

iBASIS

THE 2024 ESG REPORT

SUSTAINING TOMORROW, TODAY

A teal-colored background with a silhouette of a person with their hair in a bun, looking out over a blurred cityscape. The person is seen from behind, and the background is a soft-focus urban scene with buildings and trees.

EXECUTIVE SUMMARY

iBASIS GLOBAL ESG REPORT 2024

At iBASIS, we're committed to "Sustaining Tomorrow, Today." In this executive summary, we reflect on our Environmental, Social, and Governance (ESG) achievements throughout 2024.

This report highlights our efforts to minimize our environmental impact, promote diversity and inclusion in the workplace, strengthen governance, and give back to the communities we serve. It also outlines our strategic goals, key initiatives, and the metrics we use to track our progress.

Looking ahead, we remain focused on advancing our ESG goals with even greater ambition in the year to come. We appreciate the ongoing trust and support of our stakeholders and are excited to continue driving positive change for a more sustainable, responsible future.

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01

LETTER FROM LEADERSHIP

This report underscores our ongoing commitment to “Sustaining Tomorrow, Today”, through tangible practices, daily actions, and interactions that promote diversity and inclusion.

We provide a candid look at the steps we’ve taken and the advancements we’ve made in embedding sustainability into our business practices, reflecting the core values that drive us, and highlighting the responsibility we accept as a global corporate leader.

Inside, you’ll find an in-depth look at our performance in the key areas of environmental, social, and governance practices. Our aim is to offer a transparent account of our accomplishments, the challenges we’ve faced, and the actions we’ve implemented to overcome them. Our objective is not just to meet the expectations of our stakeholders but to exceed them, setting new benchmarks for responsible corporate behavior.

Our worldwide expansion and business objectives galvanize us to think globally and act locally. We inspire our teams and our customers by taking action as well as accountability, empowering community-oriented initiatives and relationships with activities such as Impact Day—a perfect illustration of the success of global teams bonding to affect change on a local level.

We are proud to share this report with you. Join us on our journey toward a more promising future.



Patrick George
Co-Founder & CEO, iBASIS

INTRODUCTION

Independence. Innovation. The Human Factor.

At iBASIS, our approach to our role and responsibility in sustaining and upholding the impact of our decisions and path is tethered to these important principles. While we remain an organization focused on driving growth and innovation in messaging, voice, mobile, IoT, security, and cloud technologies, all that we do is grounded in our integrity and steadfast excellence.

To that end, I am pleased to present our annual Environmental, Social, and Governance (ESG) report for the year 2024. This report reflects our unwavering commitment to sustainable and responsible business practices, as well as our dedication to creating long-term value for all our stakeholders.

At iBASIS, we recognize that our success is intrinsically linked to our environment, the communities we serve, and the integrity of our governance structures. This understanding drives our efforts to integrate ESG considerations into every aspect of our operations.

In 2024, we continued all actions from 2023 in terms of Environmental Stewardship, Social Responsibility, and Governance, and as you read on you’ll find we invested in new initiatives as well.

This report is a testament to our collective efforts and achievements. However, we acknowledge that there is always room for improvement. We remain dedicated to continuous learning and innovation, striving to set higher standards for ourselves and the industry.



Paul Heilbronner
Chief HR & ESG Officer



iBASIS submitted its Communication on Progress (CoP) for 2024, demonstrating the efforts we’ve made to align with the United Nations Global Compact principles, providing transparency on our progress across key areas such as human rights, labor, environment, and anti-corruption.



02

ENVIRONMENTAL RESPONSIBILITY



iBASIS is dedicated to adopting sustainable practices, working actively to reduce our environmental footprint and support a healthier planet.



Energy Consumption

Efficiently managing energy consumption is a key priority, and we are actively tracking it in our data centers to identify opportunities for improvement. Our products, designed to provide global connectivity, result in a reduction of travel for our customers. Among our initiatives is energy optimization by slightly increasing the temperature in a specific data center, which will contribute to energy savings without compromising performance or equipment integrity.

In another, we are implementing presence detectors in offices to automatically turn off lights when spaces are unoccupied—a simple yet effective measure to reduce electricity usage and promote responsible energy management across our facilities.



Carbon Emissions

Despite operations in new locations, including Serbia and Austria, we have succeeded in reducing our carbon footprint across scopes 1, 2, and 3 totals to 1,750 tons of equivalent CO₂ emissions, mainly due to large reductions in travel. To offset this environmental impact, we've continued to take proactive steps by working alongside companies like Ecologi on carbon avoidance projects, and funding crucial reforestation projects.

Our perseverance in the close monitoring and tracking of professional travels will further minimize our carbon footprint.



Waste Management

Waste management is an integral facet of our corporate responsibility. We've implemented a waste sorting initiative in all our offices, encouraging the responsible disposal of recyclables and waste materials.

We have also donated old laptops to charitable organizations, thus minimizing waste and extending the life of the devices, as well as giving back to and supporting our community.

03

SOCIAL IMPACT

Our corporate social responsibility objectives are centered around promoting community, well-being, and inclusivity for our nearly 400 employees worldwide. It is this focus on our greatest asset—our employees—that drives our strategy and success.

WORKFORCE DIVERSITY AND INCLUSION

At the heart of our corporate values is a strong commitment to workforce diversity and inclusion. Women currently represent 31% of our workforce, and to expand on our commitment our recruitment policy guarantees that every shortlist includes at least one woman, ensuring a more inclusive hiring process.

Furthermore, in 2024 we implemented iWin iBASIS Women Impact Network, which met on a regular basis and created a mentorship program for our female colleagues, such as dedicated training and meetings, to give them the tools and space they need to grow within the company. With operations in 29 countries and a diverse workforce representing over 35 different nationalities, we both reflect and celebrate a global perspective.

INTERNSHIPS

We are committed to promoting diversity by offering international internship opportunities in partnership with the VIE program, supported by the French government. This initiative creates pathways for individuals from diverse backgrounds to gain meaningful experience within our organization. In 2024, we implemented a new plan in India with over 10 interns in our Customer Service and IT departments, and are proud to report that more than 50% of the first group of interns on our R&D team have been offered full employment within iBASIS.

INTERNATIONAL WOMEN'S DAY

At iBASIS, we take immense pride in creating a more inclusive world for women. In celebration of International Women's Day, our teams from all around the world came together, wore purple, and participated in several initiatives recognizing all of the outstanding women that we have in our organization. Together, we continue to build a more inclusive world where every woman's voice is heard and celebrated.

Additionally, iBASIS honored a select group of women from over 70 community-nominated employees with the iBASIS Women's Day Award. All nominees were noted for their demonstration of and commitment to equity and inclusion in our organization.

Offices supported local organizations through outreach activities ranging from donating books and basic hygienic items for mothers and babies to women's shelters, monetary donations, and participating in employment interview and resume workshops.

HYBRID WORKING

We continue to thrive in a hybrid work model, with a minimum of three days in the office to ensure a safe and flexible work environment. The addition of live plants throughout many of our offices promotes better air quality, overall employee wellbeing, and an enhanced aesthetic. Prioritizing the safety of our employees, we deliver Emergency Care training in Paris as well as Anti-Stress Training in support of mental health.

NEW EMPLOYEE ONBOARDING

"101 Training" for newcomers offers a comprehensive one-week training program on iBASIS, with active participation from management. Training videos are shared on the iAccelerate platform, and "Connect & Learn" sessions provide mandatory training on Security, GDPR, and our Code of Conduct, among other content. We've provided access to over 16,000 courses via LinkedIn Learning, and ensure continued success and development with biannual appraisal meetings.

IMPACT DAY

Every year we organize a day where employees take time from their workday to give back to the communities in which they work and live. This global team initiative is beneficial not only to the recipients of the efforts, but also to team morale and bonding.

In 2024 we organized and participated in activities such as cooking and distributing food for under-resourced people, working at local food banks, cleaning outdoor areas, support of activities and education for children, and more.

- ➔ Cleaning of a local park – Portugal
- ➔ Food bank collaboration – Rotterdam
- ➔ Cooking for under-resourced people – France
- ➔ Activities and education support for children – India
- ➔ Cleaning the neighborhood of the office – Austria
- ➔ Support in an animal shelter – Lexington
- ➔ Food distribution for the under-resourced – Miami

MENTAL HEALTH DAY

In observance of Mental Health Day, global locations organized myriad activities. In the United States, meditation sessions were held, while in France activities included Relaxation and Sophrology. Portugal hosted massages and workshops, while India featured yoga sessions. These initiatives aimed to promote mental well-being and provide varied avenues for relaxation and self-care.

DIGITAL & PHYSICAL CLEAN-UP DAY

On our Digital & Physical Clean Up Day, employees were encouraged to declutter their desks and delete outdated files from their computers, with the initiative extended to cleaning the archives room to optimize space. Removing obsolete files not only frees up space on data centers but also contributes to an organized and efficient work environment.

LEARNING & DEVELOPMENT

Ongoing development is essential to strengthening and deepening both understanding of our products and solutions, and enhancement of team management. Ongoing Connect & Learn sessions cover diverse topics geared to employee knowledge of initiatives, while specialized management training sessions are organized to foster leadership skills. High-potential employees (HiPos) also benefit from tailored training programs designed to accelerate their professional growth within the organization.

ENGAGEMENT SURVEY

A survey was conducted in November 2023, featuring a comprehensive set of 57 questions designed to assess employee satisfaction. In 2024, employees gathered in small, intimate groups to review the results, offering a platform for individuals to propose action-oriented responses. These valuable insights help shape strategic initiatives aimed at improving overall workplace satisfaction and fostering greater collaboration.

CHARITABLE CONTRIBUTIONS

Throughout the year, various events are organized under our Charitable Contributions group. One key initiative is supporting the Merrimack Food Bank in Lexington by assembling and donating Thanksgiving food baskets to those in need. iBASIS also supports future leaders in telecommunications through donations to the ESCP Business School scholarship foundation in Paris, France. Additionally, following recent hurricanes in the US, iBASIS made donations to aid relief efforts, and we contributed to the American Red Cross for cleanup in flood-impacted areas.

GOVERNANCE EXCELLENCE

Our governance practices are structured to promote transparency and accountability. We have established a strong governance framework, with monthly meetings held with the Supervisory Board to ensure our strategic decisions align with the highest standards of oversight. Quarterly meetings bring all employees together, encouraging open communication and engagement throughout the organization.

In 2024, iBASIS established a restricted executive committee (EXCO) with six members and an extended version with 15 members, enhancing communication and representation across the company.



Board of Directors

Our Board of Directors is comprised of five members, one of whom is an independent director, emphasizing the importance of diverse and unbiased perspectives in our decision-making processes.



Ethics

Ethics and compliance are central to maintain integrity of all iBASIS operations. Every new employee signs our Code of Conduct, Anti-Bribery, and GDPR policies in addition to their mandatory training sessions in these areas, reinforcing our commitment to ethical business practices and data privacy. In 2024, we also introduced a whistleblower policy to further promote transparency and accountability within the organization.



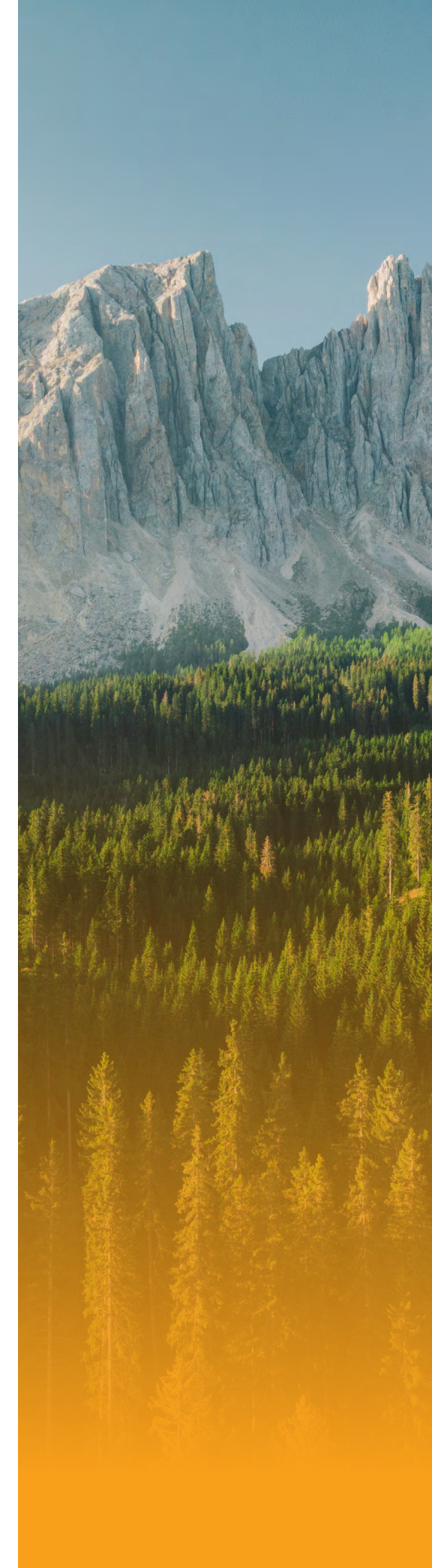
Profit Sharing

Profit sharing plays a vital role in our corporate strategy. By offering phantom shares to our employees, we enable them to participate in the value generated by the company. This approach aligns their interests with our success and fosters a collective responsibility in securing our long-term future.



Remuneration Committee

The Remuneration Committee is comprised of two board members and two members from the Executive committee, whose primary responsibility is to formulate board recommendations regarding compensation packages for the CEO and executives. This ensures a comprehensive and transparent process in determining compensation structures, aligning with our dedication to effective Governance.



05

PERFORMANCE METRICS AND DATA

Enhancing our sustainability performance is a core aspect of our decision-making process. We believe that robust sustainability metrics not only bolster our resilience but also generate value as both an employer and a business partner.



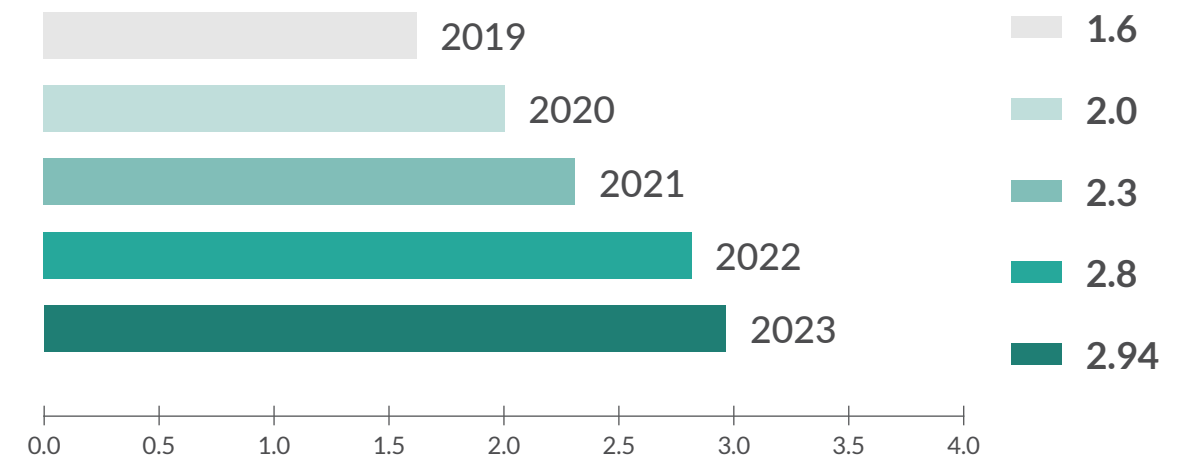
Valuing Accountability

By reaffirming our support of the Ten Principles of the UN Global Compact in the areas of Human Rights, Labor, Environment, and Anti-Corruption, we hold ourselves accountable to integrating them into our business strategy, culture, and daily operations.

iBASIS believes strongly in not only upholding our basic responsibilities to people and our planet, but also setting the stage for long-term success by creating a professional environment deeply rooted in respect, trust, and equity.

Progression Chart

Each year, ACA Nexia, an independent auditor, evaluates our performance on behalf of our shareholders. They assess our actions on a scale from 0 (no actions in the last two years) to 4 (multiple aligned actions with measurable results and transparent communication to stakeholders), with each item weighted based on its significance.



FUTURE COMMITMENT

As we look toward the future, our unwavering commitment to Environmental, Social, and Governance (ESG) goals remains at the heart of everything we do.

With a bold vision guiding us, we are dedicated to maintaining our strong ESG assessment of 2.94, while ambitiously aiming for a 3 rating.

This dedication is woven into the fabric of our corporate values, and iBASIS is honored to lead the charge in championing ESG principles.

For us, ESG is far more than a mere checkbox—it's a driving force that shapes every executive conversation and every interaction with our stakeholders. Through consistent dialogue and collaboration, we are not just focused on meeting our goals, but on surpassing them, paving the way for a sustainable, socially responsible future that benefits all.



PATRICK GEORGE
Co-Founder & CEO



EDWIN VAN IERLAND
Chief Operating Officer



AJAY JOSEPH
Chief Technology Officer



ROLAND HAIDNER
General Manager & Group CFO



NICOLAS BARRET
Chief Growth Officer



PAUL HEILBRONNER
Chief Human Resources Officer

