



THE 2025
ESG REPORT
SUSTAINING TOMORROW, TODAY

EXECUTIVE SUMMARY

iBASIS GLOBAL ESG REPORT 2025

“At iBASIS, our commitment to “Sustaining Tomorrow, Today” guided strong ESG progress in 2025. This year, we achieved a 38% reduction in CO2 emissions, reached 34% women in the company, and recorded 90% employee participation in our annual engagement survey. We also supported internal growth with 42 promotions and maintained our governance with an ESG assessment score of 2.94.

As we look to 2025, we remain focused on accelerating our sustainability efforts, enhancing inclusion, and reinforcing transparent governance. We appreciate the continued trust of our stakeholders and look forward to driving meaningful, responsible progress in the year ahead.”



TABLE OF CONTENTS

04 Letter from Leadership

06 Environmental Performance

08 Social Impact

12 Governance Excellence

14 Performance Metrics & Data

16 Future Commitment





LETTER FROM LEADERSHIP

At iBASIS, our business is built on connections: connecting operators, carriers, service providers, and enterprises and most importantly, connecting people around the world. This idea of connection also guides how we approach sustainability, inclusion, growth, and community impact.

What stands out most is the diversity of our team: we are present in 33 countries and we have citizens from many more nationalities within iBASIS, bringing even more perspectives, experiences, and cultural richness within the entire company.

The strong participation in our latest engagement survey shows that people feel valued and heard, and their feedback is helping shape the way we work. We're also pleased to celebrate 42 promotions in 2025, a clear sign of our focus on career development and internal growth.

Inside these pages, you'll find a clear account of our environmental, social, and governance performance, highlighting our progress, the challenges we've faced, and the steps we're taking to improve. These updates reflect not only our results, but also how we are strengthening the way we operate, connect, and contribute with transparency, purpose, and accountability.

We continue to believe that real impact starts with supporting our people giving them the tools, trust, and opportunity to make a difference. Initiatives like Impact Day are great examples of how our teams take initiative and create positive outcomes in their communities.

I'm proud of what we've accomplished together, and grateful for the contribution of every colleague. I invite you to read this report and join us as we continue to build a sustainable, inclusive, and forward-looking future.



Patrick George
Co-Founder & CEO, iBASIS

INTRODUCTION

INDEPENDENCE. INNOVATION. THE HUMAN FACTOR.

In 2025, these principles continue to guide the way we operate and the way we assume our responsibility as a global actor shaping the future of communications. At iBASIS, growth and innovation remain at the core of our mission—across messaging, voice, mobile, IoT, security, and cloud services—yet our ambition is defined just as much by the integrity and excellence with which we pursue them.

I am pleased to present the iBASIS Environmental, Social, and Governance (ESG) Report 2025. This edition reflects not only the continuity of the commitments we upheld in 2024, but also the progress we have made as we deepen the integration of ESG into our daily operations and long term strategic decisions. Our success is inseparable from the environment in which we operate, from the people and communities we work with, and from the governance standards that anchor our actions.

Building on the foundations strengthened last year—including environmental stewardship, social progress, and responsible governance—we expanded our initiatives and sharpened our ambitions. You will find in this report a transparent account of our actions, our achievements, and the areas we have chosen to reinforce to create sustained, meaningful impact.

While we are proud of the progress made, we remain acutely aware that ESG is a continuous journey. In 2025, we reaffirm our commitment to learning, improving, and pushing our standards higher—across our teams, our technologies, and our contribution to society. Our path forward is one of ambition, responsibility, and collective determination.



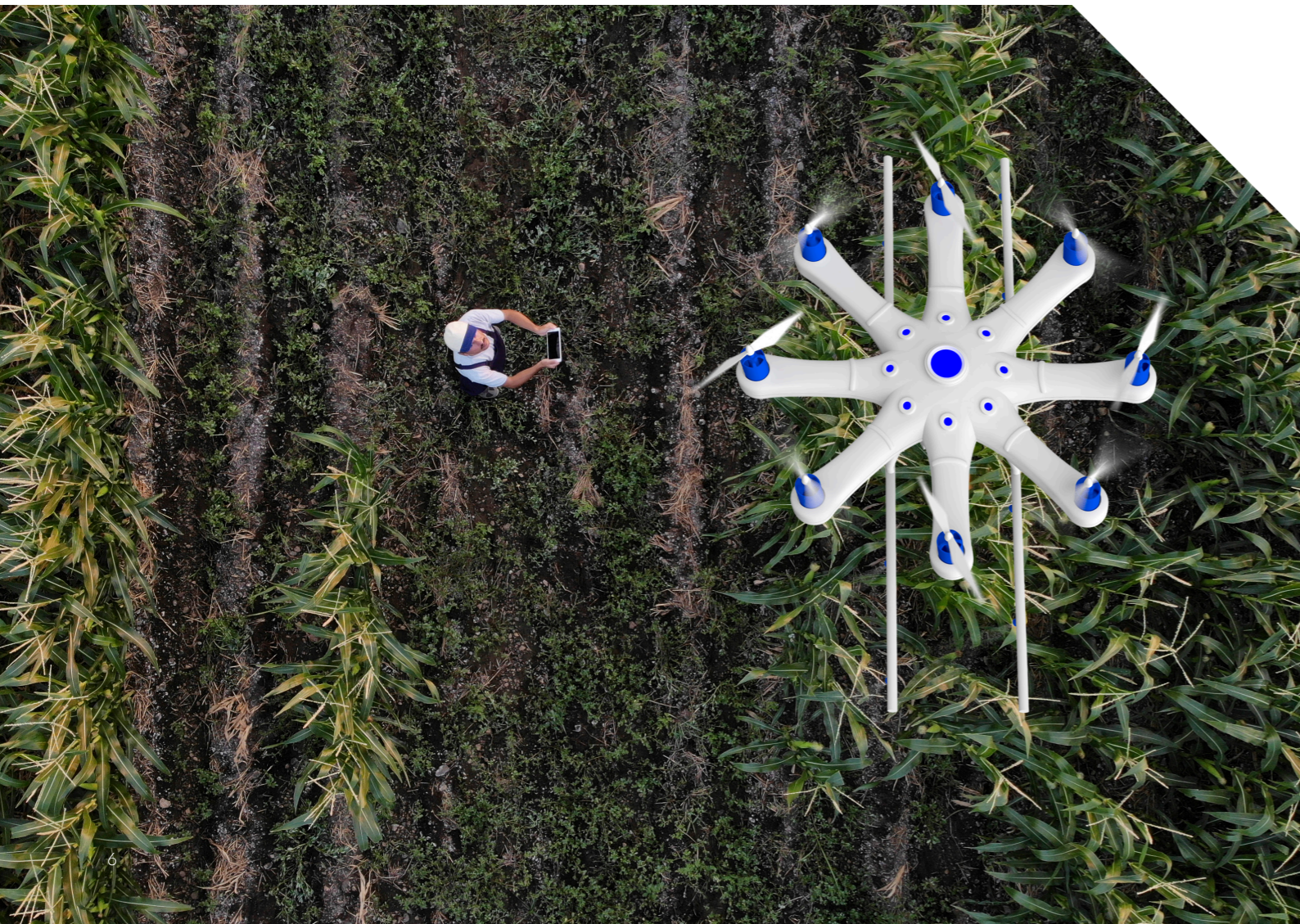
Paul Heilbronner
Chief HR & ESG Officer

iBASIS submitted its Communication on Progress (CoP) for 2025, demonstrating the efforts we've made to align with the United Nations Global Compact since 2021 principles, providing transparency on our progress across key areas such as human rights, labor, environment, and anti-corruption.



02

ENVIRONMENTAL PERFORMANCE



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

We continued our endeavor to reduce our carbon foot print across Scope 1,2 and 3 by reducing our electricity consumption in both our data centers and our offices and reducing our travels. As such, we reached 1,075 Teq CO2 emissions in 2025, which is a 38% decrease.

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



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.



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 34% 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.

We also increased our diversity in our governance as we welcomed a second woman at our board and we promoted one woman in our Executive Committee.

We had 3 sessions of our iWin iBASIS Women Impact Network, created in 2024 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 33 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 2025, we implemented a new plan in India with over 15 interns in our Customer Service and IT departments, and are proud to report that more than 70% of them have been offered full employment within iBASIS.

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 2025, 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.

INTERNATIONAL WOMEN'S DAY

The IWD 2025 campaign theme was 'Accelerate Action', as a worldwide call to acknowledge strategies, resources, and activity that positively impact women's advancement, and to support and elevate their implementation.

As an organization, we marked this international event with a series of activities that foster the development and advancement of our female colleagues. Two programs have been made available for the women of iBASIS.

The company sponsored a global Connect and Learn through the iWIN program around Versatility and Assertiveness in the workplace. and also sponsored the opportunity for all of our female colleagues to select a training program of their choice relating to their career interests.

As iBASIS remains committed to diversity and inclusion in the workplace, we will continue to raise awareness around gender equality by providing educational opportunities for all employees through Connect and Learn training sessions this year.

Finally, to show collective support, we encouraged all employees to wear the color purple in celebration of International Women's Day 2025.

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.

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.

➔ Laptop refurbishment for NPO - *Netherlands*

➔ Build care packages for cancer patients - *USA*

➔ Rooftop gardening to help the city tackle food and environmental challenges. - *France*

➔ Food bank support - *Portugal*

➔ Support a social shop run by Red Cross, where people can buy food, clothing etc... - *Austria*

➔ Engage with Orphanages, Blind Schools, Environmental sustainability program, and blood donation camp - *India*



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.

WORK ETIQUETTE

We established a kind of internal code of conduct with some guidelines around the way we work together (Cameras on in virtual meetings, delays to answer email, noise in the workplace...)

BENEFITS

- ➔ United States: Improvement of the vacation policy.
- ➔ Austria, US & Portugal: Introduction or adjustment of meal allowance programs.
- ➔ Portugal: Launch of a subsidized public transportation card.
- ➔ Netherlands: Provision of headsets & enhancement of mileage reimbursement.
- ➔ India: Quarterly team lunches and annual health check ups.
- ➔ Serbia: WIP to implement Healthcare protection
- ➔ Employee Wellness Program: in counties that did not had one (Netherlands, Portugal, UK, Spain, France, Austria ...)

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. We also offered access to other training platform to our employees such as Coursera or Udemy.

In 2025, we finalized also our Skills Matrix to define for each position what are the skills and competency expected to allow us to work on the development plan but also enhance our recruitments.

Finally, 42 iBASIS employees have been promoted in 2025 which demonstrates our willingness to offer career path for our employees.

ENGAGEMENT SURVEY

We conducted our yearly engagement survey in January 2025, and 90% of our employees took it. Then we gathered our employees 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. Several actions have been implemented as a result of the survey.

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, and we contributed to the American Red Cross for cleanup in flood-impacted areas.

On top we implemented a rule according to which we donate to a charity 1 € per minute when an Executive shows up late in a meeting.

04

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. We also implemented Soap Box Sessions facilitated by the Executive Committee when visiting each location.

In 2025, iBASIS established a restricted executive committee (EXCO) with eight members and an extended version with 20 members, enhancing communication and representation across the company.



Board of Directors

Our Board of Directors is comprised of seven 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, whistleblower and GDPR policies in addition to their mandatory training sessions in these areas, reinforcing our commitment to ethical business practices and data privacy.



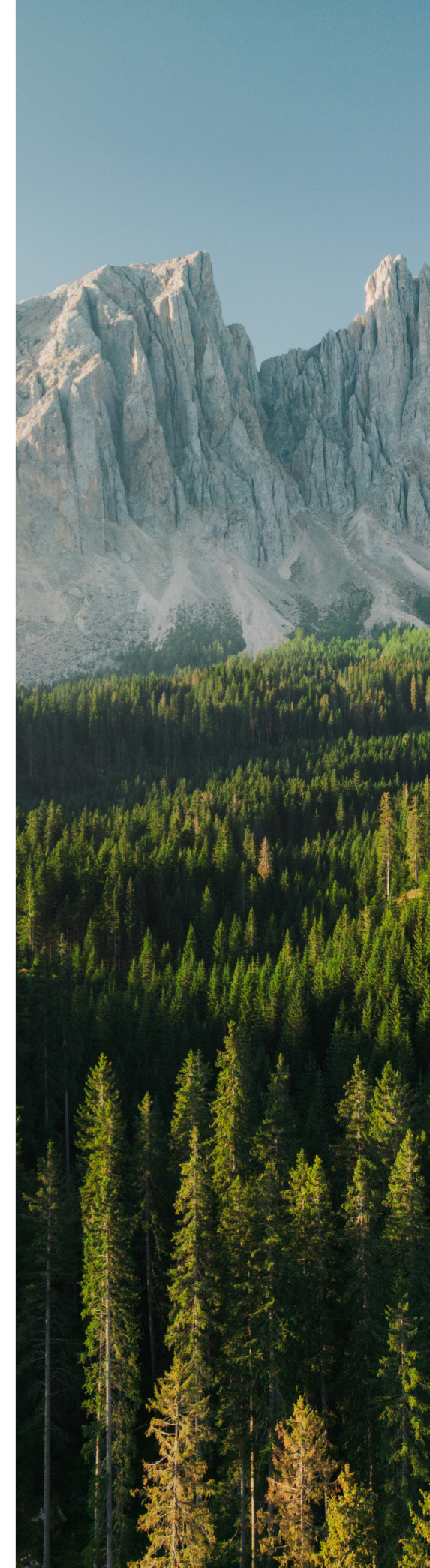
Profit Sharing

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. In 2025 we paid employees the results of the plan elaborated in 2022.



Remuneration Committee

The Remuneration Committee is comprised of three board members including the independent one, 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.



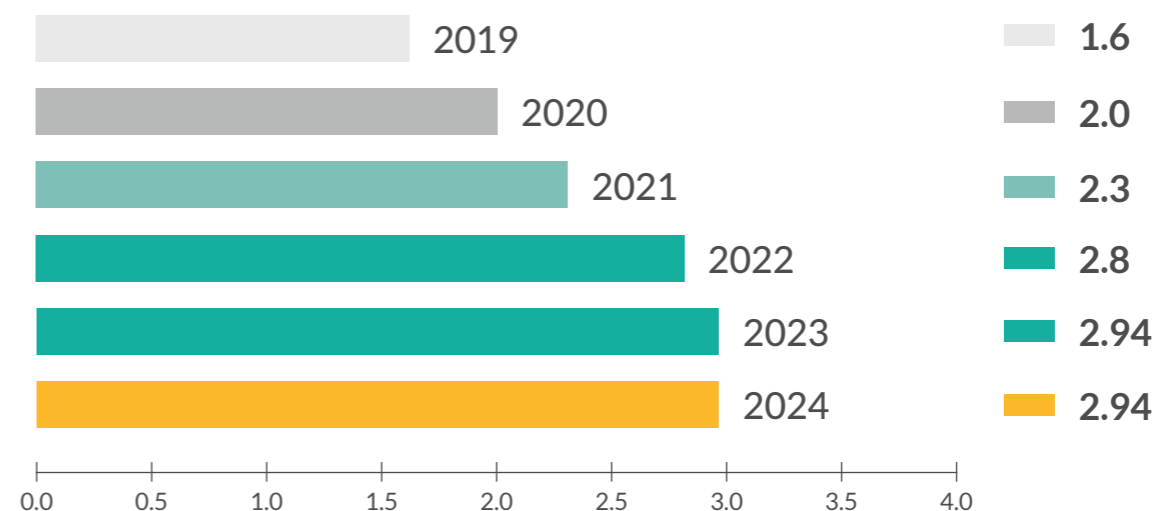
Valuing Accountability

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



AJAY JOSEPH
Chief Technology Officer



EDWIN VAN IERLAND
Chief Operating Officer



GUILLAUME KLEIN
EVP Product Management



NICOLAS BARRET
Chief Growth Officer



PAUL HEILBRONNER
Chief Human Resources Officer



ROLAND HAIDNER
General Manager & Group CFO



SOLANGE MASCARENHAS
General Counsel

