CO2e
- Electricity	38.89	ton CO2e
- Heating	31.30	ton CO2e
- Servers	13.47	ton CO2e
Travel	485	ton CO2e
- Flight	348	ton CO2e
- Car	137	ton CO2e
- Train	0.462	ton CO2e
Food	5.43	ton CO2e
Procurement	68.17	ton CO2e
- Bought Computers	48.30	ton CO2e
- Bought Phones/tablets	11.97	ton CO2e
- Bought Screens	7.90	ton CO2e
Total	636.88	ton CO2e
Per Employee	1.67	ton CO2e



Result 2022 and Goals for 2023

Sustainability aspect	Goal 2023	Result 2022	Result 2021	Result 2020
Employee	eNPS: 50	Average: 41	Average: 48	Average: 42
	Populum score: Barometer index of 70/100 and 80+ score on community for all Telavox.	Barometer Index: 81/100 Average community: 88	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.	27% female hires 31% female promotions 27% female participants in Future Path Programme (most established global training).	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	0 events	1 event	1 event, 3 workshops
	Data privacy: 0 GDPR breaches during each financial year	0 breeches	0 breaches	0 breaches
Human Rights	FEDT-fond: 1 project per year	1 project	0 projects	0 projects
Environment	Reduce carbon footprint: Reduce Co2 with 10% compared to previous year.	637 ton CO2e (1,67 ton per employee)	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	0 cases	New goal 2021



Comments on increased net emission in 2022

Telavox's net emission in 2022, unfortunately, increased, both in total and per employee. The following areas have increased and why:

- **Travel**
Telavox was very restrictive with travels during 2020 and 2021 due to covid. In 2021, we had no physical kickoff at all, and the trips needed for the acquisitions were made by a small group. During 2022, a broad group of people has started to travel as our organization is becoming more international. This is also travel that is hard to do by train.
- **Food**
We are serving more food at Telavox as events have increased. This regards company kickoffs, department kickoffs, customer meetings and more.
- **Procurement**
Our IT procurement has greatly increased as we have onboarded many new employees and provided more employees with laptops to work from home.

The 3 acquired companies have been added to the report this year and our business in general, making it harder to compare data from the previous year.

6. ABOUT THE REPORT.



About the report.

This is Telavox second sustainability report and refers to the financial year 2022. 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, UK, Spain, Portugal, France and Belgium.

People data

The information on our people refers to permanent employees per December 2022. 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 2022.



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
- Privacy Policy
- Data processing agreement
- Personal data breach



Contact.

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

