



Sustainability Report 2024



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1. THIS IS TELAVOX .

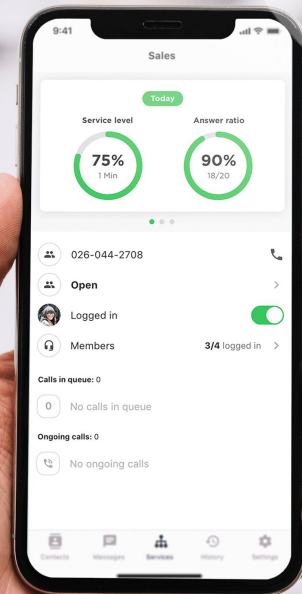




COMPANY SNAPSHOT

What we do .

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



MARKET POSITION

You can find us here . And there.



Customers

49 countries



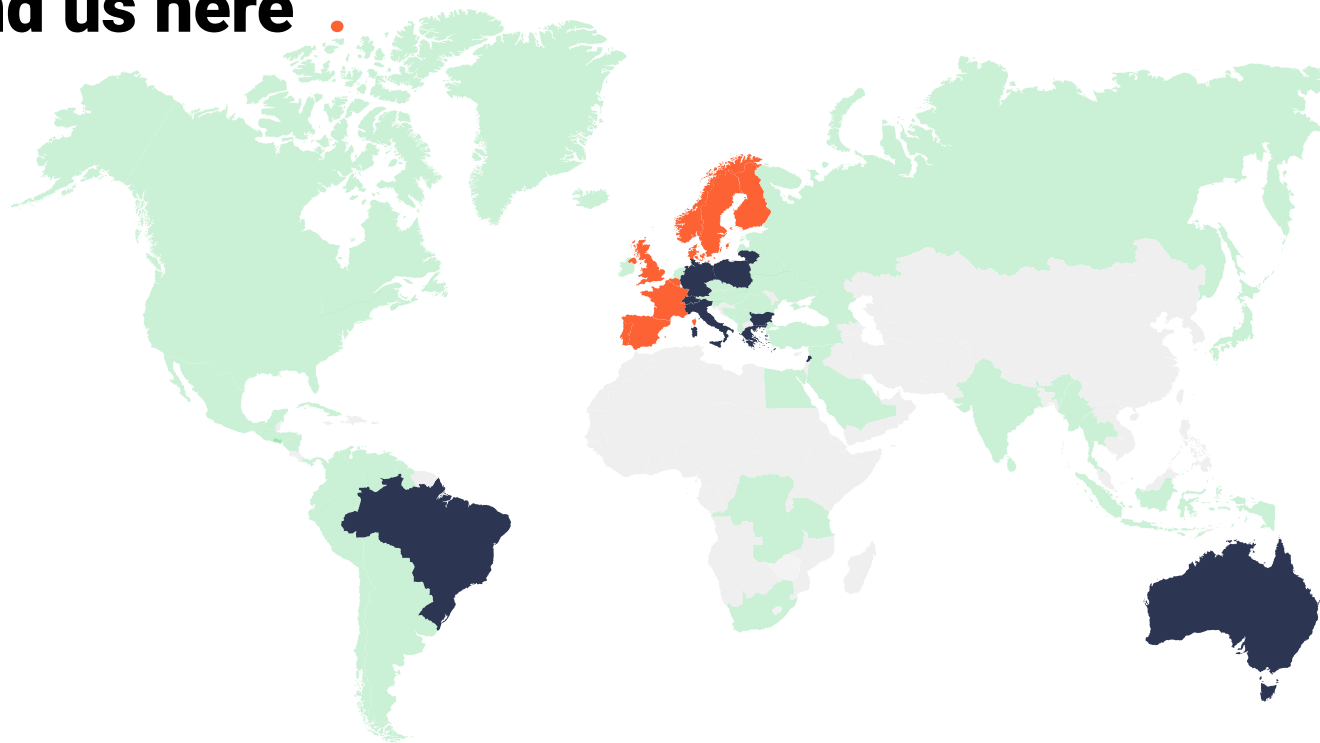
Telavox offices

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



Online Sales

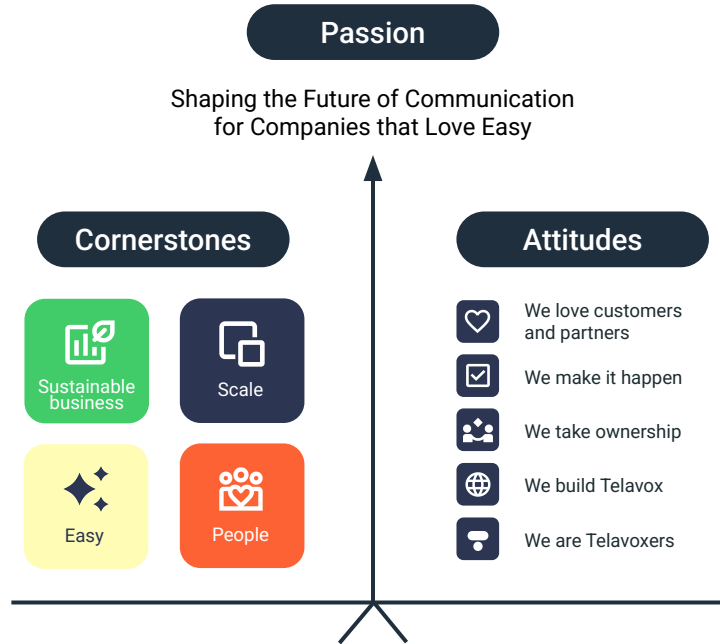
17 countries





OUR STEERING MODEL

Passion, Cornerstones and Attitudes





OUR STEERING MODEL

Our Cornerstones



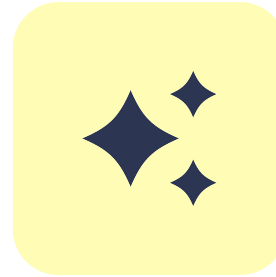
Sustainable Business

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



Scale

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



Easy

The best communication
experience



People

Communication is nothing
without people





OUR STEERING MODEL

Our Attitudes



**We love customers
and partners**



We make it happen



We take ownership



We build Telavox



We are Telavoxers



What happened in our organisation 2024?

Implementation of a new Operating Model

In 2022 and 2023, Telavox aimed to adapt its operating model by investing in central functions to manage its growing scope. However, while the rationale for centralization was to increase efficiency, the expected benefits did not materialize. It became clear that a fundamental change was needed. So in 2024 we redefined and structured Telavox around four distinct business areas within the group:

- Digital Mobile Operator for Business
- UCaaS Platform
- Connectivity & BSS
- Contact Center

The goal was to enable each business to operate more autonomously, reducing dependencies and allowing for faster decision-making. While the transition is still ongoing, we are confident that this new structure will enable Telavox to scale smarter, leverage our strengths, and stay ahead in a rapidly evolving market. By empowering our business units, we ensure that each part of Telavox can thrive while contributing to a stronger whole—delivering better solutions, faster, for our customers.



ISO 27001 Certification: Strengthening Security

In 2023 and 2024, we enhanced our information security, achieving ISO 27001 certification. This certification reflects our commitment to protecting customer data and maintaining high security standards.

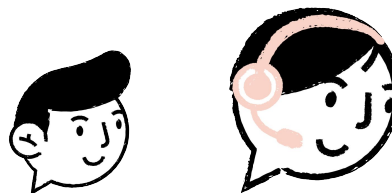
ISO 27001 sets strict requirements for managing security risks, helping us prevent cyber threats and data breaches. To meet these standards, we implemented a strong Information Security Management System (ISMS), ensuring security is part of our daily operations.

With this certification, customers and partners can trust that Telavox prioritizes data protection, compliance, and reliability. This milestone reinforces our dedication to secure and dependable communication solutions.

All employees have received information about their responsibilities and all new employees are introduced to this during the onboarding process.

The following incident reporting channels are available:

- Direct Manager
- Office IT, ticket in Freshservice
- LeadTech, email tech@telavox.com
- Data Privacy, email privacy@telavox.com



Our Approach to Sustainability .

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

We are convinced that digitalization can transform traditional industries, which in turn can reduce and ultimately dismantle the use of fossil fuels. Our service is evergreen and cloud-based, meaning no need for on-premise hardware or repeated updates; it's all there, all the time!



Identifying Key Impact Areas for Sustainable Growth

Through a double materiality assessment (DMA), we have identified the areas where we have the most significant impact and can drive the greatest positive change. The assessment is done in accordance with the Corporate Sustainability Reporting Directive ([CSRD](#)) to identify the areas of Telavox improvement areas for future sustainability initiatives.

Telavox prioritized sustainability topics are positioned in the top right corner of the matrix. These topics also form the foundation for the coming years and will be monitored in the sustainability report, presented via three areas:

- GREAT WORKPLACE
- GREAT PARTNER
- GREAT SERVICE

Telavox impact on society & environment	Impact materiality <ul style="list-style-type: none">Corporate cultureWhistleblower protectionPayment practices with suppliersCorruption and bribery	Double Materiality <ul style="list-style-type: none">Climate change adaptation & mitigationEnergy consumptionWorking conditions & wellbeingEqual treatment & opportunities for allData security & business ethics (both internal & external perspective)
	Not material <ul style="list-style-type: none">MicroplasticsResource inflows and usageResource outflows related to products & servicesWasteAnimal welfarePolitical & Lobbying activities	Financial materiality

Financial impact on Telavox

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



2. GREAT WORKPLACE .



GREAT WORKPLACE .

One of the cornerstones in our Steering model is people. Without the people, we are nothing. This aspect includes both for employees and future employees. As an employer, we believe equality, diversity, and inclusion are essential to a great work environment. If we create a work environment where people feel included and free to be themselves with equal conditions, well-being, and success will come.



Work Environment & Wellbeing .

*A good work environment is essential because it promotes employees' health, well-being, and engagement. When the work environment is positive and supportive, stress decreases, and **productivity increases**.*

*Additionally, a nice work environment makes **employees feel more motivated in their daily work and** encourages them to stay longer with Telavox.*





We have the following routines to ensure employees feel respected, heard, and supported:

Work environment policy

Our work environment policy outlines how we should act and how responsibilities are distributed. The employer holds the primary responsibility for the work environment and workplace conditions, while all employees share the responsibility of contributing to a positive work environment

Flexible work arrangements

Most departments offer flexibility in both working hours and location.

Regular employee feedback

A Team Barometer survey is conducted every switch week to monitor engagement and well-being. Managers hold regular one-on-one meetings to track workload and prevent excessive working hours.

Quarterly Work Environment Forum

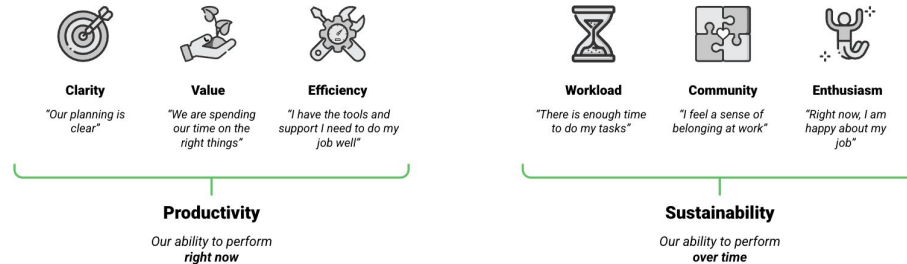
A structured forum to discuss and improve workplace conditions.





Team Barometer Pulse Survey .

Every sixth week, we conduct a pulse survey where employees rate their work environment through six questions. The results are summarized into a Team Barometer Score. The goal is to maintain an average score above 70 out of 100 in the Team Barometer.



The result is discussed in each team to identify improvements, and actions are taken on team and organizational levels.

OUTCOME 2024

During 2024 the average Team Barometer score was 75/100.





eNPS deep dive 2024.

Every quarter, we use the pulse survey to evaluate our employees' willingness to recommend Telavox as an employer using the Net Promoter Score (eNPS).

This year's reorganization, a hiring freeze, and uncertainty have significantly impacted our eNPS, which dropped from an average of 44 in 2023 to 12.5 in 2024. In response to this decline, the HR team conducted a deep dive into employee engagement to better understand the underlying causes. We analyzed trends and comments from the pulse survey and held group discussions with over 70 Telavoxers across the organization.

Key insight were:

- Improved communication: Enhancing our communication flows and strengthening change management efforts.
- Clarifying financial status: Increasing transparency around our financial situation to build trust and alignment.

Based on the results, an action plan was developed and implemented across the organization. This initiative ensures that employee feedback translates into tangible changes that enhance the overall work environment. Our goal remains clear: to ensure that Telavox continues to be a great place to work!



Equal Treatment & Opportunities for All

At Telavox, we are committed to ensuring equal employment opportunities and fostering a diverse, inclusive, and non-discriminatory workplace. We proactively identify and mitigate risks related to workplace discrimination, unequal compensation, and labor rights compliance.

Ignoring these risks could lead to legal issues, damage our employer brand, and reduced employee satisfaction, impacting productivity, retention and our ability to recruit new talents.





We have the following routines to ensure employees have equal treatment & opportunities for all:

Equal pay analysis

To detect and correct potential pay gaps. At Telavox, we see this is not just a requirement but a commitment. We strive for fairness and equal conditions, especially in a male-dominated industry, and aim to ensure equal pay for equal work.

A standardized salary review process

With a well-documented salary process and salary review, we ensure compliance with legal requirements and professional payroll management.

Employment contracts aligned with national labor laws

To ensure compliance with minimum wage regulations and fair working conditions.

Gender equality in focus

In our internal career development programs ensure equal opportunities for all employees to grow and advance. With clear gender equality goals, we work to close representation gaps and create inclusive career paths.

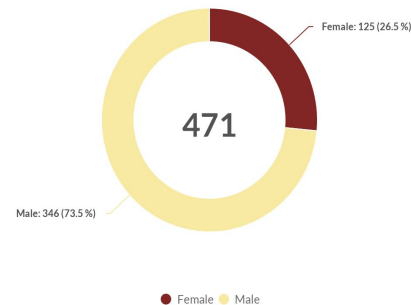


Gender diversity metrics.

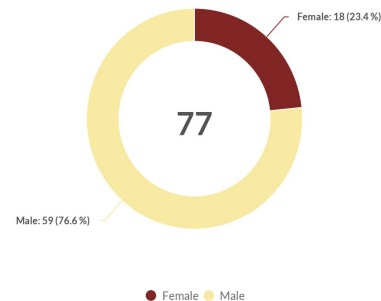
We actively monitor gender balance in recruitment, promotions, leadership and employee experience metrics:

- During 2024 we hired 76 new employees, 22% (17) female hirings. We did not reach our goal of 50/50 and we will continue to work with this during 2025 with action such as training for managers in unbiased recruitment. But we also need to look at bench data to maybe set a more right goal compared to the population.
- In 2024, the number of promotions was lower than in previous years, which also impacted gender diversity, with 14% of promotions going to women and 86% to men. HR will prioritize this as a focus area in 2025 in order to get a more balanced and inclusive promotion process.
- We also track employee experience through the pulse survey data, where we measure employees' sense of community and belonging. In 2024, our goal was an average score of 80+ for both women and men, with actual results of 83 for women and 85 for men.

Number of employees



New employees



* Data per 2024-12-31 based on personnel ID



Ethics & human rights

We want Telavox to be a safe space where we can create, coexist and ultimately deliver a great product and experience. To uphold this, we have a Code of Conduct and a Separate Treatment Policy, which are communicated to all employees and leaders.

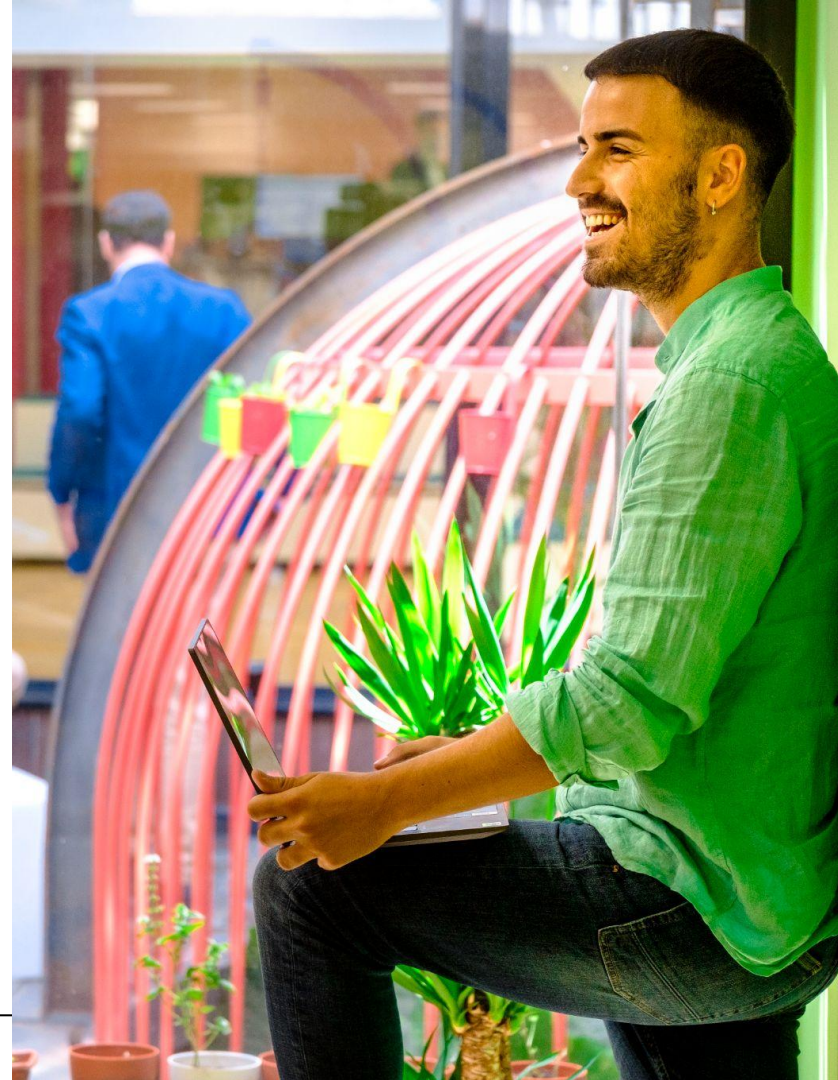
Any form of bullying or harassment is strictly prohibited, and offenders will be subject to disciplinary action.

As part of the onboarding process, all new Telavoxers are introduced to the Code of Conduct and the Separate Treatment Policy and are required to read and acknowledge them.

To ensure compliance with both internal policies and national laws, we have an incident handling process and a whistleblowing function in place. Employees can report any suspected misconduct anonymously, if preferred, and all reports are thoroughly investigated and followed up.

OUTCOME 2024

One incident was reported, which was investigated and handled internally.



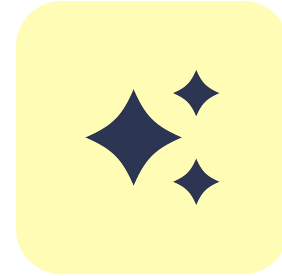
4. GREAT PARTNER .



GREAT PARTNER .

Telavox handles large volumes of customer communication, including calls, chats, and voice messages. Therefore, data security, business ethics, integrity, and transparency are key sustainability considerations for the company. Failure to comply with legislation or unclear guidelines can harm our reputation and lead to regulatory sanctions.

In this section of the report, we highlight the key areas relate to our commitment to being a great partner.



Data Protection & Information Security

Telavox has strengthened its commitment to data protection by **hiring a new Data Protection Lead**, ensuring dedicated oversight of compliance and privacy initiatives.

As part of a broader effort, we have introduced a **new data protection program** that includes enhanced policies, rigorous employee training, and improved incident response mechanisms. This initiative is designed to increase transparency and reinforce secure data handling practices.

To further **improve data privacy**, we have integrated stronger risk management processes and implemented stricter data access controls. Additionally, we are aligning **Data Protection with Information Security**, ensuring a cohesive approach to compliance and data protection through our **Information Security Management System (ISMS)**. This system includes several shared functions to enhance efficiency and security company-wide.

Recognizing the importance of **supply chain management**, Telavox ensures that data protection requirements are extended to our suppliers and partners. We actively evaluate third-party risks and enforce strict compliance measures, ensuring that our entire value chain upholds the same high security and privacy standards as Telavox.

Through these initiatives, Telavox continues to prioritize data security, regulatory compliance, and customer trust in every aspect of our operations.



Data privacy.

The **General Data Protection Regulation (GDPR)** is a key **European Union (EU)** regulation designed to protect individuals' fundamental rights and freedoms by ensuring strong data privacy and security. Implemented on **May 25, 2018**, GDPR applies to any organization that processes the personal data of EU residents, regardless of its location.

So what does the GDPR mean for us as a company responsible for processing personal data?

- GDPR recognizes **data protection as a fundamental human right**, as outlined in **Article 8 of the EU Charter of Fundamental Rights**. By safeguarding personal information, GDPR helps protect individuals' privacy, autonomy, and control over their data.
- In addition to compliance, GDPR is also a framework for **building customer trust**. By ensuring transparency, accountability, and ethical data management practices, organizations can create stronger relationships with customers, fostering confidence in how their data is handled.
- The regulation reinforces **the protection of personal data** by implementing strict guidelines on data processing, security, and individuals' rights. GDPR ensures that organizations handle data responsibly, mitigate risks, and uphold the privacy of individuals in an increasingly digital world.



... and some more about data.

To comply with GDPR and mitigate risks, we establish **Data Processing Agreements (DPAs)** with customers and suppliers, ensuring responsible supply chain management through regular vendor controls and agreement reviews.

Customer Commitments:

- **Purpose-Limited Data Use:** We strictly use personal data to provide services as outlined in our service descriptions, terms and conditions, and privacy policy. Data is also used to support our customers and fulfill our contractual and legal obligations.
- **Security & Confidentiality:** We implement robust technical and organizational measures to protect the integrity and confidentiality of our customers' data, ensuring compliance with GDPR standards.
- **Compliance Readiness:** We maintain the necessary resources and expertise for GDPR compliance.
- **Breach Notification:** Customers are informed of data breaches per GDPR rules.

Internal Compliance & Vendor Oversight:

- **Employee GDPR Training:** All staff receive GDPR training, with specialized sessions for engineers and quarterly security updates.
- **Vendor Control:** We regularly review supplier agreements to ensure compliance and data protection.

By continuously strengthening these practices, we ensure a secure and responsible data environment.



Ethical Business Practices .

Zero Tolerance for Corruption

Telavox strictly adheres to Institutet mot Mutor's (IMM) Code concerning gifts, rewards, and other benefits in the business world. We actively work to prevent corruption and unethical behavior in all aspects of our business.

- All forms of bribery and corruption are strictly prohibited within our organization.
- Employees are not allowed to give or receive gifts, benefits, or bribes that violate this code.
- Telavox opposes all forms of money laundering and has implemented relevant measures to prevent financial transactions from being used for criminal activities.



To ensure compliance with these principles, all employees are responsible for adhering to applicable laws and regulations. If clarification is needed, Telavox provides guidance and support to ensure that all business decisions align with legal and ethical standards. Our Code of Conduct reinforces our commitment to integrity and responsible business operations.



Respect for Human Rights

Telavox is committed to respecting and upholding human rights in accordance with the United Nations Universal Declaration of Human Rights.

- All employees are expected to respect individuals' dignity and integrity and comply with the Telavox Code of Conduct.
- We do not tolerate any form of human rights violations within our business activities.
- When selecting suppliers and business partners, we prioritize those who share our commitment to ethical business practices and human rights.
- We continuously evaluate and manage risks to data privacy rights, individual rights, and freedoms in our business decisions and procurement processes.

Risk management & continuous improvement

Currently, we assess the risk of corruption and human rights violations within our operations as low.

- We have a incident reporting procedure in place.
- Employees receive training on the Code of Conduct and Whistleblowing Policy during onboarding.
- Employees are expected to adhere to the Code of Conduct and are well-informed on how to report any suspected misconduct.

However, we recognize the need for further integration of these principles into our procurement and supplier selection processes. Throughout 2025, we will conduct a deeper evaluation to strengthen our due diligence procedures and risk assessments related to business ethics and human rights in our supply chain.

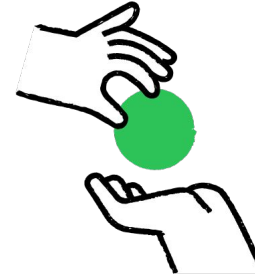


Whistleblower Channel at Telavox .

Any misconduct can be reported anonymously through a secure, web-based reporting tool provided by the external provider, WhistleB Whistleblowing Centre AB. The tool is available on the Telavox website, making it accessible to customers, and other external partners who want to report concerns.

The most important things to know about our whistleblower channel at Telavox

- It applies to employees, jobseekers, trainees, consultants, volunteers and other people who in a work-related context have a relationship with Telavox Group.
- We use a [web-based reporting channel called WhistleB](https://report.whistleb.com/no/telavox) and collaborate with an external whistleblower unit at the law firm Delphi. Reports can be made online here <https://report.whistleb.com/no/telavox>
- Reported misconducts will lead to investigation by above and an report will be sent to Telavox HR, Telavox compliance specialist and CEO. If the misconducts refer to any of these persons, the report will be sent to the board of Telavox Group.
- A summary of all cases will be sent on a yearly basis to the board.



As part of the onboarding process, all new Telavoxers are introduced to the Whistleblowing Policy. We also provided employees with additional information about its existence at the beginning of 2024.



4. GREAT SERVICE .



GREAT SERVICE .

Customer responsibility is a key aspect of our sustainability efforts. We are committed to being a sustainable partner through our digital solutions and providing energy-efficient services. By offering communication tools that support remote and hybrid work, Telavox helps businesses reduce travel-related emissions.

Throughout 2024, we have continued to develop sustainable digital solutions that reduce our customers' carbon footprint and enhance their communication efficiency.



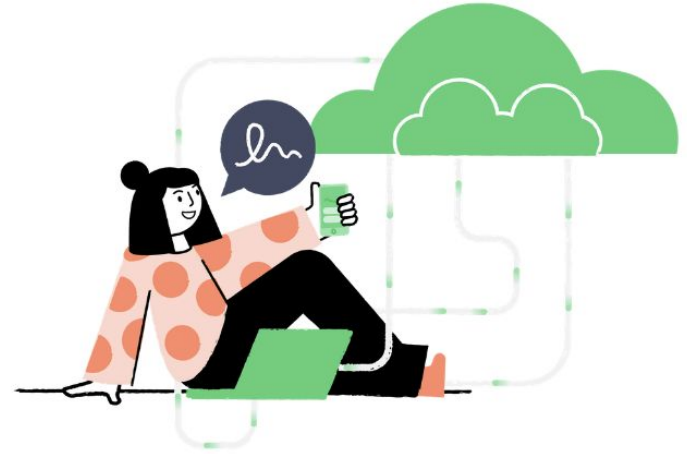
Climate Change Mitigation .

Top product focus in 2024.

In 2024, we took significant strides towards this goal by updating our services with new technology while also minimizing our environmental footprint.

We improved our infrastructure by enabling customers to deploy on Kubernetes, allowing them to utilize shared infrastructure. This shift not only optimizes resource usage and reduces costs but also significantly lowers environmental impact by minimizing unnecessary hardware and energy consumption.

To help businesses reduce the number of standalone systems and improve efficiency, we enhanced our ability to integrate with CRM and ticketing systems. By embedding Telavox into existing customer workflows, we simplify communication processes, minimize redundant software usage, and contribute to a more sustainable and streamlined digital ecosystem.



Energy Consumption .

Everyday actions

Sustainability isn't just about big policies—it's about the conscious choices we make every day.

- **We eat vegetarian**
Telavox policy is that all food served at company events is vegetarian.
- **We choose kickoff destinations close to home**
Historically, we have been to exotic places, but there are better ways for the future.
- **We are reusing and recycling**
We have recycling stations at all our offices that use for all kinds of waste. We have a partnership with Rekomo, which sells reused office furniture. When in need of chairs or desks, this is our go-to. We also have an internal Buy & Sell function for employees which is used frequently.



Travel

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

Travel policy

All employee must follow our internal travel policy so that we can ensure smart and conscious travels. Travel are booked through Egencia (travel booking system) so that we have accurate data on our travel emissions. This will allow us to track our emissions and make progress towards our sustainability goals and comply with regulations regarding emissions.

Our travel booking system also preselects trains, then climate-compensated airfares. This will make it easier for our employees to choose the option with the smallest carbon footprint.

Central offices

To ensure easy access by public transport, biking or walking, our offices shall be at easy-to-get-to locations in the city center.

Car pools and car policy

If cars are needed: We will use carpools, such as Green Cars, and preselect electric vehicles as our default choice. Our car policy is based on employees driving a certain amount on duty. We also have a higher TCO for electric cars, making it more beneficial for employees to choose an electric and environmentally friendly vehicle.





Sustainable data centers and renewable energy

At Telavox, we recognize that digital infrastructure plays a crucial role in sustainability. As cloud-based communication services continue to grow, so does the energy demand of data centers. To ensure that our operations contribute to a greener future, we prioritize energy-efficient solutions and renewable energy sources.

To reduce our environmental footprint, we collaborate with data center providers that use 100% renewable energy. Currently, all our data centers run on 100% renewable energy, and we are committed to maintaining this standard as we onboard new data centers. This ensures that our customers benefit from a sustainable digital infrastructure.

A key focus for the coming years is transitioning more customers to Kubernetes-based deployments. This shift enables more dynamic scaling, ensuring computing power is used only when needed, thereby reducing energy waste.



5. GOALS AND RESULT .



Result 2024 & Goals for 2025 .

Sustainability aspect	Goal 2025	Result 2024	Result 2023
Employee	eNPS: 50	Average: 12.5	Average: 44
	Pulse survey score: Barometer index of 70/100 and 80+ score on community for all Telavox.	Barometer Index: 75/100 Average community: 84	Barometer Index: 77/100 Average community: 87
	Gender diversity: 40/60 female/male in our hirings and for all Telavoxers on all levels and departments. 50/50 female/male in all our promotions. All internal trainings should be represented by women to at least the 30 % of women at Telavox in general.	23,4% female hires 14% female promotions No programs 2024	31% female hires 21,4% female promotions 25% female participants in Future Path Programme & 16% female participants in Emerging Leaders
Social matters	Female entrepreneuring: 1 event with Pink Web Dev or similar partner	1 event	0 events
Human Rights	Data privacy: Review Data Protection procedures and introducing a zero tolerance for high risk data privacy risk exposure	Data Privacy: New Group Data Protection Policy and organisation Code of conduct: Adopted a new Group Code of conduct	Data Privacy: Introducing a new Data Privacy Program
Anti-corruption	Anti bribery anti corruption: Adopt a new Group Anti Corruption Policy	New goal for 2025	-
Environment	Share of renewable energy in data centers (%)	New goal for 2025	-



Conclusion .

Our Focus for 2025

Heading into 2025, we're prioritizing diversity & employee engagement, to make Telavox an even better place to work and grow.

We'll keep supporting female entrepreneurship by hosting at least one dedicated event and expanding partnerships to help more women thrive in tech. To strengthen our diversity efforts, we'll update our DEI policy and introduce unbiased recruitment practices. We'll also launch a leadership program to support and strengthen our leaders in their day-to-day work. By providing the right tools, guidance, and development opportunities, we'll help them grow as leaders, drive a positive work culture, and ensure Telavox continues to be a sustainable and responsible employer.

To boost employee engagement, we'll act on insights from our eNPS deep dive, focusing on better internal communication, transparency, and alignment with our company vision and values—all to create a stronger sense of community.

On the sustainability side, we're committed to working with data center providers using 100% renewable energy and we need to set up a structured energy reporting to better track our environmental impact.

Lastly, we'll continue to strive for zero tolerance high risk data privacy risk exposure and corruption cases by strengthening compliance and security measures, keeping our operations transparent, fair, ethical, and secure.



6. ABOUT THE REPORT.



About the report .

This sustainability report is prepared in accordance with the Swedish Annual Accounts Act (ÅRL) Chapter 6, which implements EU Directive 2014/95 on the disclosure of non-financial information. Additionally, it references select this report follows the guidelines of the Global Reporting Initiative (GRI) and the upcoming requirements of CSRD (Corporate Sustainability Reporting Directive) and ESRS (European Sustainability Reporting Standards).

The sustainability report constitutes the Group's and the Company's statutory sustainability report and is part of the management report for Telavox AB, corporate registration number 556600-7786. This year's sustainability report pertains to the financial year 2024.

Data Collection & Materiality Assessment:

In 2024, we conducted a double materiality assessment to identify the sustainability risks and opportunities most relevant to our business and stakeholders. The analysis was based on our value chain, stakeholder dialogues, and daily operations. The materiality assessment serves as the starting point for Telavox alignment with upcoming legislations requirements within sustainability reporting as well as for our ability to meet market requirements. Currently Telavox monitor and follow the ongoing changes of legislation in terms of EU directives and sustainability reporting (Omnibus Package). The findings from the double materiality assessment form the foundation for the risks and focus areas presented in this report.

Environmental data

As our organization grows, we have undergone a reorganization and strategic shift in how we approach sustainability and environmental data. Due to this transition, environmental data for 2024 will not be reported.

People data

Employee-related data in this report refers to permanent employees as of December 2024. Regarding gender identity, employees are given the option to identify as male, female, or non-binary, with the choice to opt out of responding if preferred.



Telavox

DMA- process .

Telavox Project Work Group

SASB-Standards

- Energy
- Data Privacy
- Data Security
- Workforce

Sector specific

CSRD awareness

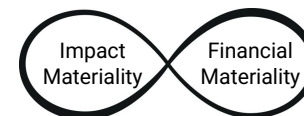
- Webinars, information and expertise from experts
- Understanding the context & planning internal roadmap

Telavox
DMA-assessment

Project work group & key persons

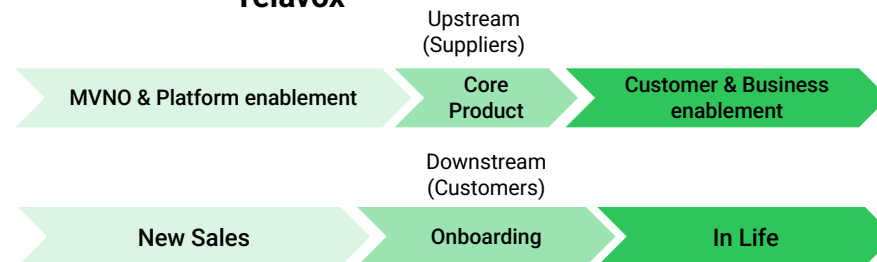
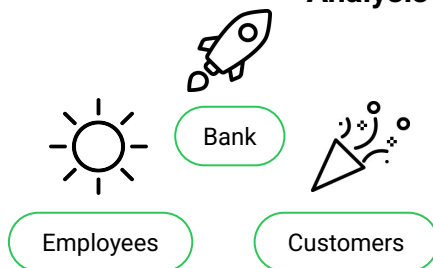
- Workshops & discussions
- Questionnaires
- Coaching and sparring with EY

Double
Materiality



Stakeholder
Analysis

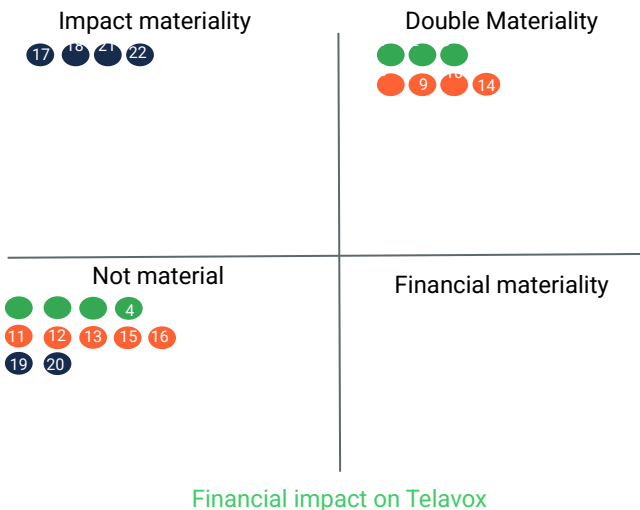
Value Chains of
Telavox



DMA- Result.

The DMA results indicate that the key material topics to report on are E1, S1, S4, and G1. The overarching themes are *energy consumption*, *data privacy* and *data security*. These topics are linked to our value chains, stakeholder analysis and daily operations.

Telavox impact on society and environment



Financial impact on Telavox

Topics marked in grey in the list to the right were argued immaterial in the rough assessment made and thereby not included in the assessment results.

Environmental

E1 Climate

- Climate change adaptation
- Climate change mitigation
- Energy

E2 Pollution

- Air
- Water
- Soil
- Living organisms and food resources
- Substance of high concern
- Microplastics

E3 Water & Marine resources

- Water
- Marine resources

E4 Biodiversity & ecosystems

- Direct impact drivers of biodiversity loss
- Impact on the state of species
- Impacts on the extent and condition of ecosystems
- Impacts and dependencies on ecosystem services

E5 Resource use and circular economy

- Resource inflows and usage
- Resource outflows related to products and services
- Waste

Social

S1 Own workforce

- Working conditions
- Equal treatment & opportunities
- Other work-related rights

S2 Workers in the Value Chain

- Working conditions
- Equal treatment & opportunities
- Other work-related rights

S3 Affected Communities

- Economic, social and cultural rights
- Civil and political rights
- Particular rights of indigenous rights

S4 Consumers and end-user

- Information related impacts
- Personal safety of consumers
- Social inclusion of consumers

Governance

G1 Business conduct

- Corporate culture
- Whistleblower protection
- Animal welfare
- Political & Lobbying activities
- Payment practices with suppliers (late payment)
- Corruption and bribery

RISK & CONSEQUENCES	AREA	MITIGATION
<p>A decrease in employer attractiveness may result in Telavox being unable to retain and recruit skilled and engaged employees.</p> <p>Stress, burnout, and mental health issues due to high workload or unclear expectations</p>	<p>Working conditions & wellbeing</p> <p>Equal treatment & opportunities for all</p>	<ul style="list-style-type: none"> • 1on1 - dialogue between employees and manager about work condition & development • Pulse Survey to measure employee satisfaction & eNPS • Work environment forum • eNPS deep dive • Implemented a new workplace approach
<p>Poor sustainability performance may impact brand reputation and reduce attractiveness for environmentally conscious clients and partners</p>	<p>Climate change</p> <p>Energy consumption</p>	<ul style="list-style-type: none"> • Updated travel policy • Continuous development of Telavox's product with more energy-efficient, cloud-based solutions • Assessment of suppliers and partners to ensure that data centers use 100% renewable energy • The development of an Environmental Policy has started
<p>Violations of business ethics, such as bribery or undue benefits, could lead to legal issues, reputational damage, and loss of trust.</p> <p>Non-compliance with laws and policies may also result in financial penalties.</p>	<p>Adherence to GDPR and data protection regulations</p> <p>Ethical business practices</p>	<ul style="list-style-type: none"> • Achieved ISO 27001 certification • Appointed a Data Protection Lead to drive and enhance data privacy initiatives • Hired a Chief Information Security Officer (CISO) to oversee cybersecurity strategy and risk management.





The Basics

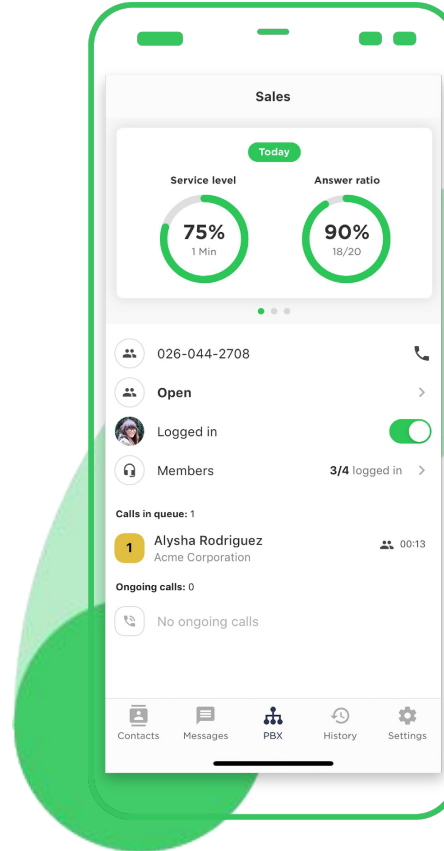
Examples of Telavox Policies and Best Practices in these areas:

- Work environment policy
- Alcohol and drug policy
- Travel & Car policy
- Environmental policy
- Separate treatment policy
- Telavox Code of Conduct
- Equality policy
- Privacy Policy
- Privacy Notice
- Data Processing Agreement
- Personal Data Breach



Contact.

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



Revisorns yttrande avseende den lagstadgade hållbarhetsrapporten

Till bolagsstämman i Telavox AB, org.nr 556600-7786

Uppdrag och ansvarsfördelning

Det är styrelsen som har ansvaret för hållbarhetsrapporten för år 2024 och för att den är upprättad i enlighet med årsredovisningslagen i enlighet med den äldre lydelsen som gällde före den 1 juli 2024.

Granskningens inriktning och omfattning

Vår granskning har skett enligt FARs rekommendation RevR 12 *Revisorns yttrande om den lagstadgade hållbarhetsrapporten*. Detta innebär att vår granskning av hållbarhetsrapporten har en annan inriktning och en väsentligt mindre omfattning jämfört med den inriktning och omfattning som en revision enligt International Standards on Auditing och god revisionssed i Sverige har. Vi anser att denna granskning ger oss tillräcklig grund för vårt uttalande.

Uttalande

En hållbarhetsrapport har upprättats.

Malmö den dag som framgår av digital signatur

Ernst & Young AB

Erik Mauritzson

Auktoriserad revisor

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ERIK MAURITZSON

Auktoriserad revisor

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