

ESG Report

2026

Connecting the
World. Responsibly.



syniverse[®]

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OVERVIEW

Letter from the CEO



Andrew Davies
Chief Executive
Officer, Syniverse

I am proud to share Syniverse's sixth annual Environmental, Social, and Governance (ESG) Report, a reflection of our ongoing commitment to responsible business practices and sustainable growth. Our progress this year is a testament to the dedication and integrity of our global team, whose efforts have meaningful impact across our operations, communities, and industry.

The foundation of our ESG strategy rests on four pillars: Responsibility, Inclusive Culture, Service Integrity, and Environmental Performance. Each pillar shapes how we operate and create value, together forming RISE, our ESG framework.

At Syniverse, Responsibility is at the heart of how we earn and maintain the trust of over 850 mobile operators worldwide, reflected in our unwavering commitment to ethical conduct and accountable governance. In 2025, every employee completed Code of Business Conduct and anti-bribery training, and all suppliers agreed to our Supplier Code of Conduct and underwent environmental screening. Our executive leadership remains actively engaged in risk management, with 100% participation in the Risk & Assurance Council. Our focus on Responsibility drives stronger governance, reinforces ethical business conduct, and builds responsible partnerships throughout our global value chain.

Inclusive culture remains a cornerstone of our ESG strategy and reflects our commitment to creating a workplace where employees feel connected, valued, and empowered to contribute. Through our Culture Connect strategy, we foster belonging, engagement, and collaboration across our global workforce. In 2025, our Employee Associations (EAs) connected employees across eight global office locations and remote teams, while 214 new hires were paired with 123 mentors to support onboarding and development. Employees also contributed nearly 1,000 volunteer time-off hours in support of local communities. These efforts helped drive a 96% employee engagement participation rate and engagement results that rank among the top 25% of technology companies, reinforcing the strength of our culture and our commitment to an inclusive and connected workplace.

Service Integrity is fundamental to Syniverse's mission-critical connectivity, demonstrated by being rated the #1 vendor in mobile technology for five consecutive years and earning a 97% customer satisfaction rate. Our platforms feature 24/7 network monitoring, robust business continuity, advanced cybersecurity, including AI-enabled threat detection and widespread adoption of our AI assistant "Sydney." Across our global team, we are working to advance digital infrastructure, maintain trust and privacy, and foster global industry collaboration across more than 850 mobile operators.

On the Environmental front, we achieved a 19% reduction in electricity consumption and responsibly disposed of 100% of obsolete electronics, totaling an estimated 5.37 metric tons. Our total greenhouse gas emissions decreased by 50% over the past decade, driven by a 65% reduction in Scope 1 and 2 emissions. We are reinforcing our commitment to transparency, rigorous measurement, and continuous improvement, demonstrated by consistent annual disclosures through CDP and EcoVadis.

As we look ahead, our priorities remain clear: advancing responsible business practices, strengthening our culture of belonging, delivering on service integrity and customer commitments, and driving measurable progress in environmental stewardship.

Thank you for your continued trust and partnership as we shape a more connected, sustainable, and inclusive future.
Sincerely,

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About this Report

Syniverse's 2026 Environmental, Social, and Governance (ESG) Report reflects our continued commitment to advancing responsible and sustainable business practices, and the progress we have made along the way.

At the heart of this journey is RISE, our sustainability strategy, which brings structure and clarity to how we manage our ESG priorities and translate them into meaningful action through its four pillars:

Responsibility

Across the business, we strengthened governance and oversight through cross-functional risk and assurance forums, reinforced ethical standards through employee training, and expanded third-party due diligence and supplier expectations.

Inclusive Culture

We continued to invest in our people and culture by fostering inclusion, strengthening employee connections, and increasing community involvement through volunteerism.

Service Integrity

We further advanced service integrity by enhancing operational resilience, cybersecurity, privacy, and responsible artificial intelligence (AI) governance, enabling the secure adoption of new technologies.

Environmental Performance

Environmentally, we sustained long-term emissions reduction efforts and expanded environmental awareness initiatives.

RISE connects our commitments with how we operate every day and how we create long-term value for our stakeholders.

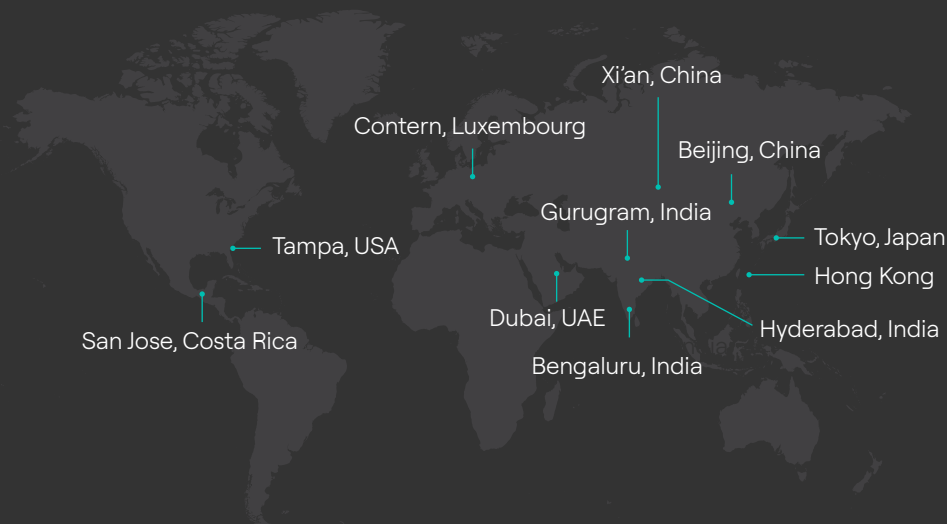
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About Syniverse

Syniverse enables intelligent connectivity and communications for the world's leading carriers, satellite providers, public sector organizations, and enterprises, including Fortune 500 companies. With a global reach to over 200 countries and territories, we enable 5G interoperability, roaming, omnichannel messaging, fraud prevention, analytics, and more, so people can be connected anywhere, reliably, securely, and at scale.

For over 30 years, we have accelerated important advances in communications technology, and today, as the world's most connected company,[®] we reach over 8.5 billion mobile devices globally. Every year we transfer over 16+ exabits of data, in addition to over 650 billion messages and \$35 billion in transactions. Our suite of roaming offerings has been recognized by Kaleido Intelligence's global vendor evaluation as #1 overall for five years in a row, and our messaging solutions have received multiple honors from industry analysts, including an Established Leader recognition by Juniper Research for our mobile messaging fraud prevention solution.

Syniverse Global Offices



→← **16 Exabits**
of data transferred

➤ **650 Billion**
messages delivered

|||| **8.5 Billion**
mobile devices connected globally

📶 **850+** mobile operators connected

🌐 **Global reach**

OVERVIEW

Powering the World of Connected Communications

Syniverse Strategy Overview

Anticipating the needs
of our customers

With leading edge
capabilities

Powered by best in
class technologies

 **Carriers**

 **Enterprises**

 **Public Sector**

 **Satellite Providers**

 **5G Interoperability**

Evolved Mobility | Policy
Universal Commerce | Security

 **Omnichannel Messaging**

SMS | RCS | WhatsApp | Satellite

 **Fraud & Spam Prevention**

Intelligence | Identity | Authentication

 **Analytics + Insights**

Network | Clearing | Messaging | Trends

 **Professional Services**

Roaming | Consulting | Compliance

 **AI + ML (Artificial Intelligence
+ Machine Learning)**

 **Data Science**

 **Hybrid Cloud + APIs**

 **Cybersecurity**

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Our Values

At Syniverse, how we work is just as important as what we do. Our values are more than just words. They're the foundation of how we work, grow and win together.

Debate, decide, do

We encourage healthy debate from multiple viewpoints to arrive at a clear decision. Then we turn those decisions into action, moving swiftly and decisively to make good on our commitments and bring our ideas into reality.

Lead with yes

We collaboratively tackle challenges as a team and find agile solutions centered around simplicity that we can efficiently implement. Because we know there's always a creative solution to be found, we're confident we can overcome any obstacle.

Seek to understand

We strive relentlessly to learn more about our customers, partners, and fellow employees. Focusing on their diverse experiences rather than our own capabilities, we can find innovative approaches with truly transformative power.

Think ahead, move fast

We approach problems as an opportunity. Focused on our customers, we stay a step ahead, proactively anticipating challenges before they arise. We cultivate the agility needed to change course at a moment's notice and efficiently move forward with solutions.

Reimagine the possibilities

With a world in constant change, we always look to improve, challenge the status quo, and never settle. Dare to innovate and learn from failure. Reimagine everything to drive superior customer experiences, efficiencies, and growth. We are the ones who inspire, empower, and collaborate to create a better, sustainable, inclusive future.

OVERVIEW

Governance of Sustainability



Kevin Beebe
Director and Chair
of the Nominating
and Corporate
Governance
Committee

In a world where technology and connectivity shape every aspect of our lives, Syniverse's commitment to ESG is stronger than ever. This year's report demonstrates how responsibility, transparency, and measurable action are woven into our culture, our operations, and our partnerships. By raising standards across our value chain, fostering our inclusive culture, and driving innovation with integrity, we are not only strengthening Syniverse, but also helping to build a more resilient, and sustainable connected future.

Board of Directors and Primary Stakeholders

The Carlyle Group, a global investment firm that gained a controlling interest through its Carlyle Partners V L.P. fund in 2011, is the majority owner of Syniverse. In 2022, Twilio, Inc. acquired a minority stake in the company. Both The Carlyle Group and Twilio currently have representatives serving on the Syniverse Board of Directors, which oversees the company's strategic direction and execution, with a strong focus on sustainability and environmental responsibility.

James A. Attwood, Jr., Chairman of the Board, brings extensive experience in the telecommunications, media, and technology sectors. Currently a Senior Advisor at The Carlyle Group, Attwood has led significant investment activities in these industries since joining Carlyle in 2000. His previous roles include Executive Vice President for Strategy, Development, and Planning at Verizon Communications, where he managed strategic planning, alliances, and M&A activities, as well as over a decade as an investment banker at Goldman, Sachs & Co. in both New York and Tokyo.

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Governance of Sustainability

Board Committees

Audit and Risk Committee

The Audit and Risk Committee reviews the company's accounting policies, financial statements, and reporting processes. It also evaluates the adequacy of internal controls, monitors regulatory initiatives, and provides oversight for complex financial transactions. Additionally, the committee regularly reviews the company's financial risk exposures and evaluates the strategies implemented to manage and mitigate these risks.

Compensation and Human Capital

The Compensation and Human Capital Committee ensures that executive leadership is closely aligned with Syniverse's strategic objectives. The committee is responsible for reviewing and approving corporate goals for executive officers, evaluating the performance of board members, and determining compensation in line with these assessments. Regular reports on People and Culture initiatives are presented by the Chief Human Resources Officer, providing ongoing oversight of the company's Culture Connect strategy. This approach underscores the Board's commitment to fostering an inclusive workplace environment.

Nominating and Corporate Governance

The Nominating and Corporate Governance Committee plays a crucial role in maintaining the effectiveness and integrity of the Board by actively identifying and recommending qualified candidates for director appointments, as well as promoting robust corporate governance practices. The committee establishes and continually refines comprehensive onboarding processes to ensure new directors are fully equipped to fulfill their responsibilities. In addition, the committee provides dedicated oversight of the company's Environmental, Social, and Governance (ESG) initiatives, ensuring that ESG priorities are integrated into the company's long-term strategy and governance framework. This commitment reinforces Syniverse's dedication to ethical leadership, transparency, and sustainable business practices.

Senior Leadership Sponsor

The Chief Financial Officer is vital in connecting the Board-level committees with RISE's governance structures, ensuring effective oversight and alignment of ESG initiatives throughout the organization.



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Our Approach

Our approach is guided by RISE, our sustainability framework for integrating environmental, social, and governance priorities into how we run the business. Working in partnership with teams across the company, we advance our ESG agenda through the four **RISE** pillars: **R**esponsibility, **I**nclusive Culture, **S**ervice Integrity, and **E**nvironmental Performance.

RISE helps keep ESG embedded in decision-making, performance management, and long-term planning. We also engage regularly with stakeholders to ensure our priorities remain responsive to an evolving landscape and focused on creating value for our business and the communities we serve.

From insight to action

Our approach is informed by a continuous understanding of the risks and opportunities that shape our business. Through stakeholder engagement and materiality assessments, we identify the issues that matter most and translate them into actions that support our strategy and long-term performance.

This connection between insight and execution allows us to respond to emerging challenges, prioritize effectively, and continue refining how we operate over time.

Transparency and accountability in practice

Transparency is central to how we demonstrate progress and build trust. Since publishing our **inaugural ESG report in 2022**, we have continued to strengthen the consistency and clarity of our disclosures, ensuring a reliable view of our performance over time.

We have participated in **EcoVadis sustainability assessments continuously since 2013** and report annually on key topics such as environmental management, labor and human rights practices, ethics, and sustainable procurement. Additionally, we have reported on our **climate-related performance and governance through the CDP since 2011**, including details on greenhouse gas emissions, climate-related risks and opportunities, and the use of a robust GHG accounting system aligned with GHG Protocol standards. This dual reporting framework helps us hold ourselves accountable and share a clear, consistent view of our sustainability performance, openly and transparently, with our stakeholders year after year.

Extending impact across our value chain

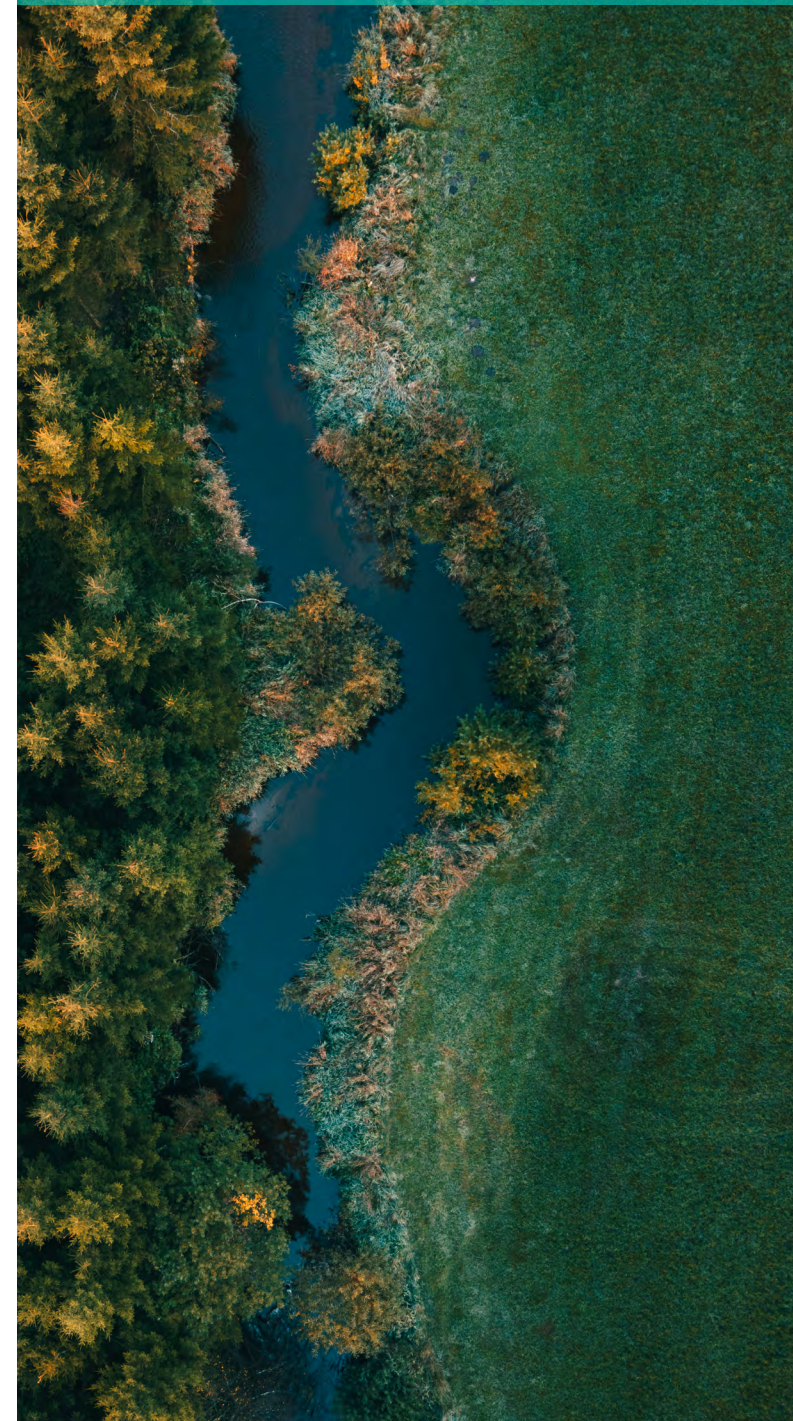
Our approach extends beyond our direct operations to include the partners we work with. We continue to strengthen how ESG considerations are reflected across our value chain through ongoing engagement with suppliers. Our **Supplier Code of Conduct establishes clear expectations**, supported by processes to assess and monitor supplier performance. We also **report Scope 3 emissions annually through CDP** and work with suppliers to improve data quality over time while also encouraging and identifying more sustainable ways for them to deliver their products and services. By working closely with our partners, we are helping to build a more transparent and resilient value chain.

As we navigate an evolving landscape of environmental, social, and governance challenges and opportunities, we remain steadfast in our commitment to transparency, accountability, and delivering meaningful, measurable impact. We value the insights and perspectives of our stakeholders. **Contact us at esg@syniverse.com.**

OVERVIEW

ESG Transparency and Reporting

Operating at the center of a rapidly evolving global communications ecosystem, Syniverse recognizes that long-term success depends on how effectively we manage the environmental, social, and governance topics that shape trust in our industry. ESG is embedded in how we operate, innovate, and grow across our value chain. We are proud to report annually through EcoVadis and the CDP, reflecting our 14th consecutive year of participation with EcoVadis and our 16th consecutive year with CDP. These efforts help strengthen transparency, further align us with global reporting expectations such as GRI, and support readiness for evolving regulatory frameworks including the EU CSRD.



OVERVIEW

ESG Transparency and Reporting

Our contributions to Sustainable Development Goals (SDGs)



Through our **Respect and Dignity in the Workplace program, Gender Bias Training**, and the development opportunities embedded in **Culture Connect**, we invest in continuous learning that equips employees with the skills and awareness to grow professionally and contribute to a more inclusive workplace.



Our **Women's Network**, active globally across regions including Asia-Pacific, India, Costa Rica, and the United States, creates dedicated space for connection, mentorship, and leadership engagement. Combined with campaigns like our International **Women's Day activation** and community initiatives such as the **"She Is Football" 5K**, we work to accelerate meaningful progress toward gender equity both inside and outside our organization.



Our employee listening strategy, mentoring programs, and engagement initiatives reflect our commitment to creating a workplace where people feel supported, valued, and connected. With **engagement results placing Syniverse in the top 25% of technology companies**, we continue to build an environment where employees can do their best work.



Through continuous investment in **Research & Development**, we advance how **artificial intelligence (AI) and machine learning (ML)** are applied to connectivity, helping organizations move faster, operate more efficiently, and build more resilient digital infrastructure.



Through **Culture Connect**, our **Employee Associations**, and **consistent ethical standards across our value chain**, we promote greater equity and access to opportunities for employees and partners. These efforts help ensure that people are supported, respected, and held to consistent expectations regardless of location, background, or business size.



We source from suppliers who **meet clear environmental and ethical standards, manage e-waste responsibly, and continuously work to reduce the environmental footprint** of our operations, ensuring that how we consume and produce reflects our broader commitment to sustainability.



Through **robust GHG accounting, annual disclosure via CDP and EcoVadis**, and ongoing efforts to improve energy efficiency across our operations, we continue to strengthen our climate strategy and align our efforts with the ambitions of the Paris Agreement.



From our **Code of Business Conduct and zero-tolerance approach to bribery and corruption**, to our **cybersecurity program and responsible AI governance framework**, we operate with transparency and integrity across every market we serve.



Through active participation in **global bodies such as the GSMA and CTIA**, our **Supplier Code of Conduct, and third-party risk management practices**, we build partnerships grounded in shared standards, contributing to a more connected, accountable, and sustainable global ecosystem.

OVERVIEW

ESG Strategy & Framework

RISE embodies our sustainability strategy and framework.

R



Responsibility to promote ethical practices

Syniverse is committed to upholding the highest standards of business conduct. We live by a Code of Business Conduct that includes policies and procedures for conducting business in a legal and ethical manner.

Material Areas of Focus:

- Business ethics & integrity
- Supply chain management
- Human rights & modern slavery
- Systemic risk management
- Third-party risk management
- Trade sanctions compliance

I



Inclusive culture that connects our people and the global community

We are committed to creating a safe, supportive, and inclusive environment where every employee feels a genuine sense of belonging.

Material Areas of Focus:

- Employee health & well-being
- Employee engagement & retention
- Inclusive culture
- Community engagement

S



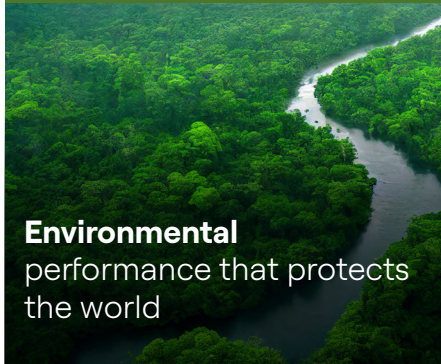
Service integrity in performance, security, and privacy

We are committed to superior service integrity, delivering consistent and reliable service to our customers and end users, and protecting their privacy.

Material Areas of Focus:

- Customer & data privacy
- Cybersecurity
- Business continuity & growth
- R&D and innovation

E



Environmental performance that protects the world

We are conscious of the impact that our actions and activities may have on the environment, and the impact of environmental change and degradation on our company and communities.

Material Areas of Focus:

- Energy management
- GHG emissions
- E-waste disposal

OVERVIEW

RISE Highlights

Responsibility

100% Employee participation in Code of Business Conduct acknowledgement and anti-bribery/anti-corruption training

100%

Of high-risk third-party vendors onboarded in 2025 have been screened through due diligence



100% Executive leadership participation in the Risk & Assurance Council, demonstrating commitment in identifying, mitigating, and monitoring business risks; this Council advises the CEO and the Executive Leadership Team (ELT) monthly

Inclusive Culture

Employee engagement results rank in the top 25% of technology companies, reflecting the strength of our culture

96% participation in employee engagement surveys

 214

New hires paired with 123 mentors, supported by an additional 24 mentors recruited throughout the year

971 volunteer time-off hours dedicated to community engagement

Service Integrity

Rated the #1 vendor in multiple mobile technology categories for five consecutive years, according to Kaleido Intelligence's 2025–2026 global vendor evaluation

97%

Of customers rated Syniverse as “Good” to “Excellent”, with 95% indicating high likelihood of continuing the relationship

+56 Net Promoter Score, up from +55 in 2024, reflecting strong and growing customer trust across our global base



24/7 Network monitoring and structured business continuity management system ensuring global service resilience and uninterrupted connectivity

Environmental Performance

100%

Of our obsolete electronics were responsibly disposed of, totaling an estimated 5.37 metric tons

Achieved a 19% reduction in electricity consumption in 2025

10-Year Emissions Trend: 2016–2025

65%

Combined Scope 1 and Scope 2 emissions **decreased by 65%**

OVERVIEW

RISE Initiatives

We continue to mature our ESG programs through RISE initiatives:

Pillar	Initiative	Description
 R - Responsibility	Business Ethics & Integrity	Uphold a global ethics and compliance framework encompassing our Code of Business Conduct, zero-tolerance anti-bribery policy, and a 24/7 confidential Ethics Helpline, ensuring accountability and integrity across all levels of the organization
	Supply Chain Management	Monitor and assess our supply chain to ensure activities meet ethical benchmarks, uphold labor standards, combat modern slavery, lower carbon emissions, and deter corrupt practices
	Human Rights & Modern Slavery	Adhere to the Modern Slavery Act 2015 and publish an annual statement
	Systemic Risk Management	Continue to manage enterprise risks through forums such as the Risk and Assurance Council
	Third-Party Risk Management	Screen and continuously monitor suppliers and vendors through structured due diligence, covering sanctions, labor standards, and ESG compliance
	Trade Sanctions Compliance	Embed integrity into all third-party relationships through structured counterparty screening and sanctions compliance processes, ensuring all new partnerships are assessed prior to engagement and potential risks are reviewed in coordination with Legal and Procurement teams
 I - Inclusivity	Employee Health & Well-Being	Continue to strengthen employee well-being through a more coordinated focus on prevention, education, and engagement. A cross-regional Wellness Committee was established to advance global well-being initiatives, while a new U.S. Wellness Incentive Program encouraged preventive care. Re-engaged with the American Heart Association, sponsoring the Heart Walk and building awareness of cardiovascular health, while globally leveraging Optum to provide education and resources across a range of physical and emotional health topics
	Employee Listening Program	A continuous listening approach that leverages engagement surveys, Culture Connect Forums and employee feedback to identify opportunities, inform decisions, and enhance the employee experience
	Employee Associations	Support employee-led groups that strengthen connection, representation, and inclusion across the organization, through cultural celebrations, awareness events, community outreach and volunteer activities, employee well-being sessions, and other opportunities for engagement
	Women's Network	Foster connection, mentorship, leadership engagement, and professional development through a global and regional network that supports learning, growth, and community
	Mentoring Program (Link Now)	Pair new hires with experienced employees to support onboarding, integration, connection and career development

OVERVIEW

RISE Initiatives

We continue to mature our ESG programs through RISE initiatives:

Pillar	Initiative	Description
S - Service Integrity	Business Continuity & Growth	Maintain integrated business continuity, disaster recovery, and 24/7 network monitoring capabilities to ensure uninterrupted global service delivery and rapid incident response
	Cybersecurity	Continue to expand risk-based cybersecurity frameworks aligned with NIST CSF and NIST 800-53, supported by audits, penetration testing, and red team exercises
	R&D and Innovation: Responsible AI Governance	Oversee AI adoption through a formal governance framework, including an AI Review Committee and alignment with the NIST AI Risk Management Framework, enabling the safe deployment of tools such as the internal AI assistant “Sydney”
	R&D and Innovation: Analytics Platforms	Enable secure, scalable, and AI-driven solutions that enhance connectivity performance, operational intelligence, and infrastructure efficiency
	Customer & Data Privacy	Uphold a global privacy framework grounded in GDPR principles (lawfulness, data minimization, and security) while adapting to regional regulations such as CCPA/CPRA and India’s DPDP Act. Supported by privacy-by-design practices, annual workforce training, vendor due diligence, and oversight from a dedicated Global Data Protection Officer
E - Environment	Employee Associations	Support employee-led groups to drive environmental stewardship through initiatives such as tree planting, community clean-ups, waste reduction, and environmental awareness activities
	Energy Management: Sustainability Awareness	Educate employees on how their individual actions contribute to the broader fundamentals of sustainability and support organizational objectives
	GHG Emissions	Maintain a robust greenhouse gas (GHG) emissions accounting system aligned with the GHG Protocol standards, enabling consistent measurement, monitoring, and reporting of Scope 1, Scope 2, and relevant Scope 3 emissions, and supporting informed decision-making to reduce our environmental impact over time
	E-Waste Disposal	Continue to execute an e-waste management program to ensure all office and data center equipment is responsibly disposed of through certified partners, complemented by internal collection campaigns that encourage employees to bring electronic waste to the office for proper recycling and disposal

Our Stakeholders

At Syniverse, we believe that a strong ESG strategy begins with understanding the people and organizations who influence, and are influenced by, our business.

Serving more than 850 operators and enabling billions of interactions every day, our decisions carry weight across a broad and diverse ecosystem, from the carriers and enterprises who rely on our platforms, to the employees, suppliers, and communities that make our work possible.

These stakeholders shape our priorities, inform our decisions, and help us create sustainable, shared values. Through regular engagement with both internal and external partners, we gain meaningful insight into what matters most, whether that's the integrity of our supply chain, the resilience of our infrastructure, or the trust we maintain with every connection we enable. By tracking key issues and macro trends that affect our operating landscape, we stay ahead of risks and identify opportunities that are relevant to our stakeholders and our long-term direction.

Our key **external** stakeholders:

- Customers and end-users
- Suppliers
- Investors
- Regulatory bodies
- Media

Our **internal** stakeholders:

- Employees
- Executive Leadership
- Board of Directors

OVERVIEW

Materiality Matrix

Syniverse’s Top Material Areas

Responsibility	1	Business ethics & integrity
	2	Supply chain management
	3	Systemic risk management
	4	Human rights & modern slavery
Inclusive Culture	5	Employee health & well-being
	6	Employee engagement & retention
	7	Inclusive culture
	8	Community engagement
Service Integrity	9	Customer & data privacy
	10	Cybersecurity
	11	Business continuity and growth
	12	R&D and innovation
Environmental Performance	13	Energy management
	14	GHG emissions
	15	E-waste disposal



OUR APPROACH

Responsibility to Promote Ethical Practices

R

In this section

- Risk & Assurance Council
- Business Ethics & Integrity
- Procurement
- Third-Party Risk Management
- Responsibility Champion: Trade Sanctions Compliance Program

Our Commitment to Responsible Business



As a company enabling connectivity for more than 850 mobile operators worldwide, the trust placed in Syniverse is foundational, and responsibility is how we earn it. This means holding ourselves to high standards of ethical conduct, building governance structures that are visible and accountable, and extending those expectations to every partner and supplier we work with. From our Code of Business Conduct to how we screen third parties before a relationship begins, responsibility at Syniverse is less a policy and more a way of operating.

RESPONSIBILITY

Performance Highlights

100% **Employee participation** in Code of Business Conduct acknowledgement and anti-bribery/anti-corruption training

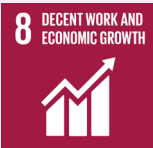
100% **Of Syniverse suppliers** agreed to abide by the Syniverse Supplier Code of Conduct

100% **Executive Leadership** participation in the Risk & Assurance Council, demonstrating commitment in identifying, mitigating, and monitoring business risks; this Council advises the CEO and the executive leadership team monthly

100% **Of new suppliers** were screened using environmental criteria

100% **Of high-risk third-party vendors** onboarded in 2025 have been screened through due diligence

Contributing to the UN Sustainable Development Goals (SDG)



8 – Decent Work and Economic Growth.
Our procurement and supplier engagement practices reinforce fair labor standards, prohibit forced labor and human trafficking, and promote working conditions that uphold human dignity across our broader ecosystem of partners and suppliers.



10 – Reduced Inequalities.
By embedding consistent ethical standards across our supply chain and ensuring that all partners are held to the same expectations regardless of size or geography, we contribute to a more equitable and accountable global business environment.



16 – Peace, Justice and Strong Institutions.
Our ethics and compliance framework, anchored in the Code of Business Conduct, a zero-tolerance approach to bribery and corruption, and an independent Ethics Helpline, reflects our commitment to operating with transparency and accountability at every level of the organization.



17 – Partnerships for the Goals.
Through our Supplier Code of Conduct and third-party risk management program, we extend our standards of responsible business conduct across our value chain, building partnerships grounded in shared expectations around ethics, compliance, and sustainability.

Risk & Assurance Council

The Risk & Assurance Council (RAC) provides Operations with a trusted, constructive forum to raise risks, confident they'll be taken seriously and translated into action. It's about clarity, prioritization, and better decisions made together. That shared commitment to proactive risk management is a key driver of operational excellence at Syniverse.



Desmond Gadson
SVP Operations

A strong governance model enabling informed risk-based decisions

The Risk & Assurance Council (RAC) serves as Syniverse's central governance forum for the integrated oversight of enterprise risk, assurance activities, and maturity control. Through recurring, structured engagement with executive leadership, the RAC provides a forward-looking platform that enables management to navigate complexity, understand risk exposure, and make informed decisions to mitigate risk while supporting strategic and operational objectives.

The RAC brings together perspectives from Internal Audit, Cybersecurity, External Assurance, Privacy, ESG, and other operational areas, creating a consolidated and holistic view of enterprise risk. This integrated model ensures that leadership considers interdependencies across risk domains rather than evaluating risks in isolation. As a result, emerging issues, control weaknesses, and assurance insights are evaluated in the context of the broader risk landscape.

A defining strength of the RAC governance model is its emphasis on transparency, consistency, and prioritization. Standardized updates and recurring dashboards provide leadership with clear visibility into risk themes, control effectiveness, and remediation progress. This consistent structure enables

executive leadership to focus attention on the most significant risks, including those with the highest impact, complexity, or control gaps, and to monitor remediation progress over time.

Beyond reporting, the RAC operates as a decision enabling body that bridges assurance activities with management actions. Discussions are structured to articulate not only what risks exist, but why they exist, how they are being addressed, and where leadership direction or resource allocation is required. This approach reinforces management accountability and ensures that risk mitigation efforts are practical, prioritized, and aligned with business realities.

Importantly, the RAC maintains a forward-looking posture. In addition to reviewing current risk exposures and assurance results, the RAC routinely addresses emerging risks, evolving regulatory expectations, technology changes, and opportunities to improve control maturity and efficiency. This proactive focus enables Syniverse to anticipate risk, rather than simply respond to it.

RESPONSIBILITY

Business Ethics & Integrity

Shaping responsible business from the top down

At Syniverse, ethical behavior is embedded through leadership accountability, structured governance, and the consistent reinforcement of standards across the organization, shaping how decisions are made and how risks and responsibilities are managed.

To support this approach, we maintain a comprehensive ethics and compliance framework grounded in clear principles, strong governance, and accessible mechanisms that enable open communication and accountability. This framework reinforces a consistent way of working across our operations and business relationships, providing the basis for the policies that guide how we operate.

Code of Business Conduct

The Code of Business Conduct serves as the foundation of our ethics framework, setting out the standards that guide all employees, officers, and directors globally. It provides practical direction across key areas such as compliance with applicable laws and regulations, conflicts of interest, data privacy, fair competition, anti-corruption, and workplace behavior,

ensuring that ethical considerations are embedded into everyday decision-making. The Code applies to all employees across the organization and is reinforced through formal training and acknowledgment, helping ensure a consistent understanding of expectations and reinforcing the principles that underpin how we operate.

Anti-Bribery and Corruption

Our commitment to integrity is reinforced through a clear zero-tolerance approach to bribery and corruption in all its forms. The Anti-Bribery and Corruption (ABC) Policy applies to all employees, officers, directors, and third parties acting on behalf of Syniverse, and reflects compliance with applicable global regulations, including the U.S. Foreign Corrupt Practices Act (FCPA) and the UK Bribery Act 2010. This commitment is operationalized through structured due diligence for all third-party engagements, led by the Legal Department. Before any relationship is established, competence, reputation, and potential risk exposure are assessed to ensure alignment with our standards of integrity, extending ethical expectations across our broader ecosystem of partners and

suppliers. Additionally, we conduct annual internal audits informed by the Corruption Perceptions Index (CPI), a globally recognized benchmark published by Transparency International. Audit procedures are tailored to regional risk levels to help monitor compliance with our anti-bribery and corruption policy.

Ethics Helpline/Portal

To support a culture of openness, Syniverse provides an independent and confidential Ethics Helpline available 24/7 to all stakeholders, including employees, contractors, and business partners. The service allows concerns to be raised safely through multiple channels, including phone, online submission, or postal mail addressed to the Chief Legal Officer. All reports are reviewed by a core team, which supports a culture of openness, accountability, and trust. The results are then communicated to the Audit and Risk Committee of the Board of Directors. This process reflects Syniverse's ongoing commitment to transparency, ethical business conduct, and empowering employees to speak up, strengthening the integrity of our organization and community.

Ethics reminds us that every choice reflects our character

Ethics serves as a constant reminder that our decisions, both large and small, shape the story that others tell about us. Each time we choose a path, we leave behind evidence of what we truly value. Even seemingly trivial actions can signal our principles to those around us. Over time, these choices accumulate, defining our character more clearly than any words or intentions ever could.



RESPONSIBILITY

Procurement

ESG is not a separate initiative, it is the foundation of how Procurement operates and drives value. Cost, risk, and responsibility are not competing priorities; they are fundamentally interconnected in every sourcing decision we make. By embedding ESG principles into our procurement strategy, we ensure that every dollar spent, every supplier engaged, and every risk managed reflects our commitment to sustainability, ethical practices, and strong governance. For me, strategic planning is just as important as everyday execution. This approach enables us to deliver on our business objectives while advancing Syniverse's values, building resilience, and shaping a better future, one decision at a time.



María Zamora Pardo
Sourcing Contracts Manager

Procurement at Syniverse is more than a function; it is a catalyst for how we operate, partner, and grow. We shape how spend is invested, how risks are managed, and how we engage with our global supplier ecosystem. Our role goes beyond efficiency; we help embed accountability, resilience, and responsible practices into every decision. By combining strong governance with data-driven insights, we enable Syniverse to deliver on its ESG commitments while balancing cost, performance, and risk. In doing so, Procurement helps turn everyday decisions into long-term value for the business.

On the environmental front, we are moving from intention to action. Sustainability is becoming a natural part of how we evaluate and select suppliers, with increasing focus on those who can clearly measure and reduce their environmental impact. We seek partners who are transparent, forward-looking, and aligned with evolving expectations, without losing sight of business continuity and financial discipline. This approach allows us to make smarter choices today while steadily reducing the footprint of our extended value chain.

From the supplier diversity perspective, we are strengthening the foundation of trust and accountability across our supplier relationships. We believe that inclusive, value-driven partnerships not only reflect who we are, but also make us stronger, more innovative, and more resilient. We continue to reinforce expectations around ethical labor practices, human rights, and fair working conditions, while staying closely engaged with our partners. At the same time, we are opening more intentional pathways to work with diverse suppliers where it makes business sense.

From a governance standpoint, we are building consistency, transparency, and discipline into how we operate. Stronger alignment with Legal and Finance, clearer contracting practices, and earlier risk identification are helping us better protect the organization. We are focusing more on anticipating risk (e.g., financial, operational, and regulatory) while improving visibility into supplier commitments and performance. As our environment becomes more complex, Procurement remains committed to living the RISE values on how we think, decide, and act every day; ensuring responsible sourcing is not a separate effort, but simply how we do business.

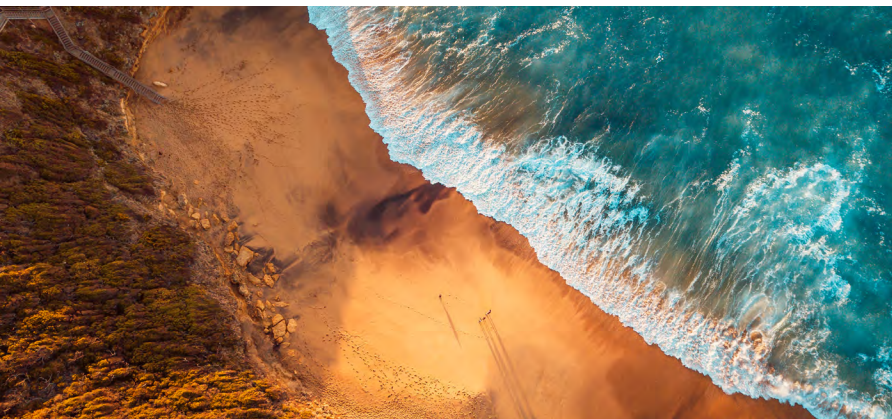
100%

of Syniverse suppliers agreed to abide by the Syniverse Supplier Code of Conduct

100% of new suppliers were screened using environmental criteria

Third-Party Risk Management

At Syniverse, third-party risk management is an essential element of our responsible business strategy and our commitment to building a resilient, ethical, and sustainably managed value chain. As the world's most connected company®, we recognize that the integrity and security of our supply chain partners, vendors, and service providers are fundamental to protecting our business, customers, and stakeholders.



In 2025, we continued to enhance our third-party risk management program by embedding rigorous due diligence, ongoing monitoring, and a culture of transparency across the supplier lifecycle. Every new third-party undergoes a structured onboarding process, anchored by our External Vendor Questionnaire and Onboarding Vendor procedures. This process assesses alignment with the Syniverse Supplier Code of Conduct, as well as compliance with international regulations including the U.S. Foreign Corrupt Practices Act, the UK Modern Slavery Act, the Uyghur Forced Labor Prevention Act (UFLPA), and relevant global sanctions lists.

We require all suppliers to attest to our Code of Conduct, which prohibits forced labor, human trafficking, and unethical practices. Higher-risk suppliers are subject to enhanced screening, additional compliance certifications, and continuous monitoring, enabling us to proactively identify and mitigate evolving risks.

Building on our commitment to responsible business practices, our third-party risk management program in 2025 delivered measurable impact through the following actions:

- Conducted comprehensive risk-based due diligence for all new and higher-risk suppliers, with 100% of critical vendors completing the enhanced onboarding process
- Performed annual information security audits (e.g., ISO 27001, SOC 2 Type II) for higher risk suppliers, and expanded penetration testing and red teaming for critical technology partners
- Strengthened incident response and remediation protocols, ensuring prompt investigation and resolution of non-compliance or security events
- Regularly reviewed supply chain risk posture with the Risk & Assurance Council and the Audit and Risk Committee, ensuring robust oversight and continuous improvement

Our approach is dynamic. We continuously assess the regulatory landscape, emerging technologies, and threat environment, updating our controls and procedures to stay ahead. Lessons learned from any incidents or audit findings are used to advance our risk management maturity and resilience.

Responsibility Champion: Trade Sanctions Compliance Program

Trade sanctions compliance is not a box-checking exercise at Syniverse; rather, it is a proactive, dynamic, and ongoing process. By incorporating counterparty screening into our risk management and governance strategies, we can proactively address risk quickly before it becomes a liability, build trusted relationships, and maintain our competitive advantage.



Kyle Phipps
Senior Corporate Counsel

Embedding integrity in every business relationship

At Syniverse, acting responsibly is not a standalone effort; it is embedded into the way we build and manage relationships with third parties around the world. Through our Trade Sanctions Compliance Program and counterparty screening processes, we ensure that every new partnership begins with a clear understanding of who we are working with and the risks involved.

Across all regions, this approach is integrated into day-to-day operations. Whether initiating a non-disclosure agreement or onboarding a new supplier, teams work closely with our Legal team to ensure that third parties are screened before any business relationship is established. Each year, more than 170 third parties go through this process, reflecting how consistently these controls are applied across the business.

When potential concerns arise, they are carefully reviewed and escalated, ensuring that decisions are made with full visibility of the risks involved and supported by clear guidance from Legal and Procurement teams.

Together, these efforts reflect a simple principle: responsible business starts with informed decisions. By embedding screening and compliance into everyday workflows, we strengthen trust, safeguard our operations, and reinforce a culture where integrity guides every partnership.

Modern Slavery Statement

Statement

This statement is made pursuant to s.54 of the Modern Slavery Act 2015 and sets out the steps that Syniverse Technologies S.à r.l., and its subsidiaries ("Syniverse") have taken in the financial year ending November 30th, 2025, and will continue to take to address the risks of modern slavery and human trafficking occurring in its business and supply chains.

Syniverse is a value-driven organization, and we aspire to meet the highest professional, legal, and ethical standards.

Syniverse supports the protection of internationally proclaimed human rights, the elimination of all forms of forced and compulsory labor, and the effective abolition of child labor.

Syniverse is committed to ensuring that there is no modern slavery or human trafficking in our supply chain or in any part of our business.

This statement sets out our approach to modern slavery. For more information on Syniverse's approach to Environmental, Social, and Governance topics, please visit: [Syniverse.com/about/corporate-responsibility](https://syniverse.com/about/corporate-responsibility).

Our business and risks

Syniverse's ultimate parent company is Syniverse Technologies LLC which has its head office in Tampa, Florida and is incorporated under the laws of Delaware. As of November 30, 2025, the global group of companies had 1,533 full-time equivalent employees and provided services in nearly 200 countries worldwide.

Syniverse is incorporated under the laws of Luxembourg and is the immediate parent company of Syniverse Technologies Solutions Limited, its principal UK operating entity.

Syniverse is an integral part of the mobile ecosystem and its proprietary software, protocols and orchestration capabilities power mobile experiences for almost every person and device on earth. Given the nature of the services we provide, the industry in which we operate, and the professional workforce we employ, we assess the risk of modern slavery or human trafficking in our own organization to be low.

Our supply chain

Our supply chain comprises primarily services, including professional advisory services, travel services, and IT services. We have reviewed our supply chain and believe the overall risk of modern slavery or human trafficking is low owing to:

- The nature of the goods and services which we procure (mostly services, mostly skilled professions)
- The locations from which we procure them (mostly in developed markets)
- Our procurement practices (for example, we agree to reasonable terms and standard payment)
- While the overall level of risk is low, these criteria also enable us to identify where the risk may be higher

Our policies on slavery and human trafficking

Our internal policies reflect our commitment to acting ethically and with integrity in all our business relationships and to implementing and enforcing effective systems and controls to ensure slavery and human trafficking are not taking place anywhere in our supply chain.

This section summarizes our approach for purposes of our ESG report; the full Modern Slavery Act Statement is available at syniverse.com/legal.

OUR APPROACH

I Inclusive Culture that Connects Our People and the Global Community

In this section

- Culture Connect
- Communicate
- Recruit
- Educate
- Connect

INCLUSIVE CULTURE

Performance Highlights

Our employee engagement results rank in the top 25% of technology companies, reflecting the strength of our culture and the connections employees build across the organization.

96% Participation in employee engagement surveys

214 New hires paired with 123 mentors, supported by an additional 24 mentors recruited throughout the year

971 Volunteer time-off hours dedicated to community engagement



Active Employee Association participation across all eight global office locations, with virtual engagement for remote employees

Contributing to the UN Sustainable Development Goals (SDG)



4 – Quality Education.

Through initiatives such as our Respect and Dignity in the Workplace program, Gender Bias Training, and the development opportunities embedded in our Culture Connect strategy, we invest in continuous learning that equips employees with the skills, awareness, and tools to grow professionally and contribute meaningfully to an inclusive workplace.



5 – Gender Equality.

Our Women's Network, active globally across regions including Asia-Pacific, India, Costa Rica, and the United States, creates dedicated space for connection, mentorship, and leadership engagement. Combined with campaigns like our International Women's Day activation and community initiatives such as the "She Is Football" 5K, we work to accelerate meaningful progress toward gender equity both inside and outside our organization.



8 – Decent Work and Economic Growth.

Our employee listening strategy, mentoring programs, and engagement initiatives reflect our commitment to creating a workplace where people feel supported, valued, and connected. With engagement results placing Syniverse in the top 25% of technology companies, we continue to build an environment where employees can do their best work.



10 – Reduced Inequalities.

Through Culture Connect, our Employee Associations, and intentional efforts to foster belonging across all geographies and backgrounds, we work to ensure that every employee (regardless of where they are or who they are) has equal access to opportunity, development, and community within Syniverse.

Our Commitment: A Human-Centered & Connected Culture

Our culture is built on human connection.

We strive to create an environment where employees feel valued, respected, and empowered to contribute while ensuring fair and equitable treatment for all. We also seek diverse representation across our workforce and leadership teams, recognizing that different backgrounds and perspectives strengthen our organization.

Through Culture Connect, employees are encouraged to explore and celebrate individual cultures and experiences, deepen understanding of our shared values, and build meaningful connections with colleagues around the world. We bring Culture Connect to life by celebrating global perspectives, fostering inclusion and belonging, reinforcing our values, recognizing contributions, and providing opportunities for growth and development.

In 2025, our priorities focused on expanding brand awareness, advancing learning and development, supporting employee-led communities such as our Women's Network, strengthening continuous employee listening, and bringing our Values in Action to life. These priorities are guided by our Culture Connect strategy, which is anchored in six core pillars.



INCLUSIVE CULTURE

Culture Connect Strategy

Continuing Momentum in 2026

PHASE I: 2024

Re-imagine DE&I

Reframe DE&I around human connection educating and raising awareness on DE&I philosophies.

Key initiatives focus on training, executive visibility, and gender representation and employee engagement.



PHASE II: 2025-2026

Culture of connection

Establish best practices that fortify Syniverse’s brand as a globally inclusive, diverse, and equitable organization.

Key initiatives focus on new best practices, cultural expression, and industry partnerships.



INCLUSIVE CULTURE

Communicate

We strengthened global connection by bringing our culture and values to life. We leveraged internal and external communications to celebrate our culture and heritage across the globe throughout the year. A notable example was our March campaign recognizing Women's History Month and International Women's Day, aligned to the theme of "Accelerate Action." Employees across the organization demonstrated their support by sharing personal stories and pictures, while leaders and team members were spotlighted through a series of features and local activations. This global momentum was complemented by community-based engagement. One example included our participation in the 'She Is Football' 5K in Tampa, where colleagues, along with friends and family, came together to strengthen community connections and support girls in sports.



INCLUSIVE CULTURE

Communicate



INCLUSIVE CULTURE

Recruit

We focused on elevating our employer brand to help attract diverse and high-quality talent pipelines.

We launched a new careers site on our external website and initiated a series of social media campaigns highlighting our values, culture, and people. These efforts resulted in an average social engagement rate of 11.4%, significantly exceeding the typical 2–3% benchmark, and drove increased traffic to our careers site.

We also expanded our external partnerships by joining Equality Means Business, an initiative of Equality Florida, and sponsoring the annual Equality Florida Gala, reinforcing our commitment to inclusive hiring and community engagement.

Educate

We advanced employee learning through global education and training initiatives.

In 2025, we continued to enhance our Respect and Dignity in the Workplace program, promoting safe, respectful, and inclusive environments for all employees. The training equipped employees and leaders with tools to prevent and address workplace harassment while reinforcing the importance of mutual respect in every interaction.

We also launched Gender Bias Training to build awareness, help employees recognize how bias can show up in the workplace, and apply practical strategies to reduce its impact on day-to-day interactions and decision-making.



INCLUSIVE CULTURE

Connect

We continued to strengthen employee connections through our Employee Associations, Give Back initiatives, Link Now, and our growing Women’s Network.

Employee Associations: building belonging and engagement

Employee Associations are funded, employee-led groups that create opportunities for employees to connect, collaborate, and engage, whether they are in an office or working remotely. With support from site leaders and local champions, EAs play a critical role in strengthening our culture by bringing employees together around shared interests and common sense of purpose.

EAs enhanced the employee experience in several ways, including:

- Connection and culture-building: strengthening relationships across teams and locations
- Professional development: offering workshops, skill-building sessions, and peer knowledge sharing
- Employee advocacy and support: providing a channel for feedback and elevating ideas to improve employee experience
- Belonging and Community: celebrating cultural moments and fostering a sense of belonging and community

Give Back Program: turning engagement into impact

Community engagement remains a key part of our ESG focus. Through the Syniverse Give Back program, employees participated in service projects, volunteer efforts, and other community-based initiatives throughout the year.

Our Employee Associations and Give Back program reinforced a culture of connection and purpose, supporting employee engagement while encouraging meaningful contributions to the communities we serve.



📍 Employees By Region

India	569
United States of America	445
Costa Rica	238
China	98
Luxembourg	52
United Kingdom	37
Hong Kong	36
Other	58
Total	1,533

INCLUSIVE CULTURE

Connect

Team Spotlight – American Heart Association (AHA)

One example of our employees' commitment to Give Back is our partnership with the American Heart Association. In 2025, colleagues from across the company, along with friends and family, came together to support the AHA Heart Walk. Many participated in Tampa, while others joined from their local communities. Together, we raised more than \$26,000 to help fund research, education, and advocacy for heart health. The energy and personal stories shared across the company reflected how giving back can bring employees together around a shared purpose.



INCLUSIVE CULTURE

Connect

Link Now: helping new hires find their place at Syniverse

We continued to strengthen new hire integration through our Link Now mentoring program, which pairs new employees with experienced team members to help them navigate the organization, build relationships, and feel a strong sense of connection from day one. "Link Now" plays a key role in accelerating onboarding, supporting engagement and retention, and enhancing job satisfaction. In 2025, we were pleased to pair 214 new hires with 123 employee mentors and expanded the program by recruiting an additional 24 mentors.

Women's Network: from first steps to a real community

We launched our Women's Network in 2024 and continued to build strong momentum in 2025. Syniverse's Women's Network brings Culture Connect to life by creating space for connection, learning, and belonging across regions. Over the past year, the network expanded through a combination of local, site-based chapters and global virtual events, strengthening relationships, elevating personal experiences, and increasing access to mentorship, development, and leadership engagement.

Globally, the Women's Network hosted virtual sessions that combined practical insights with visible leadership support. Highlights included a March session on work-life strategies (hosted live from Costa Rica by women on the Executive Leadership Team) and a July conversation on male allyship (led by leaders across Tampa and Costa Rica, with virtual participation worldwide). In October, employees also participated in a discussion on building relationships to support career growth.

Regionally, the network continued to grow and localize its impact:

- **Asia-Pacific:** Colleagues in Hong Kong, Beijing, and Xi'an hosted their first local Women's Network event and officially formed a Women's Chapter, partnering with site leadership, the Employee Association, and Human Resources Business Partners to sustain women-focused programming throughout the year. Their kickoff topic, "The Art of Balancing Life and Work," sparked meaningful dialogue around navigating career and family demands, sharing strategies that work, and learning from each other's experiences, while also recognizing International Women's Day together.
- **India:** Employees across Bangalore, Hyderabad, and Gurgaon came together for a session focused on shared journeys, problem-solving, and peer support. A volunteer-led core committee was also established to drive ongoing initiatives across engagement, mentorship, and advocacy.

Together, these global and local efforts reflect what Culture Connect is designed to foster: authentic connection, shared learning, and a more inclusive environment where all employees can thrive.



INCLUSIVE CULTURE

Engage

We strengthened employee engagement through continuous listening and meaningful action.

In 2025, we expanded how we listened to employees through a year-round listening strategy that included two engagement surveys. We heard from 96% of eligible employees (90+ days tenure) and received more than 15,500 comments, which provided clear and actionable insights into what was working well and the ways we could improve.

To go deeper than survey results alone, we hosted 30 Culture Connect Forums and gathered qualitative feedback from approximately 20% of employee population. These conversations helped us better understand the “why” behind the data, validated themes over time, and translated insights into action planning at both the company and local levels.

Our employee engagement results place Syniverse in the top 25% of technology companies. Key themes included supportive managers and colleagues, open communication, and clear expectations. Employees also highlighted the meaningful nature of their work, rated our culture highly for inclusion and respect, and shared that our work model supports flexibility and work-life balance.

Alongside our listening efforts, we launched a “Values in Action” campaign to make it easier to put our values into practice. We accomplished this by defining clear behaviors, sharing resources that support learning and growth, and recognizing employees who exemplified the behaviors that bring our values to life. Using a multi-channel approach, we focused on “Reimagine the Possibilities” and delivered training in partnership with our Innovation Council (see the Service Integrity section for more on the Innovation Council). Engagement with these resources was strong, and this work will continue as an ongoing effort to support our culture, performance, and career growth.



OUR APPROACH

S Service Integrity in Performance, Security, and Privacy

In this section

- Awards and Achievements
- Operational Excellence
- Cybersecurity
- Privacy and Generative Artificial Intelligence
- R&D and Innovation
- Service Integrity Champion: Enhancing Customer Experience Through Operational Excellence

Our Commitment to Service Integrity

As a global enabler of mission-critical connectivity, service integrity is fundamental to how Syniverse operates and earns trust across the ecosystem. This means delivering resilient, secure, and high-performing platforms, while maintaining the highest standards of reliability, cybersecurity, and responsible innovation. From continuous network monitoring and structured business continuity planning to AI governance and cybersecurity frameworks aligned with global standards, service integrity at Syniverse is not a function of the business, but the foundation that enables it.

SERVICE INTEGRITY

Performance Highlights



Rated the #1 vendor in multiple mobile technology categories for five consecutive years, according to Kaleido Intelligence’s 2025–2026 global vendor evaluation

97%

of customers rated Syniverse as “Good” to “Excellent”, with 95% indicating high likelihood of continuing the relationship

+56 Net Promoter Score, up from +55 in 2024, reflecting strong and growing customer trust across our global base



24/7 network monitoring and structured business continuity management system ensuring global service resilience and uninterrupted connectivity

64%

employee adoption of internal AI assistant “Sydney,” supporting secure and governed use of generative AI across the organization



Expanded cybersecurity maturity by enhancing attack surface visibility, implementing AI-enabled threat detection, and advancing security event management capabilities, combined with more frequent and in-depth security and privacy training for all employees

Contributing to the UN Sustainable Development Goals (SDG)



9 – Industry, Innovation and Infrastructure.

Through continuous investment in Research & Development, we advance how AI and ML are applied to connectivity, helping organizations move faster, operate more efficiently, and build more resilient digital infrastructure.



16 – Peace, Justice and Strong Institutions.

Our cybersecurity program, privacy framework, and responsible AI governance, anchored in NIST standards and overseen by dedicated leadership, reflect our commitment to protecting data, maintaining trust, and operating with integrity across every market we serve.



17 – Partnerships for the Goals.

Through active participation in global industry bodies such as the GSMA and CTIA, and by serving more than 850 mobile operators worldwide, we contribute to the shared standards, collaboration, and interoperability that underpin a more connected and resilient global communications ecosystem.

Awards and Achievements

Syniverse's leadership in the communications industry has been consistently affirmed by top global analysts and research organizations, including Kaleido Intelligence, Juniper Research, Omdia, Frost & Sullivan, and IDC.

Syniverse delivers trusted, always-on connectivity across the world's most mission-critical markets including Mobile Roaming, Data & Financial Clearing, A2P Messaging, CPaaS, Fraud Management, and Private Networks, to name a few, helping operators and enterprises perform at scale with confidence.

Our leadership is consistently validated by the industry's most respected benchmarks. For the past five years, Kaleido Intelligence's annual Vendor Hub report has ranked Syniverse the #1 Overall Leader in Mobile Roaming; recognition that spans key capabilities such as IPX, Roaming Analytics, Sponsored Roaming, Roaming Hubs and more. Our Data & Financial Clearing portfolio, including Universal Commerce, has also earned top global rankings from Kaleido Intelligence, Juniper Research, and ROCCO reinforcing the strength, breadth, and reliability of our solutions.

In messaging, Syniverse is repeatedly recognized as a leader across CPaaS, A2P Messaging, Voice, and Mobile Authentication by Omdia, Juniper Research, and ROCCO. These rapidly evolving markets sit at the center of the experience customers depend on every day: secure interactions, seamless travel, and dependable global service.

We also help shape what comes next. Syniverse actively contributes to thought leadership and standards development through participation in dozens of industry associations worldwide, including the GSMA. In 2023, our CEO, Andrew Davies, was appointed to the CTIA Board of Directors at a pivotal time as the U.S. advances the rollout of 5G, further strengthening Syniverse's role in guiding the future of mobile connectivity.

#1 Overall Established Leader

Juniper, Roaming Clearing (2023)

Mobility Products

#1 Overall Roaming Vendor

Kaleido Intelligence (2021, 2022, 2023, 2024, 2025)

- **Kaleido Intelligence:** #1 IPX Vendor (2025)
- **Kaleido Intelligence:** #1 Data & Financial Clearing Vendor (2022, 2023, 2024, 2025)
- **ROCCO Research:** Tier 1 IPX Provider (2024, 2025)
- **Kaleido Intelligence:** Champion Vendor for Private Networks Connectivity (2022, 2023, 2024, 2025)
- **Juniper:** Gold Winner – Best Data & Financial Clearing Solution (2024)
- **Juniper:** Platinum Winner – Best BCE Platform (2024)

Messaging

Leading Challenger for CPaaS

Juniper: (2023, 2024, 2025)

- **Omdia:** CPaaS Universe Challenger Vendor (2022, 2023, 2025)
- **Juniper:** Established Leader in Messaging Fraud Prevention (2025)
- **Frost & Sullivan:** Leader in CPaaS Radar Report (2025)
- **Juniper:** Leading Challenger for Mobile Messaging (2024)
- **Juniper:** Leading Challenger for A2P Messaging (2022, 2024)

Operational Excellence

Resilient Connections: ensuring continuity in a connected world

At Syniverse, **network resilience** is central to our ability to deliver secure and uninterrupted communications for enterprises, carriers, and public safety organizations worldwide. As connectivity becomes increasingly critical to economic activity and societal well-being, we continue to strengthen our capabilities through advanced technology, proactive risk management, and structured response frameworks designed to maintain service continuity in the face of disruption.

Our Business Continuity Management System (BCMS) guides how we prepare for and respond to disruptions, with plans reviewed and updated periodically to support ongoing readiness. Recovery efforts follow a defined sequence, prioritizing critical infrastructure and helping ensure a stable foundation for service continuity.

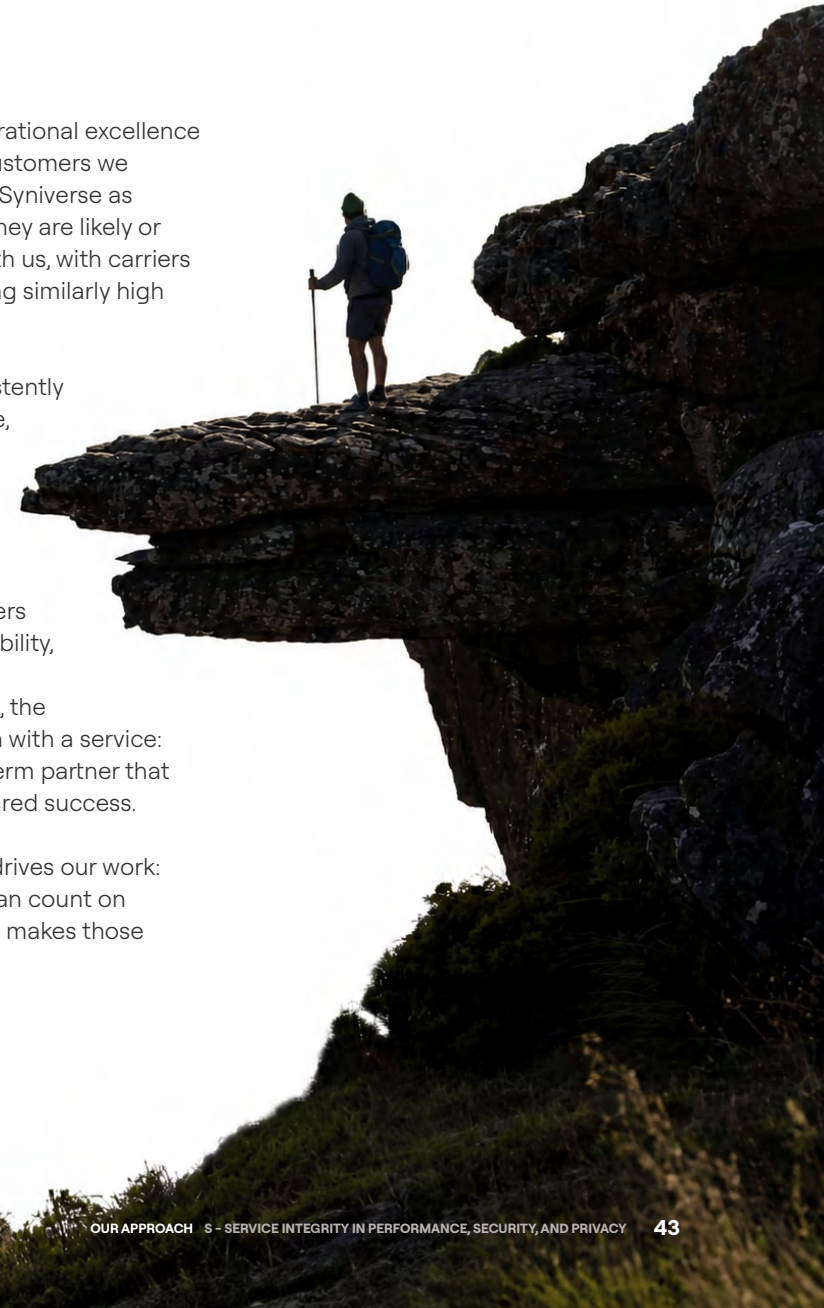
We maintain 24/7 monitoring across our operations to identify and address risks, including technical issues, extreme weather events, and geopolitical developments. Automated systems and globally distributed teams enable rapid response and escalation, supported by an incident classification framework that aligns actions to the scale and impact of each event. When needed, our Crisis Management Framework coordinates technical recovery, risk containment, and communication with stakeholders, including customers, regulators, and partners.

What our customers value most

Our commitment to resilience and operational excellence is reflected in the experiences of the customers we serve. In 2025, 97% of customers rated Syniverse as Good to Excellent, and 95% indicated they are likely or extremely likely to continue working with us, with carriers and enterprise customers alike reporting similarly high intentions to maintain the relationship.

Beyond the numbers, customers consistently point to the same strengths: responsive, knowledgeable teams, reliable platforms, and a collaborative approach that adapts to their needs. Carriers frequently highlight the quality of our support and account management, while enterprise customers recognize Syniverse for its platform stability, broad global coverage, and proactive communication. Across both segments, the feedback shows more than satisfaction with a service: it reflects trust in Syniverse as a long-term partner that listens, adapts, and is committed to shared success.

Together, these results reinforce what drives our work: building connections that customers can count on and continuously earning the trust that makes those connections possible.



SERVICE INTEGRITY

Cybersecurity

Cybersecurity is a constant priority for every organization as technology ecosystems expand and threats continue to evolve. With that reality in mind, Syniverse focuses on strengthening resilience, reducing risk, and protecting the people, systems, and information our customers rely on through a disciplined program grounded in security awareness, readiness, and compliance.

We strive to:

- Ensure confidentiality, integrity, and availability of data and systems by maintaining alignment with the NIST Cybersecurity Framework and NIST 800-53 and regularly updating our policies to reflect new threats and compliance requirements
- Execute risk mitigation by proactively promoting advanced cybersecurity and response capabilities
- Advance knowledgeable security, compliance and privacy focused workforce
- Align with global industry standards of best practices and security frameworks, including regular security awareness training, incident response tabletop exercises, and targeted phishing simulation campaigns for employees
- Perform periodic internal and external cybersecurity audits, and third-party maturity assessments to benchmark and strengthen our practices

Our information security program provides a strong foundation and consistent methodology to guide and govern the implementation and operation of information security across the organization, regardless of functional area. We continuously enhance the program based on the results of penetration tests, red team exercises, and lessons learned from investigations, assessments, and audits.

In 2025, we further strengthened our program by advancing a risk-based security approach. As in prior years, our information security and governance program is aligned to the National Institute of Standards and Technology Cybersecurity Framework (NIST CSF), which provides a comprehensive, flexible, and scalable approach to managing and reducing cybersecurity risk. We also leverage the NIST SP 800-53 control catalog to support the development of secure, resilient information systems through a robust set of security and privacy controls, complemented by internal and external assessments and operational metrics to measure event rates, time to remediation, and control effectiveness. Together, these standards support ongoing monitoring, review, maintenance, and continuous improvement of our information security program, giving partners and customers greater confidence in how they interact with us.

Cybersecurity capabilities and tools matured significantly in the following areas in 2025:

- Enhanced network mapping and exposure context to provide greater visibility around our attack surface
- Integrated additional business and attack surface context into vulnerability risk management and prioritization processes
- Expanded use of artificial intelligence to augment security operations center personnel's detection, investigation, and response capabilities
- Increased visibility and monitoring through expanding and enriching data sources within our security information and event management (SIEM) practices and leveraged automated analytics and intelligence for early threat detection and response



SERVICE INTEGRITY

Privacy and Generative Artificial Intelligence



Privacy at the core of our business

As a global organization, Syniverse complies with applicable privacy laws wherever we do business. We use the General Data Protection Regulation (GDPR) as the foundation for our global privacy program, adapting as needed to meet other requirements, including the California Consumer Privacy Act/California Privacy Rights Act (CCPA/CPRA) and India's Digital Personal Data Protection Act.

Syniverse is a member of the International Association of Privacy Professionals (IAPP). Through that membership and other resources, we monitor the evolving privacy landscape as new laws, regulations, and best practices emerge.

Our privacy program is grounded in core data protection principles, including lawfulness, transparency, purpose limitation, data minimization, accuracy, and security. We have implemented a vendor due diligence program to identify and address privacy and security risks across our supply chain. We also conduct periodic self-assessment and benchmarking to help ensure the program remains robust, and we update our policies and procedures as requirements evolve.

Syniverse has adopted a privacy-by-design and privacy-by-default approach, ensuring data privacy is considered from the earliest stages of product development. We reinforce privacy awareness across our workforce through annual privacy training and ongoing awareness initiatives, including recognition of World Data Privacy Day each January.

Syniverse has appointed a Global Data Protection Officer (DPO), who serves as the primary point of contact for regulators, customers, and data subjects, and oversees the privacy program.

Responsible AI: innovation with integrity

Syniverse recognizes both the opportunities and risks associated with artificial intelligence (AI) in its business and has adopted the NIST AI Risk Management Framework to supplement its existing NIST CSF and NIST SP 800-53 controls, providing a framework for managing AI risks. This approach establishes a structured foundation for the responsible and ethical use of AI, aligned with broader business practices.

A first step in this journey has been developing a generative AI in the workplace policy and establishing a multidisciplinary AI Review Committee. The AI Review Committee meets regularly to consider requests for the adoption of AI technologies. This governance framework enables the company to make intentional decisions on the adoption of AI technologies, ensures we have an accurate record of where AI technologies are deployed, and ensures risks are identified and mitigated.

An example of the success of this approach has been the development and adoption of the company's own AI virtual assistant called "Sydney". This chatbot uses advanced large language models to process employee prompts while ensuring proprietary data is retained and protected within the Syniverse environment. Each iteration of Sydney, as its functionality has developed, has been reviewed by the AI Review Committee, and we now have 64% of employees using Sydney on a regular basis.

The governance framework has provided us with a strong foundation to manage AI risks as technology rapidly develops, enabling the company to innovate with confidence in this area.

R&D and Innovation

A structured approach to innovation

At Syniverse, innovation is supported by a structured and integrated approach that combines culture, collaboration, and governance to enable ideas to be effectively developed, prioritized, and scaled across the organization led by the Innovation Council. This approach is reinforced through a strong emphasis on continuous listening (from customers, employees, industry etc.), open communication, and cross-team collaboration, supported by structured initiatives, dedicated engagement channels, and recognition mechanisms that encourage the generation and development of ideas across the organization. Governance plays a central role in this model, providing the structure and discipline needed to guide innovation from ideation through to investment decisions. The framework is supported by a three-tier participation structure, enabling engagement across different levels of the organization.

At the broadest level, anyone at Syniverse is encouraged to contribute ideas, even at an early stage, and collaborate with others to further develop them. This includes building initial support, refining concepts, and preparing proposals for discussion within the innovation process.

The Innovation Council brings these ideas into a cross-functional forum, where they are discussed, refined, and challenged. Composed of representatives from areas such as Product, Technology, Operations, Sales, Finance, Legal, and Human Resources, it plays a central role in shaping and advancing proposals, guiding their feasibility and alignment, and contributing to their prioritization based on defined criteria and business value considerations.

At the executive level, the Governance Council provides financial oversight and final decision-making, reviewing prioritized initiatives, assessing investment requirements, and ensuring alignment with business objectives and capital allocation priorities. This council is composed of members of the Executive Leadership Team, with representation from key functions including Research & Development and Finance, ensuring a balanced perspective on both value creation and resource allocation.

This multidisciplinary approach ensures that ideas are assessed from multiple perspectives across the organization. Considerations such as commercial viability, strategic alignment, technical feasibility, customer experience, operational scalability, talent capabilities, and regulatory implications are integrated into the evaluation process, enabling more robust decision-making and reducing execution risk.

This integrated model is further reinforced by defined measures of success, enabling Syniverse to track outcomes such as the quality of ideas generated, collaboration levels, customer satisfaction, and overall business performance. Together, these elements not only strengthen the organization's innovation capabilities, but also position Syniverse to continuously adapt, evolve, and capture new opportunities in an increasingly dynamic and competitive landscape.

Service Integrity Champion

Delivering exceptional service requires continuous evolution in how we navigate complex challenges. This past year, our regional teams united behind a strategic imperative: elevating the customer experience by driving faster, more effective resolutions. We achieved this by embracing a philosophy of strategic optimization, working smarter, not just harder. Through a highly targeted data initiative, we pinpointed systemic inefficiencies and eradicated critical bottlenecks impacting our customers. By proactively analyzing these operational trends, we also significantly expedited our resolution cycles with internal support team, external carriers, and vendor partners. Recognizing that solutions must be sustainable, we moved quickly to institutionalize this success. We transformed individual expertise into collective intelligence by developing comprehensive knowledge bases and streamlining our core workflows, effectively removing ambiguity from the resolution path.



May Cheong
Senior Operations Director

In telecommunications, issues and incidents are an expected part of service delivery, given the complexity of global networks, multiple carriers and interconnect partners, evolving technologies, and the need to operate 24/7. What differentiates providers in this ecosystem isn't whether problems occur, but how quickly they're identified, owned, and resolved, and how clearly customers are kept informed throughout the process. Syniverse's Operations and Customer Service teams continued to focus on strengthening resolution capabilities across the organization, with the goal of enhancing customer experience and ensuring faster, more consistent outcomes.

In 2025, these efforts translated into a 19% reduction in Mean Time to Resolve (MTTR), reflecting significantly faster resolution than expected. This improvement was supported by continued investment in training and mentoring programs, designed to strengthen frontline capabilities and enable faster, more accurate issue resolution. These initiatives focused on practical, scenario-based learning, helping teams build confidence in triage, problem solving, and decision making across increasingly complex environments. At the same time, ongoing enhancements in tools and technology helped streamline workflows and reduce friction in the support journey.

This initiative is a strong example of how operational excellence supports our ESG commitments. By investing in employee development and enabling teams to work more effectively, we improved service quality for customers while creating a more empowered, better-prepared support organization.

OUR APPROACH

Environmental Performance that Protects the World

In this section

- Energy Management – Operations and Data Centers
- Emissions Performance
- E-waste Disposal
- Environmental Champion: Local Action, Global Impact

E

ENVIRONMENTAL PERFORMANCE

Our Commitment to Environmental Performance

As a global technology company, Syniverse recognizes that its operations carry an environmental footprint, and with that comes a responsibility to manage it thoughtfully. From energy use across our offices and data centers to greenhouse gas emissions and electronic waste, we take a structured, data-driven approach to understanding and reducing our impact. Guided by our Corporate Environmental Policy, our commitment to environmental performance is not a secondary concern, but an ongoing operational priority embedded in how we run our business and manage our supplier relationships.

ENVIRONMENTAL PERFORMANCE

Performance Highlights

- **Reported consistently** on environmental performance through the CDP since 2011
- **Achieved a 19% reduction** in electricity consumption in 2025
- **Disposed of 100%** of obsolete electronics responsibly, totaling an estimated 5.37 metric tons
- **Launched** our fifth annual employee commuting survey, reaching its highest participation level to date
- **Achieved total emissions** (Scopes 1, 2, and 3) decreased by 50% over the past decade, driven by a 65% reduction in Scope 1 and 2 emissions

Contributing to the UN Sustainable Development Goals (SDG)



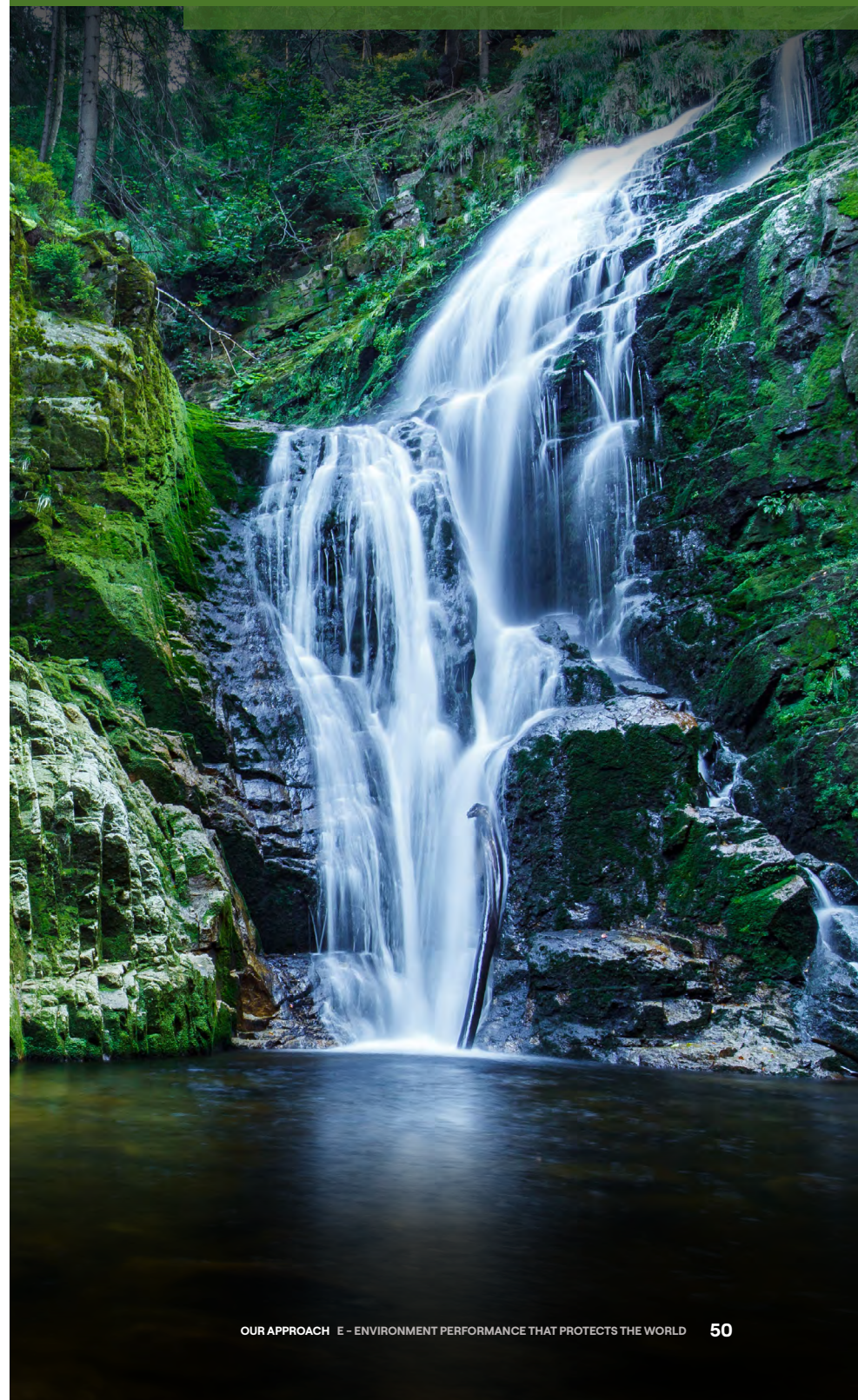
12 – Responsible Consumption and Production.

We ensure all obsolete electronics are disposed of responsibly through vetted providers and hold suppliers to the same standards through environmental assessments.



13 – Climate Action.

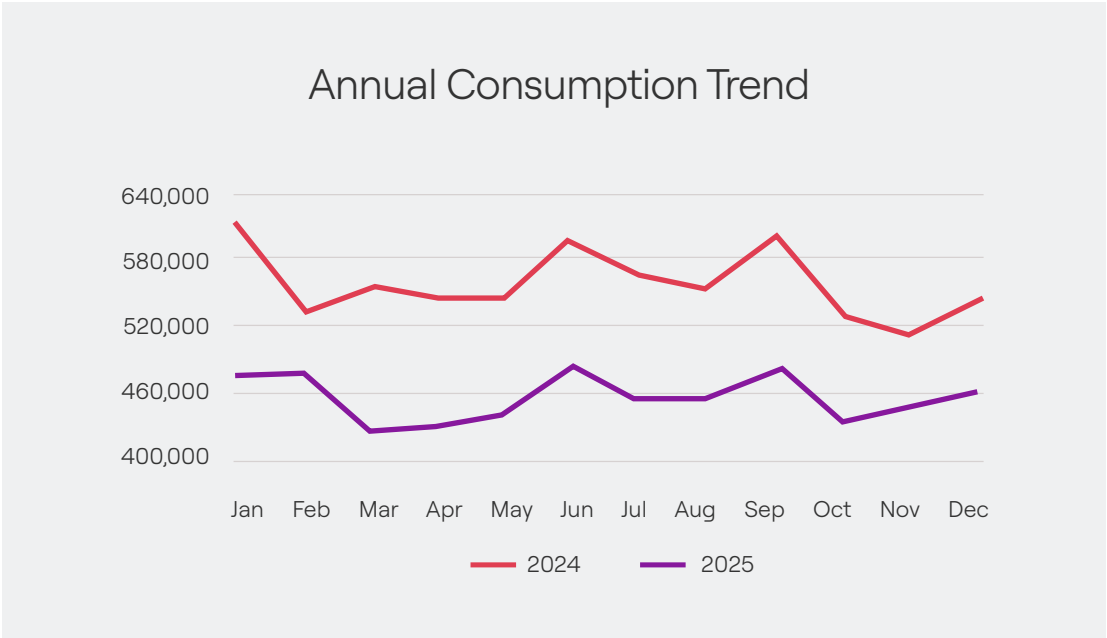
With total emissions significantly below our 2019 peak, we continue to drive reductions across our value chain through transparent GHG reporting.



ENVIRONMENTAL PERFORMANCE

Energy Management – Operations and Data Centers

Our approach to energy management is grounded in our commitment to environmental stewardship, as outlined in our Corporate Environmental Policy, guiding how we work to minimize environmental impact, improve energy efficiency, and promote responsible resource use across our operations and value chain, supported by a data-informed approach that helps us better understand energy use across our footprint.



Embedding energy efficiency in daily operations

Within our corporate operations, we take a thoughtful approach to minimizing environmental impact and reducing electricity consumption, including optimizing electricity use across our workplaces and replacing legacy assets with more efficient technologies, while continuing to strengthen employee awareness through ongoing engagement and ESG training that supports consistent and responsible behaviors across locations.

As a result of these combined efforts, in 2025 we achieved a 19% reduction in electricity consumption compared to the previous year. This progress reflects the impact of sustained actions across our operations and reinforces our ongoing focus on identifying new opportunities to further optimize electricity use as we continue advancing on our efficiency journey.

Energy Management – Operations and Data Centers

Advancing energy management in our supply chain

Our network relies on third-party data center infrastructure, making collaboration with vendors a key component of our energy management approach. While we do not directly control energy use within these facilities, we partner closely with our data center providers, who maintain their own commitments to sustainability. We monitor and support this commitment by requesting and reviewing sustainability and energy-related data they provide, including energy consumption and relevant environmental metrics. This data is essential to track performance over time and serves as a key input for greenhouse gas (GHG) emissions accounting and disclosure.

By strengthening how we engage with our providers on energy and sustainability data, we are improving visibility into energy use across our data center network, helping build a more consistent understanding of the environmental impact associated with our core infrastructure, while also uncovering trends and potential areas for future optimization over time.

Measuring What Matters: our energy intensity baselines

These metrics mark the beginning of a more granular approach to energy management, one that allows us to track efficiency in terms of how much value we generate per unit of energy used. As our operations grow, these baselines will serve as the foundation for monitoring efficiency trends and demonstrating that our business can scale responsibly.

Combined with the 19% reduction in electricity consumption achieved this year, these indicators reflect a maturing approach to energy stewardship, grounded in data, tied to operations, and oriented toward continuous improvement.



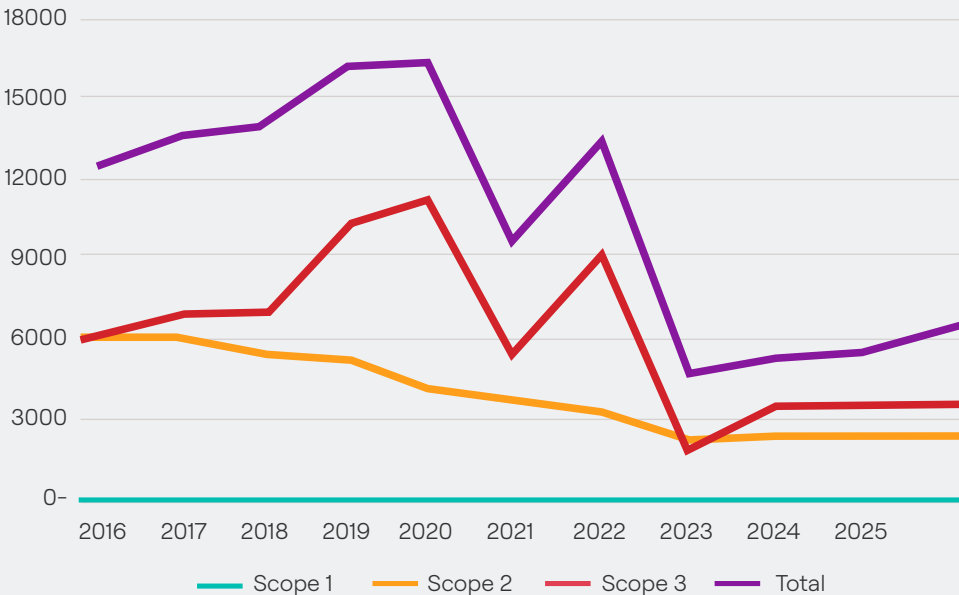
ENVIRONMENTAL PERFORMANCE

Emissions Performance

Our approach to greenhouse gas emissions is grounded in high-quality data, transparency, and continuous improvement. Our emissions management system aligns with the Greenhouse Gas Protocol, ensuring consistency, comparability, and rigor in how we measure and track our impact over time, forming the foundation for the annual disclosures we have submitted to the CDP since 2011. To further strengthen the accuracy of our reporting, an independent third-party provider calculates our emissions, supporting better-informed decisions across our organization.

Over the past years, this journey has given us a much clearer picture of where our emissions come from. As we’ve refined our data quality and deepened our understanding of what drives our footprint, one thing has become increasingly clear: Scope 3 emissions are our biggest contributor, and it is across our value chain where our most meaningful opportunities for impact lie.

10-Year Trend: Greenhouse Gas Emissions



Scope	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Scope 1	11.72	0.44	45.4	53.63	37.57	26.81	9.02	8.09	1.24	30.92
Scope 2	6,166.35	5,915.04	5,806.36	5,472.47	4,314.85	3,897.36	3,603.26	2,754.65	2,407.62	2,287
Scope 3	6,439.77	7,895.7	7,928.97	10,968.41	11,875.66	5,101.44	9,522.97	2,843.47	3,510.7	3,829.65
Total	12,617.84	13,811.18	13,780.73	16,494.51	16,228.08	9,025.61	13,135.25	5,606.21	5,919.56	6,147.57

* As part of our ongoing efforts to strengthen our emissions management approach, Scope 1 emissions reported in 2025 are the result of focused efforts to enhance internal fuel consumption reporting, enabling greater granularity and detail across a complex global footprint.

**The greenhouse gas emissions reported across all periods reflect updates made to the emission factors and global warming potential (GWP) values used in our calculations. These updates align our methodology with the latest internationally recognized standards; therefore, historical figures may differ from those previously reported.

ENVIRONMENTAL PERFORMANCE

Emissions Performance

Employee commuting is a significant source within our Scope 3 emissions, and we have taken concrete steps to reduce its impact. Our hybrid work model plays an important role in supporting workplace flexibility, enabling employees to split their time between remote and in-office work based on business and team needs. In addition to supporting employee well-being and work-life balance, this approach contributes to lowering commuting-related emissions by reducing the number of employee travel days. In locations like India, we've gone a step further by offering company-supported transport options that reduce reliance on personal vehicles and make commuting more efficient. In 2025, this initiative was regularly used by 139 employees and contributed to an estimated reduction of around 275 tCO₂e.

To keep improving, we administer an annual employee commuting survey to better understand travel patterns and spot opportunities for action. We're encouraged that participation hit its highest level yet in 2025, a sign that our data is getting stronger and our future actions can be even more targeted.

As we continue building on this progress, our focus remains on strengthening data quality, deepening our understanding of emissions drivers, and scaling practical initiatives across our operations and value chain, ensuring that our efforts to reduce environmental impact evolve in line with the growth of our business.

10-Year Emissions Trend: 2016-2025

65%

Combined Scope 1 and Scope 2 emissions **decreased by 65%**

Scope 3 emissions decreased by 26%

Total emissions
(Scopes 1, 2, and 3)
decreased by

50%

E-waste Disposal

In 2025, 100% of our obsolete office and data center electronics were disposed of through vetted, industry-leading e-waste recovery providers, totaling an estimated 5.37 metric tons of global office electronics handled ethically and securely.

Our approach is guided by the principles of reduce, reuse, and recycle. As part of this, we assess our suppliers' environmental practices to ensure that the electronics we retire are managed responsibly throughout the disposal chain, an expectation that is embedded in our Corporate Environmental Policy and reflected in how we manage supplier relationships.

We also extend this commitment internally. Across our global offices, we encourage employees to bring obsolete personal electronics for disposal alongside our scheduled business equipment, making responsible e-waste management accessible to everyone.

By integrating these practices into our day-to-day operations, we work to minimize our ecological footprint and contribute to broader efforts to preserve natural resources and reduce electronic waste pollution.

An aerial photograph of a lush green agricultural field. In the upper right corner, several rows of blue solar panels are visible, partially obscured by the field's edge. A dirt road or path runs diagonally across the middle of the field. The overall scene is bright and green, suggesting a focus on sustainability and nature.

100%

of our obsolete electronics were responsibly disposed of, totaling an estimated 5.37 metric tons

Environment Champion: Local Action, Global Impact

During Earth Month 2025, Syniverse employees around the world turned environmental commitment into hands-on action, showing how local efforts can drive meaningful impact.



Environment Champion: Local Action, Global Impact

In India, employees led several initiatives focused on protecting and expanding green spaces. In Bangalore, the Corporate Social Responsibility team supported the preservation of Gunjur Palya Lake by watering more than 1,000 young trees during peak summer conditions. Volunteers also removed restrictive tree guards and cleared dry waste to support healthy growth.

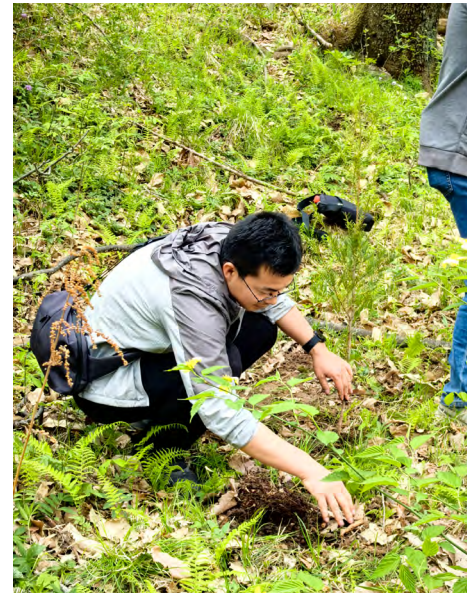
In Gurugram, colleagues partnered with the facilities and the local real estate teams to plant trees within the office complex, transforming an area that was once barren into a shared green space. The local Employee Association also introduced biodegradable coffee mugs, reinforcing that sustainability is built through everyday habits, not just one-time events.

In Hyderabad, volunteers planted 29 saplings in Shiva Nagar Colony, contributing to the expansion of a community green space and supporting environmental sustainability at the neighborhood level.

Across other regions, teams also found meaningful ways to contribute. In Xi'an, employees planted saplings at

Zhuque National Forest Park, while the Beijing team organized a mountain cleanup to reduce litter and raise environmental awareness. In Dubai, employees demonstrated responsible reuse by collecting and donating used clothing, toys, and shoes. In Tampa, teams collected three Gaylord bins of e-waste (much of it obsolete tech) and partnered with Keep Tampa Bay Beautiful to remove 23 bags of trash and recycling during an Adopt-a-Road cleanup.

Together, these efforts reflect a simple truth: when employees act locally (watering, planting, cleaning, conserving, reusing, and recycling) they create visible impact and build momentum toward a more sustainable future.



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