



Sustainability Report 2023



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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

MARKET POSITION

You can find us here. And there.



Customers

49 countries



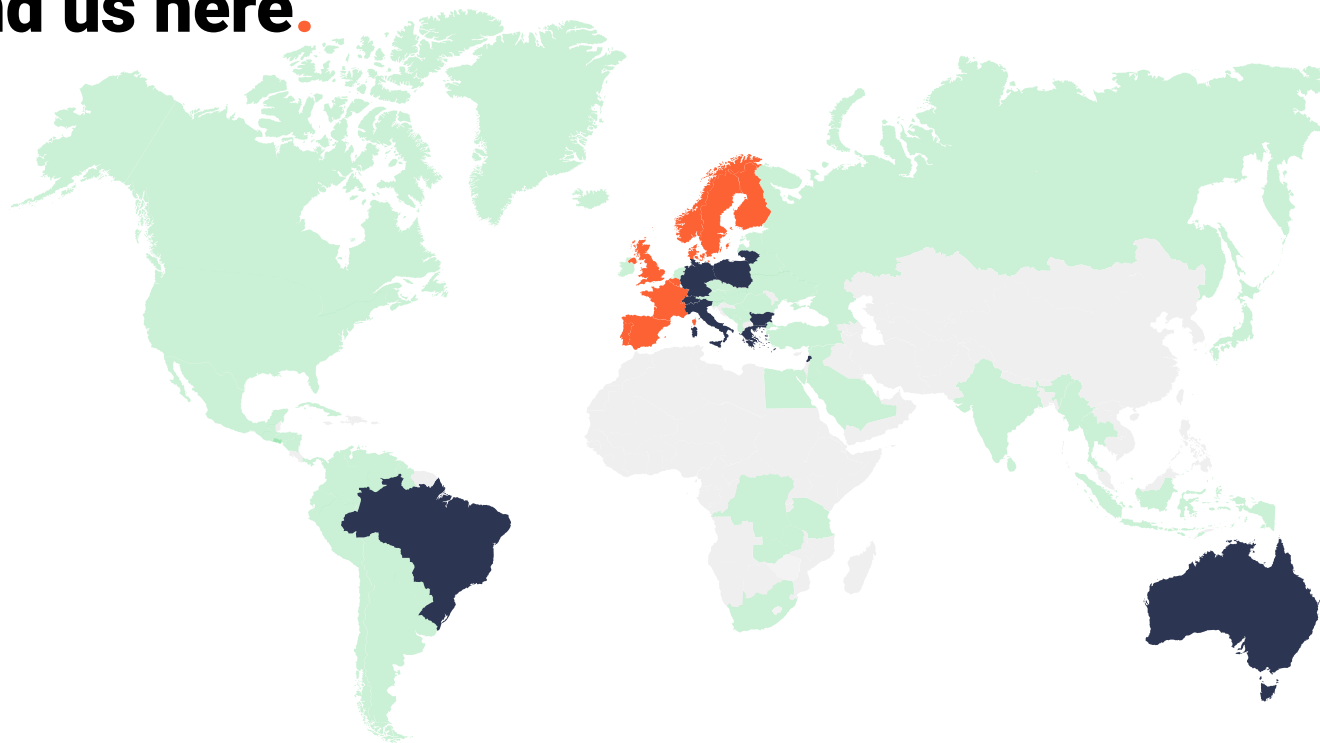
Telavox offices

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



Online Sales

17 countries

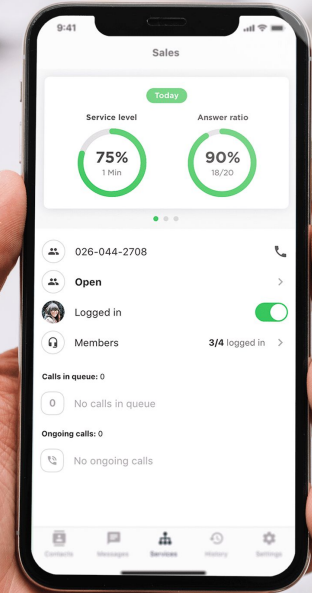


What we do.

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.

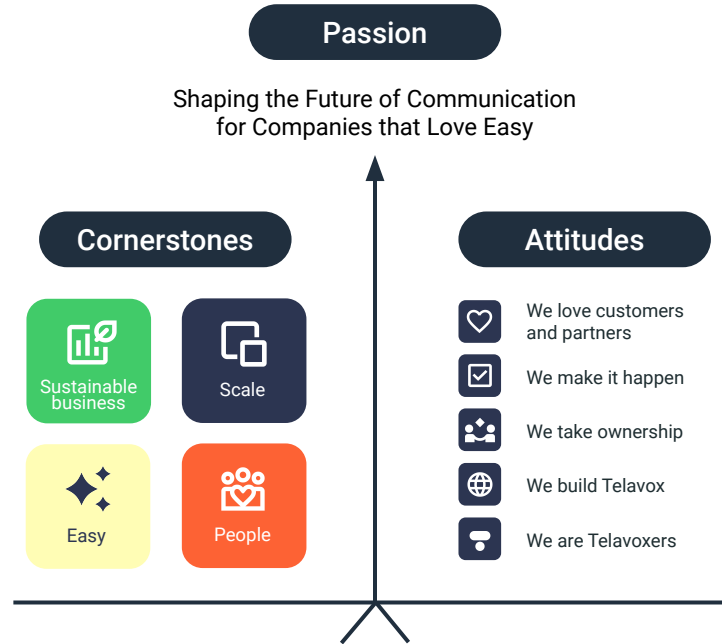
We're also the super-users of our tech. And when you have a whole team of developers using a communication platform, while working to improve that very same product, be prepared to see constant progress.





OUR STEERING MODEL

Passion, Cornerstones and Attitudes





OUR STEERING MODEL

Our Cornerstones



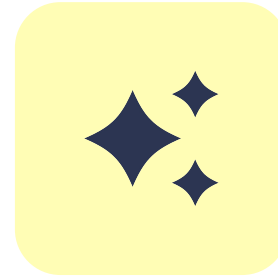
Sustainable Business

Building a long lasting company
with focus on growth, profit and
acting responsibly



Scale

Scale in everything is key for
long-term sustainability and
competitive advantage



Easy

The best communication
experience



People

Communication is nothing
without people





OUR STEERING MODEL

Our Attitudes



**We love customers
and partners**



We make it happen



We take ownership



We build Telavox



We are Telavoxers



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 2023?

Growth strategy

Our strategic focus during 2023 was to expand internationally and optimize in the Nordics. This involved ongoing investments in our technical platform and efforts to unify our organization under one brand and platform for our customers. With a focus on the Enterprise segment and operator business, our hard work and dedication to *Shaping the future of communication for companies that love easy pays off*.

A new Steering Model

One of the biggest events last year was the implementation of Telavox new steering model. The steering model was launched during the Kick Off in September 2023. During the fall all leader received training in the model and all Telavoxers continued to work with the cornerstones and the attitudes in their teams, digging deeper into what this really means for employees in the everyday life. We started setting way of working based on the new steering model, something we will continue to work with during 2024.

Welcoming new Telavoxers

Since 2023 was all about scale and gearing for growth, we onboarded several new colleagues, making sure that we have the right competencies in place to drive our growth journey. All in all, 67 colleagues joined us and many internal movements were made. We offered to strong learning and development, this year with the focus on strengthening our leaders and two new potential programs; emerging leaders and future path program. Going forward, we have to ramp up our strategy regarding gender diversity in our recruitment and in our potential program. One action for 2024 is training in unbiased recruitment with focus on gender diversity.

Celebrations

In May we celebrated Telavox 20th year anniversary and in September Telavox was recognized as "The Only European Business Communication Player in the Forrester UCaaS Wave," alongside 13 other top vendors in the UCaaS industry. We see this as an remarkable achievement that solidifies Telavox position as a leading player in the field.



2. GREAT WORKPLACE.



Telavox Fun Park

The HR strategy at Telavox is symbolized as a Fun Park. 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, but there is one area that is identified as the most important to attract and retain the right talents to Telavox:

- **The 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.



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.

During 2023 the average eNPS score was 44. We are very proud that we manage to keep a high eNPS as our organisation is growing.

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. **During 2023 the average Team Barometer score was 77/100.**



An abstract illustration on the left side of the page, composed of various shades of green. It depicts stylized human figures in a group, with some figures appearing to be in conversation or looking towards a common point. The shapes are rounded and layered, creating a sense of depth and movement.

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 2023 was to have an average of 80+ regarding community for women and men in our pulse survey. The average during 2023 was 87 for women and 87 for men.

GENDER DIVERSITY

As per 2023-12-31 there were 133 (27%) women and 357 (73%) men employed at Telavox based on personal ID.

During 2023 we hired 114 new employees. We had **31% (36) female hirings**. We did not reach our goal of 50/50 female/male in all hirings but we made a progress from 27% 2022 to 31% 2023. We will continue to work with this during 2024 with action such as training for managers in unbiased recruitment.



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.

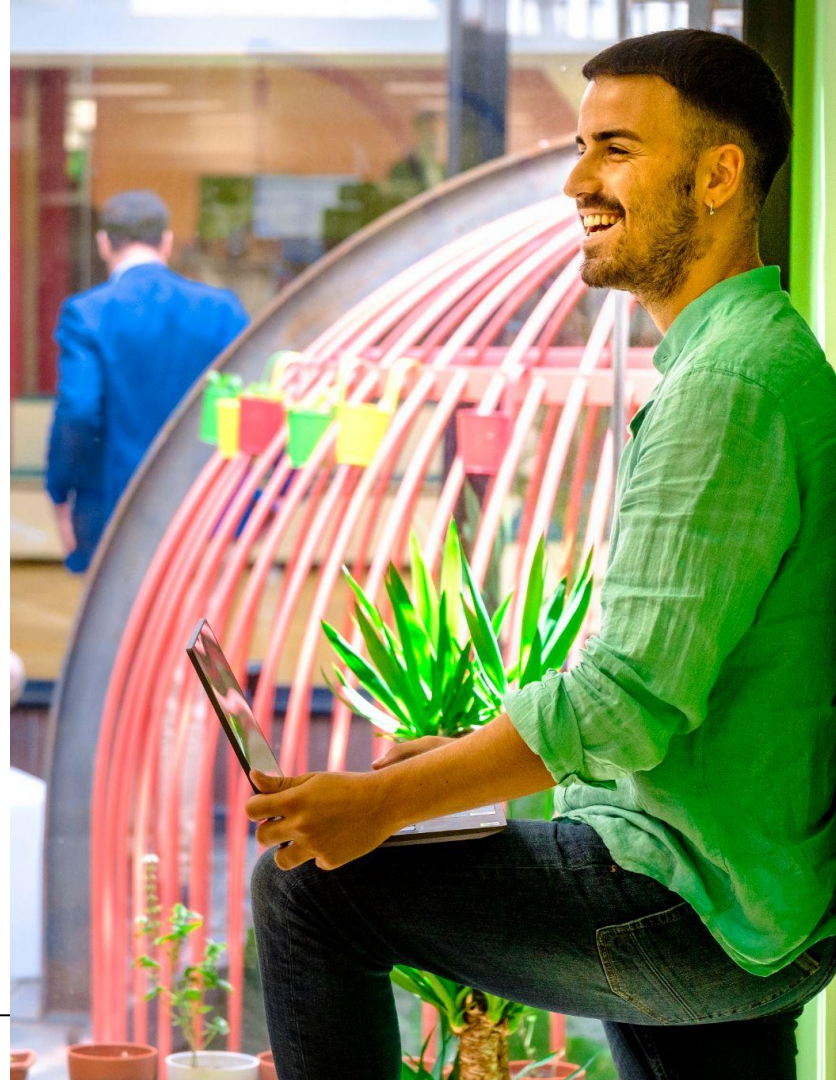
All employees must show each other and Telavox's business partners respect and have responsibility for counteracting discrimination.



Protecting our Telavoxers

We want Telavox to be a safe space where we can create, coexist and ultimately deliver a great product and experience. Any conduct amounting to bullying and harassment will not be tolerated and the perpetrator will be subject to disciplinary proceedings.

Incidents are reported and handled via our incident process. The incident process is owned by HR and can be found in our HR system.



3. GREAT SERVICE.



Services 2023

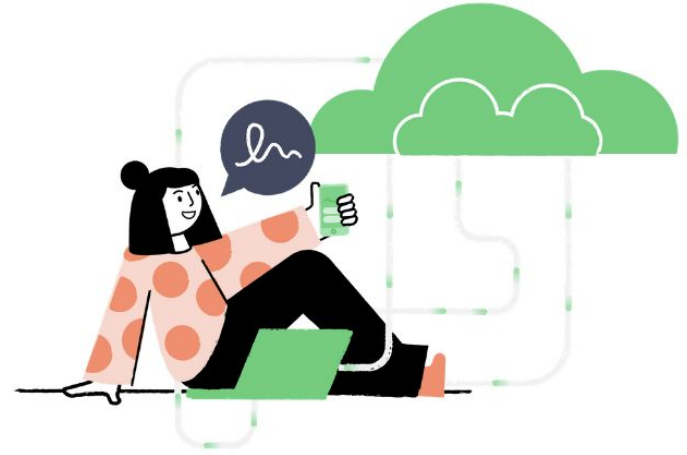
We want to create a sustainable business and drive positive environmental and social development. Our positioning in connectivity, PBX services, communication, and cloud services allows us to help our customers achieve better sustainability by using digitalization, innovation, and new communication tools. 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 2023.

In 2023, we took significant strides towards this goal by updating our services with new technology while also minimizing our environmental footprint.

Our latest updates included the integration of **5G and Roaming** capabilities. 5G is a more energy efficient way of delivering mobile data and by moving over to new technology we help to reduce the energy consumption for providing mobile services. This translates into a reduced carbon footprint and contributes to a more sustainable digital ecosystem.

In addition, we introduced **new wholesale service** functionality, empowering businesses to tailor their communication strategies efficiently. This allows our partners to move from on-prem services to cloud based services, thus making their environmental footprint smaller and improving the ability to offer modern telecom services.



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 and suppliers.

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, privacy policy 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 in accordance with the GDPR.

Internal perspective:

Regardless of their role, all Telvoxers are trained in GDPR as a part of their onboarding. In addition, our engineering department gets additional training for handling personal data in our product development stage and the whole company receives quarterly information security training.



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 “Institutet 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 2023 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 2024 to ensure our processes have a better connection to this area when choosing suppliers.



Environment

In 2023, Telavox goals were set to align with the Science Based Targets initiative (SBTi) and the Greenhouse Gas Protocol, aiming to improve and establish sustainable practices. However, the implementation was hindered by unforeseen reorganization and internal changes. During 2023, however, we realized that we need to implement an approach to sustainability that extends beyond mere environmental reporting. This is to comply with the EU's new legislation, the Corporate Sustainability Reporting Directive ([CSRD](#)), which will come into effect in financial year of 2025 reported in 2026.

Understanding that sustainability encompasses more than just reducing its own impact on carbon emissions, Telavox is committed to evaluate both impacts, risks and opportunities associated with CSRD reporting standards. To drive this work forward, Telavox has appointed a dedicated project manager tasked with implementing a methodology to ensure compliance with CSRD reporting. Insights has been gathered that indicate a transformation with a joint effort of several departments and external experts including steering group to set a strategy in line with CSRD- reporting directive and in extension reach the [EU Green Deal](#) mission.

The ultimate goal is to establish a framework that integrates sustainable practices into every face of Telavox's operations. During upcoming years continue to maintain and implement a transition plan to fulfill set targets.



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 have a partnership with Rekomo, which sells reused office furniture. When in need of chairs or desks, this is our go-to. We also have an internal Buy & Sell function for employees which is used frequently.

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 shall be 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.



Result 2023 and Goals for 2024

Sustainability aspect	Goal 2024	Result 2023	Result 2022	Result 2021	Result 2020
Employee	eNPS: 50	Average: 44	Average: 41	Average: 48	Average: 42
	Populum score: Barometer index of 70/100 and 80+ score on community for all Telavox.	Barometer Index: 77/100 Average community: 87	Barometer Index: 81/100 Average community: 88	Barometer Index: 82/100 Average community: 87	-
	<p>Gender diversity: 50/50 female/male in our hirings and for all Telavoxers on all levels and departments.</p> <p>50/50 female/male in all our promotions.</p> <p>All internal trainings should be represented by women to at least the 30 % of women at Telavox in general.</p>	<p>31% female hires</p> <p>21,4% female promotions</p> <p>25% female participants in Future Path Programme & 16% female participants in Emerging Leaders</p>	<p>27% female hires</p> <p>31% female promotions</p> <p>27% female participants in Future Path Programme (most established global training).</p>	<p>3 6% female hires</p> <p>38% female promotions</p> <p>50% female participants i Growth programme (most established Global training).</p>	<p>48% female hirings, in total 32% at all Telavox.</p> <p>33% female promotions</p> <p>40% female participants</p>
Social matters	Female entrepreneuring: 1 event with Pink Web Dev or similar partner	0 events	0 events	1 event	1 event, 3 workshops
	Data privacy: 0 privacy breaches during each financial year	2 breaches (Sweden and Norway)	0 breeches	0 breaches	0 breaches
Human Rights	FEDT-fond: 1 project per year	0 projects	1 project	0 projects	0 projects
Anti-corruption	Corruption: 0 cases during each financial year	0 cases	0 cases	0 cases	New goal 2021
Environment	Reduce carbon footprint: goal to be set for 2024	No reporting 2023. *see slide 33	637 ton CO2e (1,67 ton per employee)	254 ton CO2e (0,92 ton per employee)	238 ton CO2e (0.84 ton per employee)

6. ABOUT THE REPORT.



About the report.

This is Telavox second sustainability report and refers to the financial year 2023. 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.

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Environmental data

As our organization grows, we have undergone a reorganization and are gearing up to embrace a new approach to working with sustainability and environmental data in 2024. Consequently, environmental data for the year 2023 will not be reported.

People data

The information on our people refers to permanent employees per December 2023. 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.



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: travels, 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, whistleblowing <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 Code of Conduct
- Equality policy
- Privacy Policy
- Data processing agreement
- Personal data breach



Contact.

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

