



Join us on our journey

Genesys 2021 Sustainability Report

For the fiscal year ended January 31, 2022





Genesys is a cloud contact center market leader that orchestrates billions of remarkable customer experiences every year. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a ServiceSM (EaaS), our vision for empathetic customer experiences at scale. EaaS combines the efficiency and effectiveness of contact centers with the ability to listen, understand, predict, act, and learn from every interaction to build empathetic, trusted, long-term customer relationships.

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A message from our Chairman and CEO

Dear Stakeholders,

Now in the second year of our commitment to more sustainable business practices at Genesys, I'm encouraged with our fiscal year 2022 progress and pleased to share additional strategies to broaden our impact. Even amidst global inflation and geopolitical disruption, we've stuck to our conviction that climate change, inequity and inequality in all forms are front-burner issues that Genesys must continue to take action to address.

Global warming continues to threaten civilization, with carbon dioxide far exceeding pre-Industrial Revolution levels despite drastic reductions in travel during the pandemic. Our path to carbon neutrality by 2030 is linked to moving Genesys customers from on-premises solutions to the cloud. This transition is well underway, with cloud and subscription services more than 90% of new bookings in fiscal year 2022, compared to 75% in fiscal year 2021 and 53% in calendar year 2019. Genesys has also joined The Climate Pledge, a consortium of more than 300 companies committed to the Paris Agreement strategies. In December 2021, Genesys became a title sponsor for the Andretti United electric SUV team competing in Extreme E. The global racing series promotes gender equity with teams composed of male and female drivers, while highlighting the impact of climate change on ecosystems and promoting the adoption of electric vehicles to protect the planet.

We're also honored to receive our highest-ever rating from EcoVadis, one of the world's largest and most trusted validators of corporate sustainability. The EcoVadis silver medal places Genesys in the top 25% of all companies in our industry for sustainability and business ethics.

Throughout Genesys, we've made significant gains toward reflecting the same diversity in our workforce and leadership as in the markets where we do

business. We have implemented unconscious bias training, expanded hiring efforts in diverse recruitment channels and are using more inclusive language in job descriptions, among other initiatives. As a result, the percentage of employees in underrepresented groups increased in fiscal year 2022 by 9.1% across our US workforce and by 7.9% in leadership roles, year-over-year.

Empathy is at the heart of all we do at Genesys, and I'm proud of how we've used our products for good. Through our partnership with Be My Eyes, for example, we're connecting sighted contact center agents with visually impaired consumers to deliver more empathetic customer service experiences. And as Russia's horrific invasion of Ukraine began in February, we quickly made a no-cost Genesys Cloud offering available that organizations continue to use to facilitate humanitarian efforts throughout the region.

We've seen incredible growth at Genesys, and we believe our commitment to sustainable business practices has contributed to our success. On behalf of our thousands of employees, customers, partners and suppliers, all of whom have played an important role in helping us achieve this progress, I am eager to share with you our 2021 sustainability report.

Best,



TONY BATES

Chairman and CEO Genesys

Our executive leadership team is also committed to the journey



"I am committed to take action by driving our sustainable strategy throughout our business metrics."

PETER GRAF

Chief Strategy Officer



"I am committed to take action by standing against inequity at Genesys and in my community."

EVA MAJERCSIK

Chief People Officer



"I am committed to take action by speaking up for underrepresented voices to increase the understanding and acceptance of our unique cultures."

JOHN HERNANDEZ

Executive Vice President and General Manager for Genesys Multicloud Solutions



"I am committed to take action by being explicit and transparent in our technology development processes and recognizing the biases that live in our data to deliver products that increase fairness, deliver empathy at scale and provide value in critical, often life-saving situations."

OLIVIER JOUVE

Executive Vice President and General Manager of Genesys Cloud CX



"I am committed to take action by sponsoring and mentoring the Genesys Black Employees and Allies Membership (GBEAM), our inclusion group for African-American employees and allies."

SCOTT CRAVOTTA

Executive Vice President of Customer Success and Services



"I am committed to take action by continuing to drive equity and equality in our legal team staffing efforts, including giving ongoing energy to our Diversity Law Fellowship program and bringing on board legal talent from underrepresented communities."

JIM RENÉ

Chief Legal Officer



"I am committed to take action by ensuring that we continue to enhance our ability to be transparent and intentional with our business practices."

BRIAN SWARTZ

Chief Financial Officer



"I am committed to building customer loyalty by delivering empathetic experiences that meet the needs of each employee, customer and partner we serve."

ML MACO

Executive Vice President of Global Sales and Field Operations

BECAUSE THE
*** JOURNEY**
BELONGS TO
ALL OF US^{!!!}



At a glance

OUR BUSINESS

Orchestrated billions of remarkable customer experiences

Supported over 7,000 customers across 100+ countries

More than 50 of the Fortune 100 companies are Genesys customers

Over \$1.9 billion in revenue in fiscal year 2022, representing 18% growth year-over-year

Over \$300 million invested in R&D innovation

OUR PRODUCTS

600,000+ customer service agents use our cloud platforms

1,810 issued and pending patents

100% uptime for Genesys Multicloud CX™*

99.996% uptime for Genesys Cloud CX™

OUR WORKFORCE

6,000+ employees

28% women

22% underrepresented groups⁺

OUR IMPACT

22% greenhouse gas reduction year-over-year

244,000+ lives positively impacted**

* "Downtime is measured only when one of the critical services is at 50% or less."

** "Two ways we work toward the positively impacting 1 million lives by 2030 goal are by giving back to communities through the causes that our employees care about most and using technology for good. The positively impacted lives are calculated in the areas of community engagement, reskilling and awareness, crisis and product for good."

⁺ US only



Recognitions



Silver Medal Ecovadis Rating



Earned certification as a **Great Place to Work**[®] in Australia, Brazil, Canada, India, Ireland, Japan, New Zealand, Philippines, United Kingdom and the United States. Great Place to Work, Best Place to Work for Women in 2021 India.



CRN Women of the Channel:
Liz Barnhard, Rosemary Lugo-Gross and Cathy Rowell

Destination CRM

Destination CRM Industry Leader Award:
Best WFO

Gartner

2021 A Leader in Contact Center as a Service Magic Quadrant^{TM1}

FORRESTER[®]

2021 Forrester Wave[™] report: **A Leader in Workforce Optimization Platforms**²



Ranked #1 in the market share in 2020 **Contact Center Applications Software Market Share**³

Named a Major Player in 2021 IDC MarketScape: **Worldwide Conversational AI for Customer Service Use Cases**⁴

FROST & SULLIVAN

2021 Frost Radar: **North American Enterprise Cloud Contact Center Market**⁵

2021 Frost Radar: **Latin American Cloud Contact Center Market**⁶

2021 Frost Radar: **European Contact Center as a Service (CCaaS) Market**⁷

2022 Frost Radar: **Asia-Pacific Cloud Contact Center Services, 2022**⁸



Ventana Research:
2021 Value Index: Contact Center in the Cloud⁹

opusresearch

Opus Research: **2021 Leader in Conversational Intelligence**¹⁰

Gartner
¹ Gartner, Magic Quadrant for Contact Center as a Service, 9th August 2021, Drew Kraus, Pri Rathnayake, Steve Blood. Gartner and Magic Quadrant are registered trademarks and service marks of Gartner, Inc. and/or its affiliates and are used herein with permission. All rights reserved. Gartner does not endorse any vendor, product or service depicted in our research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

Forrester
² The Forrester Wave[™]: Workforce Optimization Platforms, Q4 2021, Vasupradha Srinivasan, 2nd December 2021

IDC
³ IDC Worldwide Contact Center Applications Software Market Shares: 2020 report (Doc # US48070821, July 2021)
⁴ DC MarketScape: Worldwide Conversational Artificial Intelligence (AI) Software Platforms for Customer Service Use Cases 2021 Vendor Assessment (doc #US48340721, November 2021)
Frost & Sullivan
⁵ Frost Radar[™]: North American Enterprise Cloud Contact Center Market, 2021, published May 25, 2021
⁶ Frost Radar[™]: Latin American Cloud Contact Center Market, 2021, published August 18, 2021

⁷ Frost Radar[™]: European Contact Center as a Service (CCaaS) Market, 2021, published March 3, 2022
⁸ Frost Radar[™]: Asia-Pacific Cloud Contact Center Services, 2022, published March 11, 2022
Ventana
⁹ Ventana Research, Contact Center in the Cloud Value Index, 30 April 2021
Opus Research
¹⁰ Opus Research, Conversational Intelligence Intelliview, August 2021

About Genesys

Genesys enables superior customer service experiences through cloud-based software, innovative artificial intelligence (AI) technology and traditional on-premises offerings.

Our vision is Experience as a ServiceSM, which is based on the belief that personalization and empathy create better customer and employee experiences. We are on a mission to create and lead the Experience as a Service category. We plan to achieve this by accelerating and innovating cloud transformation and delivering superior customer experiences through experience orchestration. Experience orchestration uses AI to dynamically create superior experiences that leverage the full context of participating customers and employees.

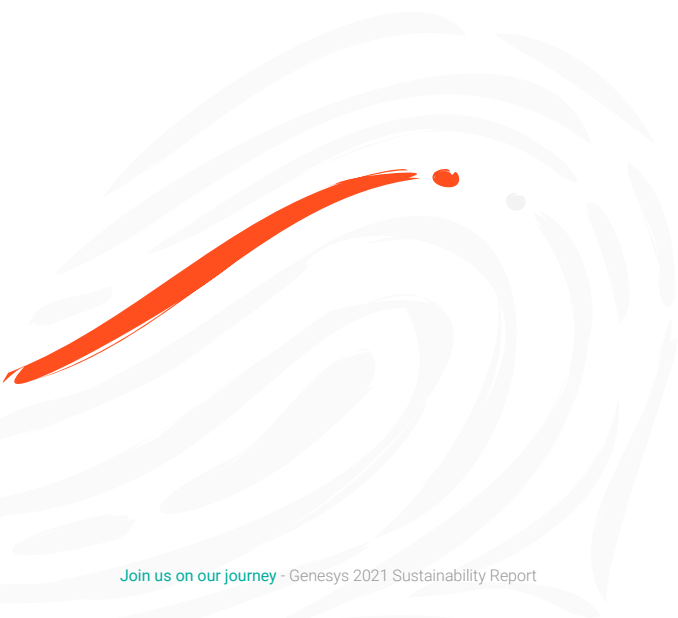
Our customers range from retailers to financial institutions to hospitals and nearly every type of business in between. Every year, we deliver billions of experiences between our customers and consumers in more than 100 countries.



Guided by our values

We are a global company with clearly defined, communicated, and upheld values. The One Genesys culture means we embrace empathy, we “fly in formation” and we go big. We work together, and we celebrate our collective successes and learnings. These values are the foundation of how we communicate, how we interact with others, and how we define a high-performing team.

Our 6,000+ employees embody this One Genesys culture.



**EMBRACE
EMPATHY**

Listen and learn

Have authentic conversations

Include and empower



**FLY IN
FORMATION**

Prioritize the essential

Align the team

Grow together



GO BIG

Inspire bold moves

Innovate and transform

Deliver excellence

Integrating sustainability into our business



Our sustainability approach

Inspired by empathy and driven by innovation, we know that building a more sustainable future is the only way forward. We strive to embed sustainability deeply into everything we do, particularly as we position ourselves as the partner, employer and vendor of choice. As one of our core strategic priorities, sustainability goals are a priority for every leader, manager and employee across our organization.

OUR STRATEGIC PRIORITIES



GROWTH



PROFITABILITY



SUSTAINABILITY



EXPERIENCE

Sustainability pillars, goals and progress

Our sustainability strategy is composed of three pillars: environmental, social and governance (ESG). To promote accountability and meaningful progress, we have set targets and goals within each pillar and closely monitor key performance indicators to help ensure we stay on track. To be successful, our whole organization needs to be engaged and involved in this work. Together, we can mitigate our impact on the planet and amplify our positive impact in the world.



ENVIRONMENT

Our 2030 goal:

Become carbon neutral

Progress through FY 2022:

- 22% reduction in greenhouse gas emissions (GHG) compared to FY21
- Implementation of Green Travel Policy
- Implementation of Workplace of the Future

Our approach:

- Move customers from on-premises deployments to the more efficient cloud
- Create a workplace of the future with sustainable facilities
- Enable eco-friendly travel and virtual meetings
- Advance our sustainable procurement



SOCIAL

Our 2030 goals:

Positively impact 1 million lives
Have a workforce as diverse as the markets where we work

Progress through FY 2022:

- 244,000+ lives positively impacted
- 22% of US employees from underrepresented groups (up from 20% in FY 2021)
- 28% of leadership roles held by women (up from 25% in FY 2021)

Our approach:

- Use our products for good in crisis communication and suicide prevention
- Engage our employees to continue to be the employer of choice
- Promote diversity, equity and inclusion (DEI) in our workforce and supply chain



GOVERNANCE

Our 2030 goal:

Maximize availability and compliance

Progress through FY 2022:

- 99% availability
- 100% compliance

Our approach:

- Prioritize customers' privacy and security
- Maintain the availability of our products, 24/7
- Adhere to high ethics and anti-corruption standards



Sustainability governance

Our Global Sustainability Officer (GSO) oversees the implementation of our sustainability strategy, integrates sustainability throughout our company, and monitors our environmental and social performance. The GSO leads a dedicated sustainability team and works closely with an internal Sustainability Council composed of representatives from 11 business functions. The GSO and council work together to create sustainability initiatives and policies, track ESG developments, and manage sustainability communications with employees, investors and other stakeholders.



“Sustainability is a purpose-driven mission at large. We are committed to embedding it into everything that we do to bring about the change we want to see.”

BRIDGETTE MCADOO,

Global Sustainability Officer

Material issues

We conduct materiality¹ assessments to help us identify and prioritize the issues that are the most impactful to our business and important to our stakeholders. Our last assessment was in 2021. It entailed developing a list of potentially material sustainability topics based on preliminary research and leading sustainability frameworks, and refining that list after receiving input from internal and external stakeholders. The results of the assessment guide our sustainability strategy and reporting efforts.

We identified 14 topics, which we have categorized based on the way we manage each one.

Issues to manage in order to maximize business value and social benefit:	Issues to manage to minimize business and reputational risk:	Developing issues for which we can play a leadership role:
<ul style="list-style-type: none"> Operational Energy Use & Emissions Customer Carbon Reduction Workforce DEI Workforce Engagement & Well Being Community Impact 	<ul style="list-style-type: none"> Availability & Business Continuity Cybersecurity & Data Privacy Climate Change Management ESG Governance & Oversight 	<ul style="list-style-type: none"> Worker Upskilling & Reskilling Ethical Product Use (including Customer Accountability) Product for Good Artificial Intelligence Applications

¹ Material issues or priorities described in this report are distinct from, and should not be confused with, the terms "material" and "materiality" as defined by or construed in accordance with securities or other laws, or as used in the context of financial statements and reporting.

Engaging our stakeholders

Every action we take has an impact on our stakeholders. When assessing our sustainability strategy and evaluating our performance, it is crucial that we reach out to and intently listen to our customers, industry peers, suppliers, employees and communities. Finding ways to partner with our stakeholders is also necessary to grow our business responsibly and to improve our ability to make positive impact.

Here's how we engage with each of our valued stakeholder groups:

Stakeholder group	How we engage
Customers	Genesys' leaders and sales teams keep in frequent communication with our customers via phone calls, emails, letters, social media, webchats and meetings. We also host a Genesys Customer Care online portal that provides global customer support 24/7.
Peer companies	We collaborate with industry peers on sustainability issues both one-on-one as well as through partnerships with organizations such as Terra Carta and the Climate Pledge.
Community groups	Our business has an impact on the communities where we live and work and we endeavor to make sure that impact is positive.
Employees	We collect employee feedback through a variety of channels, most notably through our annual Employee Engagement Survey.
Suppliers	We regularly interact with our suppliers through our business dealings and assess their sustainability performance through our ESG survey.

Engaging employees in sustainability

Employee sustainability survey

In fiscal year 2022, we launched our second Employee Sustainability Survey to get a better idea of the environmental impact of our employees working from home and to help raise awareness about living more sustainably. Survey topics included energy usage, eco-friendly products, and using recycling and composting services. The baseline data from this survey moves us closer to understanding our employee total emissions footprint and will inform future sustainability initiatives so that we can craft benefits and programs designed to help our employees lower their environmental impact.

Sustainability fireside chat series

We host quarterly fireside chats for employees that are focused on sustainability and related topics. These conversations are designed to be quick, informative sessions that feature our Global Sustainability Officer and either members of the Genesys executive team or high-profile guests from outside the organization, including influential sustainability leaders at prominent companies and partners. As a discrete part of a larger communications plan, these conversations are part of an engagement strategy designed to deliver employees a steady stream of content on a variety of sustainability topics throughout the year. The conversations are also archived on our intranet for employees.



Sustainability ambassadors

We are committed as a business and as individuals to integrate sustainable practices into our behaviors. Small steps are the first steps in our journey, and we engage Sustainability Ambassadors to take these steps and engage their fellow employees to do the same. Here are a few examples of our Sustainability Ambassador community in action:



"I'm taking action for future generations by buying into the make do and mend movement. Small actions to reduce waste will help better our planet for years to come."

TARA DALRYMPLE

HR Operations Manager & Employee Engagement, EMEA



"Spending in our local community has two-fold benefits: your proximity to the business enables quick support and investment in our community creates a world of trust built on empathy."

PREE JANARDHANAN

Support Operations Lead Cloud Development Support, APAC



"I'm committed to buying local in season as well as buying clothing from brands that have sustainable practices — our source plays a role in shaping our world."

PETRA MULLER CHANNEL

Account Manager, APAC



"I volunteer with local chapters of conservation non-profits for beach clean-ups and my local food banks sorting food and stocking shelves, bringing community to the forefront."

ANDREW LANDRY

HR Operations Manager & Employee Engagement, NA

Ambassadors in action

- Sustainability Month Activities – Planting/ Cleanup/ Education
- Genesys' Gardens: Biodiversity Education and Resources
- Sustainability Ambassadors' Podcast
- Saving Monarchs One Caterpillar at a Time
- 10 Simple Tips for Happier Plants and a Healthier Indoor Environment
- 22 Sustainability Tips for One Genesys
- Help Us Help You – Holiday Edition
- Supported the U.N. World Food Programme – Help for the Madagascar Climate Crisis
- World Cleanup Day
- World Car Free Day
- What Sustainability Means to Ambassadors and Allies



**HELP US
HELP YOU**



**GENESYS
GARDEN**



**WORLD
CLEAN UP
DAY**

Alignment with the United Nations Sustainable Development Goals

The United Nations (UN) created the Sustainable Development Goals (SDGs) to provide a blueprint for promoting prosperity and protecting the planet. These 17 goals and 169 corresponding targets complement our own sustainability goals and priorities. See our SDG Index [here](#) → to learn more about how our contributions align with this framework.



Goal 5 Gender Equality



Goal 8 Decent Work and Economic Growth



Goal 10 Reduced Inequalities



Goal 11 Sustainable Cities and Communities



Goal 13 Climate Action

Caring for our planet

To do our part to mitigate climate change and preserve the planet, we implement an approach to environmental stewardship that embraces energy efficiency, greenhouse gas (GHG) emissions reductions, water conservation and waste reduction. In addition, we focus on continually innovating to deliver increasingly efficient product solutions. The journey ahead is long, and as our business continues to grow, so does our opportunity to make a positive impact. By placing sustainability at the heart of all we do, all of us at Genesys are working together to create a legacy that we can be proud of.



Doing our part to mitigate climate change

In 2021 we set our goal to become carbon neutral by 2030, and we've already made progress toward it. Our environmental efforts are focused primarily on carbon reduction, not only because the climate crisis is among the most significant issues of our time, but also because it's where we believe we have the largest environmental impact and thus the largest opportunity to reduce our overall environmental footprint.

Our solutions are much more energy efficient when deployed in the cloud than on premises. By reducing the energy our products use as well as switching our customers to the cloud, we significantly reduce the GHG emissions associated with our product use, which also lowers the Scope 2 emissions of our customers. This approach is core to our strategy and expected to continue to be a primary focus for our business.

While we focus our carbon reduction efforts on reduced energy use by our products, we are also taking measures to mitigate the climate impact of other areas, including our operations and travel. In 2022, we plan to begin to refine our internal GHG data collection, implement a new GHG tracking platform, and complete our first third-party audit of GHG data to enable greater accuracy and to gain insights into how to better manage our impact companywide.



IN 2021,

Genesys signed the Terra Carta charter, through which we committed to the goals of protecting the world's biodiversity and working toward net-zero carbon emissions.



AMAZON WEB SERVICES (AWS),

the infrastructural host for Genesys Cloud CX, found in a primary research survey their infrastructure can perform the same task with an 88% lower carbon footprint than the median US enterprise data center they surveyed.²

**GOAL:
CARBON
NEUTRAL
BY 2030**

² The Carbon Reduction Opportunity of Moving to Amazon Web Services <https://aws.amazon.com/power-and-utilities/sustainability/>



Our GHG footprint

Genesys began tracking our GHG emissions in 2020, and in 2021 we established our baseline for measurement and reduction of our carbon footprint. We measure and collect emissions data relating to our products as well as from our operations, data centers, shipping, hardware procurement, business travel and employee commuting. We are making investments to improve the accuracy and usability of this data so we can manage our environmental impact even more effectively going forward.

As defined by the internationally recognized GHG Protocol's standards, we consider our GHG impact in the context of Scope 1 emissions, direct emissions or those generated from our own assets; Scope 2 emissions, indirect emissions or those generated by the energy production of utilities; and Scope 3 emissions, or all other indirect emissions including, but not limited to, those caused by our suppliers and through the use of our products.

Currently, the vast majority of our calculated emissions – 95% – are Scope 3 and stem largely from customers using Genesys’ on-premise products. We estimate that 88% of our Scope 2 and Scope 3 emissions are caused by the operation of Genesys cloud-based solutions, including those that are hosted on third-party public cloud platforms.



83% OF OUR TOTAL FOOTPRINT

is from customers using on-premise products

Read our greenhouse gas emissions [verification statement](#) from our third-party auditor, Apex.

Year-Over-Year GHG emissions data

We measure progress toward our 2030 carbon neutrality goal against the following metrics:

Emission Metrics	FY2021 Net Emissions [metric tons CO2e]	FY2022 Net Emissions [metric tons CO2e]	Year-over-Year % Change
Overall Emissions³	183,721	143,560	-22%
Scope 1 Emissions	8,460	212	-97%
Scope 2 Emissions	11,856	7,420	-37%
Combined Scope 3 Emissions	163,405	135,928	-17%
Product-in-Use	144,626	123,605	-15%
Purchased Goods and Services	14,814	5,846	-61%
Freight	1,677	25	-99%
Employee Commuting	1,252	5,942	375%
Employee Travel	1,036	510	-51%

³ Overall emissions means Genesys Scope 1, Scope 2 and Scope 3 emissions identified, estimated, and quantified to date. FY2021 Scope 1 emissions were estimated based on office square footage and average gas consumption per sq ft (applied to all offices globally), while FY2022 Scope 1 emissions were calculated from invoice data following an internal survey to identify locations with scope 1 emissions. Scope 2 data is location-based. Scope 3 emissions from supplier operations are currently excluded from Genesys inventory boundary. Purchased goods and services includes hardware purchases only, and is calculated according to the GHG Protocol spend-based calculation method. FY21 Freight data was estimated based on cost while FY22 is based on supplier emissions reporting for Genesys. FY21 Product-in-Use emissions have been rebaselined to reflect International Energy Agency 2021 factors. Genesys continues to refine its GHG accounting methods and expand our scope, and anticipates some fluctuation in calculations as a result.

Achieving carbon neutrality

We set our goal to achieve carbon neutrality with the firm belief that businesses must accelerate efforts to build a more resilient world. To achieve our goal, we are proactively implementing our strategy to first avoid and reduce emissions as much as possible, and purchase carbon offsets for emissions that are not practicable to eliminate at this time. We believe this is the most responsible route to carbon neutrality because it is more likely to result in the fewest net emissions over time.

THE CLIMATE PLEDGE



Genesys formally joined hundreds of other companies by signing The Climate Pledge in March 2021. With this pledge, we committed to providing regular reporting on our GHG emissions, reducing our emissions down to zero, and only using credible and socially beneficial offsets.



IMPROVE

- Empower employees and customers to make conscious decisions to reduce their environmental impact, such as running Genesys solutions in the cloud rather than on premises or by holding virtual meetings to avoid travel
- Facilitate work-from-home programs and mass transit initiatives to lessen the carbon footprint of commuting employees



IDEATE

- Arrange shuttles or ride-sharing for conferences rather than individual transportation in a car
- Design software in a way that optimizes resource usage
- Choose remote conferencing options
- Prefer electric vehicles for leased company cars
- Install energy-saving devices such as LED lighting in our offices



INVEST

- Purchase carbon offsets and invest in renewable energy projects

Reducing emissions through our products and services

We have the potential to achieve significant reductions in the collective GHG emissions of our company and our customers through our cloud infrastructure and products. Here's how:



Genesys offers customers cloud solutions on platforms of partners with net-zero commitments that use renewable energy to power large IT infrastructures.



By design, cloud software shares compute, storage, and network resources, which optimizes energy consumption by allowing multiple customers to run within the same system.



Together, these efforts result in less energy consumption per customer and a lower carbon footprint.



Reducing Non-Product emissions

While most of our climate impact happens in the use-phase of our products, we are proactive in reducing emissions that stem from our operational footprint. Our non-product emissions have five primary sources — facilities, procurement, freight, business travel and commuting. By investing in sustainable office spaces and renewable energy, as well as empowering employees to make environmentally conscious decisions, we seek to make progress in reducing these emissions year-over-year.

Prioritizing Sustainable Offices Around the World

- **Galway, Ireland:** We lease 36,000 square feet in a sustainability-focused commercial center in Bonham Quay. The office is designed and constructed according to the One Planet Living framework, which incorporates customized social, economic and environmental elements. Notable features include an open floor office plan with primary workspaces having access to natural light, an efficient HVAC system with zoning control and a construction plan that diverts 90% of construction waste from landfill by recycling or recovery. Once complete, we anticipate achieving LEED Platinum and an A3 Building Energy Rating.
- **Budapest, Hungary:** The new office fitout of our 41,000 square foot Budapest office is readily accessible by public transportation and has achieved an “Excellent” rating for Asset Performance (70.6%) according to the BREEAM sustainability assessment method for emphasizing health and well-being in design, minimizing waste disposal to landfill and preferring sustainable materials. We expect to achieve LEED Gold on the project once completed.
- **Menlo Park, California:** Our new 24,000 square foot office space in Menlo Park is in the pedestrian friendly Springline neighborhood, which incorporates sustainability features throughout the development and is conveniently near the local train station. The office incorporates LED lighting, FSC wood finish materials and efficient use of space with optimal acoustic performance throughout. We anticipate achieving LEED Platinum once the project is complete.



Managing water and waste

Genesys is committed to pioneering innovative products while adhering to sustainability best practices across our operations. This includes responsibly managing our water use, promoting sustainable consumption and materials and reducing waste in our operations.

Water conservation

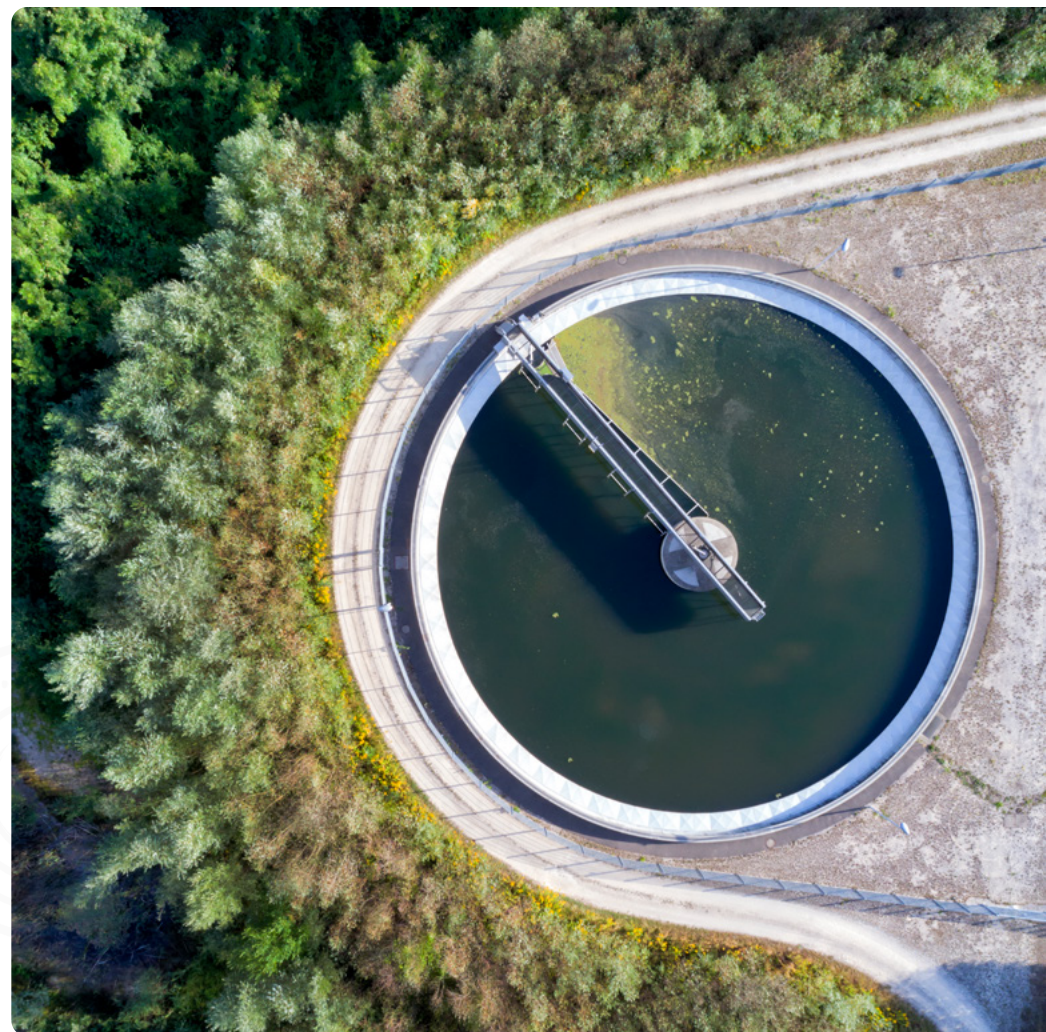
We conserve water by monitoring and tracking our usage, identifying and fixing leaks, installing low flow fixtures and using efficient appliances within our office facilities.

Promotion of sustainable consumption

We seek to increase awareness of the impact of the products and materials we use, and encourage our employees to be mindful of the environment to reduce unnecessary consumption. These efforts are complemented by employee training and our Living Sustainably resource guide, which includes tips, tools and lifestyle stories from our team members, such as sustainable travel, “Saving Monarchs One Caterpillar at a Time” and “Danube Bike and Roll 2021.”

Sustainable materials

Our sustainable procurement guidelines aim to conserve natural resources through the promotion and purchase of recycled, recyclable and renewable materials. We’ve also developed and launched our Sustainable Procurement course, which helps guide the sourcing and procurement team in fair competition, green purchasing and supplier diversity.



Responsible disposal of waste

To reduce waste, we reuse materials whenever possible. We strive to handle all waste at our facilities using appropriate and environmentally responsible methods. Our global e-waste policy requires that IT assets are collected and reassigned if possible or recycled responsibly at the end of their useful life. In fiscal year 2022 Genesys diverted over 35,000 pounds of e-waste from landfill disposal through an IT asset disposal project at our Indianapolis offices, avoiding 19 metric tonnes of carbon emissions. Over 1,000 laptops, desktops and LCD displays were resold, and the carbon emissions saved through recycling were equivalent to the carbon stored by 22 acres of US forest in a year.

Any time an organization moves or renovates, much of the existing workplace — furniture, appliances, equipment and supplies — often ends up in the landfill. In fiscal year 2022 Genesys forged a new partnership with Green Standards on their workplace projects to ensure a better outcome. Green Standards employs charitable donation, resale and recycling to keep workplace furniture and equipment out of the landfill while generating positive local community impact. As of April 2022, our partnership has turned 136 tons of corporate waste into \$77,059 in charitable donations to support 14 community organizations.

“The desks you provided are large and allow teachers to hold small group teaching and interventions in one place. Because they are also the teacher’s desk all of the materials and supplies the teacher needs are at arm’s length and allow the teacher to monitor the rest of the class while helping a group of students. The storage space in the desks lets teachers keep their valuables nearby in a secure area.”

FRANCES RIVERA

Assistant Principal



Innovative products

We facilitate billions of interactions between brands and their customers each year, and we aspire to deliver the power of empathy through each experience. With products that embed empathy, efficiency and effectiveness into the customer experience (CX), Genesys assists organizations with delivering measurably better business outcomes.



Building customer loyalty, one interaction at a time

The pandemic drove a significant shift in the market, drastically increasing the importance to companies to conduct business with customers remotely and through modern technology. As such, companies accelerated the adoption of cloud and digital technologies, transforming much faster than initially anticipated. IDC predicts that direct digital transformation investments will accelerate, becoming 55% of all information and communications technology investment by the end of 2024 — transforming existing business processes to drive customer engagement, employee productivity and business resiliency.⁴ The shift toward digital products and services is here to stay; CX is now a competitive advantage in the race to gain market share and customer loyalty.

In this new landscape, companies around the world have a meaningful opportunity to truly stand out by delivering more empathy in their customer service interactions. Empathy is the ability to listen and understand where the customer is coming from, anticipate what they need, interact in the way customers want and to learn from every interaction. Empathy brings people, companies and society together — it's what makes customers feel heard and understood. That creates trust, and trust creates loyalty. In the era of digitization and personalization, empathy serves as the key driver and differentiator in winning the loyalty of customers, which ultimately drives business growth.



DELIVERING EMPATHY

At a time when so many people could use a helping hand, delivering empathy has never been more important.

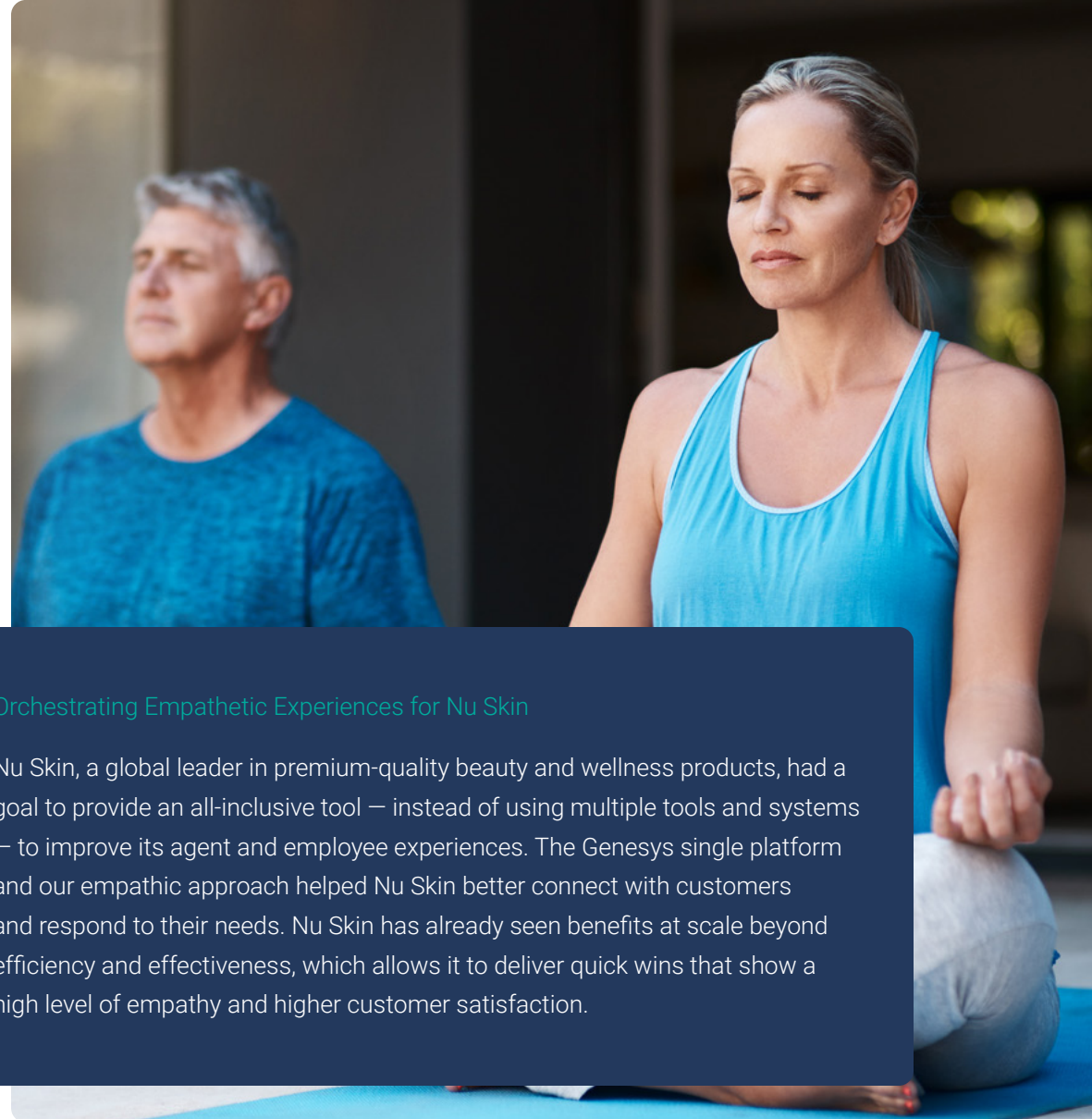


⁴ Digital Transformation Investments to Represent More Than Half of All ICT Investment by 2024, According to IDC FutureScape, IDC, 28 October 2021 <https://www.idc.com/getdoc.jsp?containerId=prUS48333121>

Putting empathy into action

Through our Experience as a Service vision, Genesys' products put empathy at the center to create better customer service interactions. We leverage innovative predictive technology to empower customer service agents to anticipate the questions and requests of their customers. These subtle predictions help customers to feel heard. In turn, this delivers measurably better business outcomes for our customers, leading to faster revenue growth through increased customer satisfaction and loyalty.

Additionally, we bring together multiple customer engagement channels, data that resides on our own platform as well as with third parties, and innovative technologies, including digital, artificial intelligence (AI) and workforce engagement management. We believe we're unique in our ability to orchestrate all these components to deliver personalized experiences to customers.



Orchestrating Empathetic Experiences for Nu Skin

Nu Skin, a global leader in premium-quality beauty and wellness products, had a goal to provide an all-inclusive tool – instead of using multiple tools and systems – to improve its agent and employee experiences. The Genesys single platform and our empathic approach helped Nu Skin better connect with customers and respond to their needs. Nu Skin has already seen benefits at scale beyond efficiency and effectiveness, which allows it to deliver quick wins that show a high level of empathy and higher customer satisfaction.



Sharing a framework for putting empathy in action

Empathy is the next frontier in technology. That's the idea behind *Empathy in Action: How to Deliver Great Customer Experiences at Scale*, a new book by our CEO Tony Bates and Customer Experience strategist, Dr. Natalie Petouhoff. Through case studies, stories of impact, and a new framework for creating people-centric experiences, *Empathy in Action* demonstrates how business leaders can improve their bottom line and make a better world by prioritizing empathy and respect.

Increasing customer connection during the pandemic

Aeroméxico, the flag carrier airline of Mexico, faced a difficult situation due to remote working and high customer call volumes during the global pandemic. The company's priority was to quickly set up agents to work remotely, while ensuring safety and service continuity. Through the Genesys Cloud CX™ platform, Aeroméxico agents were working from home within 36 hours. Our team worked side by side with Aeroméxico to facilitate a smooth transition to its new ways of working. Genesys listened, understood and acted to deliver a solution to their employees, while also helping to alleviate any disruption to their business.

Accelerating results with artificial intelligence

Genesys' artificial intelligence tools are designed to enable businesses to orchestrate systems of listening, understanding and predicting, so that they can easily put the customer and employee first. This enables businesses to not only meet ever-changing customer and employee expectations, but streamline the way contact centers run in order to surpass their competition.

In June 2021, we announced new capabilities that further enhance our AI tools by enabling businesses to easily build their own customized bot experiences, integrate third-party messaging applications and provide employees with technical training. These new capabilities include bot development and orchestration, open messaging APIs and employee development and feedback to enhance our workforce engagement capabilities.





Ethics and artificial intelligence: putting principles into practice

At Genesys, it is fundamental that our AI products adhere to the highest ethical standards and create social benefit intended for everyone in our diverse society. We understand that AI brings unprecedented opportunities to businesses, but also incredible responsibility. We are committed to providing technology that is built, used and applied responsibly and fairly. In part, this means minimizing unintended bias by building responsibility into our AI to help foster an environment where the algorithms and underlying data are as unbiased and representative as possible.

To help identify and promote AI best practices, we initiated a series of internal roundtable discussions involving the people who work on creating our AI models – data scientists, engineers and researchers – as well as the marketing, product management and legal departments. These discussions resulted in the creation of an AI and Ethics Roundtable and the Genesys' AI Ethics Guidelines, which serve as the guidepost for our future AI development strategies. These guidelines focus on transparency, fairness, accountability, data protection and social benefit. We fully expect these guidelines to continually evolve as AI matures and our products' capabilities expand.

We also know that we can't do it alone – the best and most ethical AI solution will be created when we work together as an industry. Our goal is for Genesys to engage in industry dialogue about how companies can and should use AI. Together, our industry can foster an environment where AI is built, used and applied responsibly in ways that are positive for society.

Availability in moments of need

We aim to maximize availability not just for the sake of exceeding industry standards, but to best enable our customers to deliver for their customers uninterrupted and at any given moment.

To help ensure undisrupted uptime, our Resiliency Operations Center (ROC) provides special response plays and customized service to closely work with all customers to reroute traffic to our redundant networking sites, among other approaches.

Pushing passenger experiences to new heights

Going all-in with remote working, Dolfi1920 leveraged the Genesys Cloud CX™ platform to make its business more resilient and to improve the agent and customer experience. With a full migration from the Genesys PureConnect® application in just two weeks, the airline baggage specialist saw a 21% increase in first contact resolution, a 9% gain in productivity and a 12% rise in customer satisfaction.



AT GENESYS,

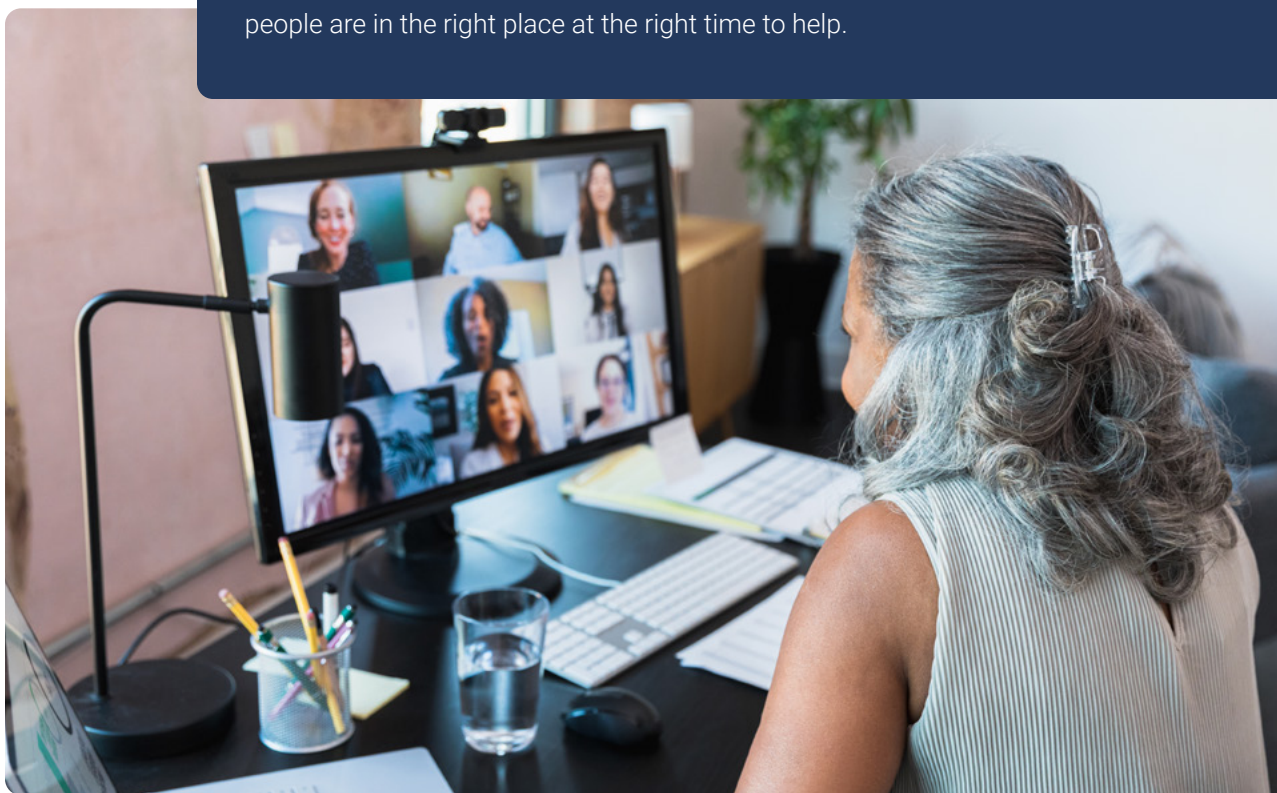
we enable our customers to deliver to their customers in challenging times.

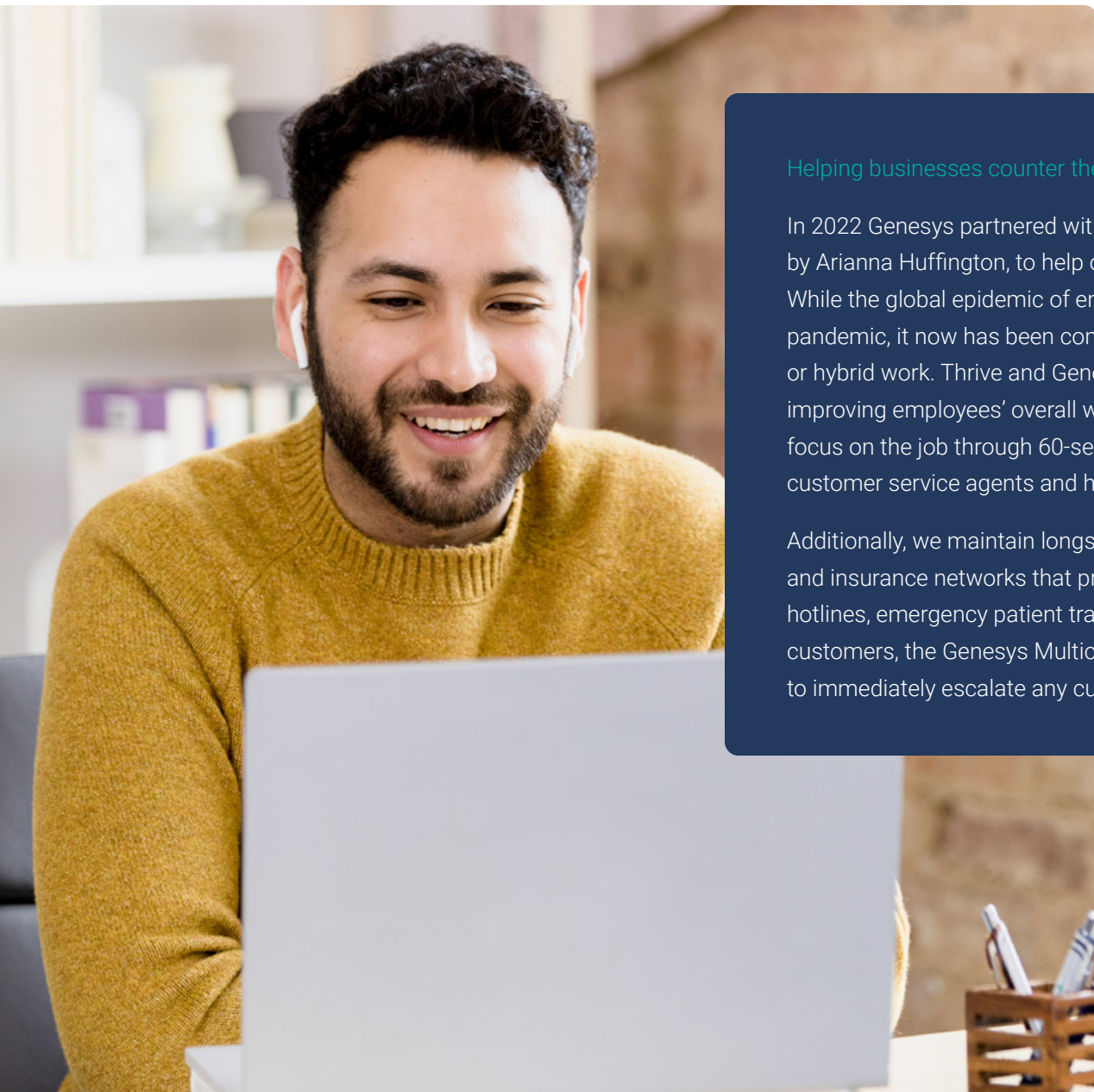
Using our product for good

One of the ways we have a positive impact on society is by helping people in acute crises to get the help they need, when they need it. Our products deliver empathy and efficiency, which helps our customers respond to people quickly, personally and at scale – and nowhere is this value more important than in critical, often lifesaving, situations.

**WE HELP PEOPLE
IN CRISIS GET
THE HELP
THEY NEED
WHEN THEY
NEED IT**

Genesys provides services to the NSPCC (National Society for the Prevention of Cruelty to Children), the UK's leading children's charity. Over the past 130 years, NSPCC has touched the lives of more than 10 million children. NSPCC relies on 1,300 part-time volunteers across 12 service centers that come online at different times of the week. The legacy infrastructure made it difficult to manage these short-shift work patterns, offer the digital channels children preferred, integrate case management and other back-office systems and answer every call as volumes rose. Today, a Genesys Multicloud CX™ contact center seamlessly blends calls, email and webchat. It also integrates with Zoom recording and a Microsoft Dynamics CRM system, and ensures the right people are in the right place at the right time to help.





Helping businesses counter the employee burnout crisis

In 2022 Genesys partnered with Thrive, the behavior change technology company founded by Arianna Huffington, to help organizations transform their relationship with employees. While the global epidemic of employee stress and burnout was growing even before the pandemic, it now has been compounded as many people begin their third year of remote or hybrid work. Thrive and Genesys created Thrive Reset for Genesys, a solution aimed at improving employees' overall well-being, helping them to achieve more clarity, balance and focus on the job through 60-second video-based breaks designed to reduce stress among customer service agents and help them reset.

Additionally, we maintain longstanding partnerships with national and regional healthcare and insurance networks that provide life-saving services, including suicide prevention hotlines, emergency patient transfers and poison control, among others. For these types of customers, the Genesys Multicloud CX team has specialized operating procedures in place to immediately escalate any customer-reported abnormality.



Committed to diversity, equity and inclusion (DEI)

Our commitment to DEI helps us to deliver the power of empathy to every experience, so that we can continue to build trusted, long-term customer connections to our employees, customers and communities. To be successful, we know we must foster an inclusive work environment where each employee feels welcome and valued, their potential is seen, their voice is heard and their strengths are leveraged. Our DEI strategy plays a critical role in achieving an inclusive work environment.



Our DEI strategy

Our DEI efforts are holistic, focusing both internally and externally because we recognize that outside events and societal influences impact employees when they come to work, and that these also affect our customers, our talent pipelines and ultimately our ability to deliver the power of empathy to every experience.

We are taking action to attain diverse representation at all levels of workforce, build a culture that fosters inclusion and belonging, champion equity in our local communities, and remove systemic barriers to equitable opportunities at Genesys and beyond. We recognize that these efforts are integral to creating a workplace that attracts top talent and that enables employees to innovate at their best. In 2021, Genesys' global DEI team continued to engage with external stakeholders and internal partners across our company to design and implement initiatives to allow us to build an even more innovative, inclusive and diverse workplace.

In 2021 our CEO Tony Bates also signed the CEO Action for Diversity and Inclusion Pledge, joining thousands of other business leaders in this commitment to achieve more diversity and inclusion in workplaces. This pledge acknowledges the role that DEI has in improving business performance and includes a commitment to implementing unconscious bias education, sharing best practices and creating a strategic DEI plan with our Board of Directors.



“This past year was about creating strong momentum with our Diversity, Equity & Inclusion work at Genesys. We’ve seen double-digit increases in representation in just about every demographic category we track. We’ve closed many of the disproportionate gaps identified with attrition among women and underrepresented groups. And our fiscal year 2022 Inclusion Index reflects significant gains in how our employees feel about belonging and empathy in our workplace. These results have provided us a strong tailwind toward achieving our 2030 diversity goals.”

ERIC THOMAS

Global Diversity, Equity, and Inclusion Officer

Representation

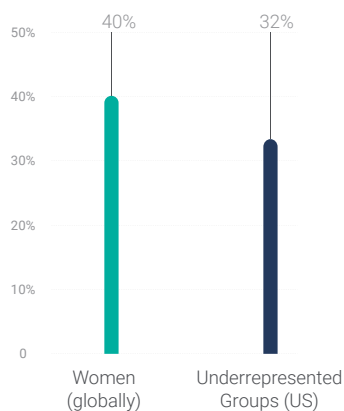
Genesys is committed to increasing diverse gender, racial and ethnic representation within our workforce. We know that when we bring together diverse talent, we meet the unique needs of our customers better, empower our communities and build an even more inclusive workplace for all our employees.

Our goal is for our workforce to be as diverse as the markets where we work by 2030.⁵ This goal is based on the locations where Genesys has presence and is designed to align our workforce with market talent availability. In particular, we are committed to achieving the following workforce representation goals by 2030:

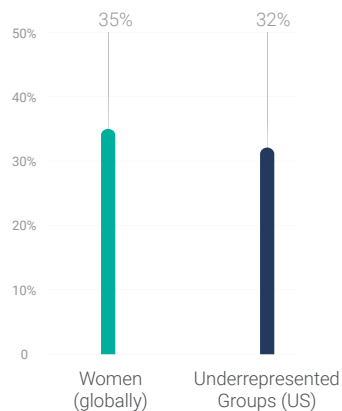
Overall, we have seen positive trends in racially and ethnically diverse representation at all levels of the workforce, in the US during fiscal year 2022. Underrepresented groups across the US workforce increased from 19.8% to 21.6%. Additionally, we saw an increase in representation among leadership with the same groups moving from 18.9% to 20.4%, which reflects positive trends in our overall gains in representation of 9.1% in the US workforce and 7.9% in leadership for the US.

Diversity Goals

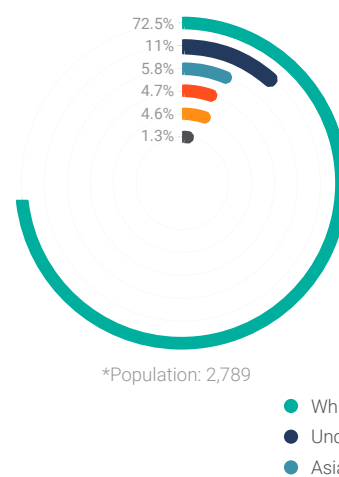
Leadership



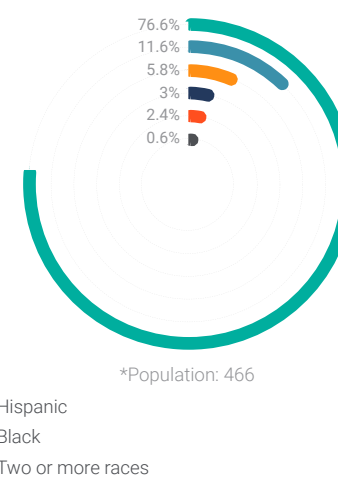
Workforce



Race/ethnicity representation in US workforce



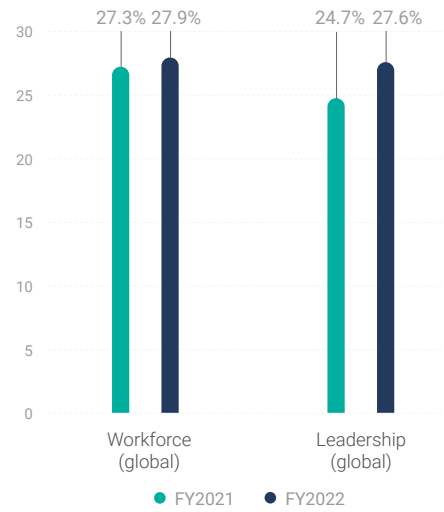
Race/wthnicity representation in leadership (US only)



⁵ Based on labor market availability and composition

Representation at Genesys

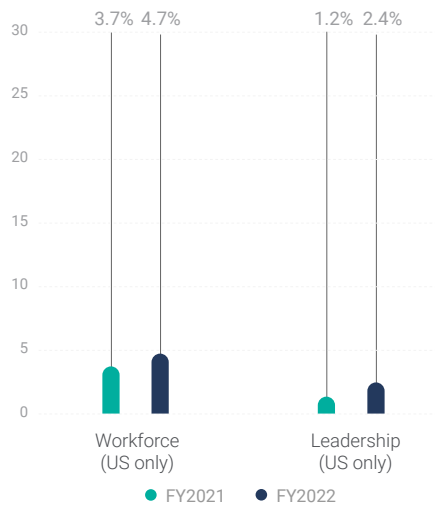
Women



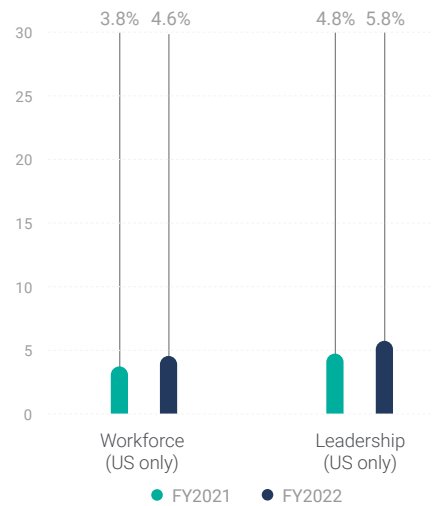
Underrepresented groups



Black people



Hispanic people



12% INCREASE IN WOMEN IN LEADERSHIP GLOBALLY

Attract and select program

We embrace the differences between us because they make us better — better equipped for solving problems, better able to harness our empathy and better at delivering the world's best customer experiences. A key component of our DEI strategy is to encourage our recruitment team and hiring managers to seek a diverse slate of candidates and to create job descriptions and processes that attract all types of talent.

We continue to take steps to improve our recruitment efforts. On the strategy level, we finalized our 10-year diversity hiring plan and developed a roadmap of milestones aligned with reaching our goals, which included creating diversity recruitment and retention success measures. To effectively measure our pipeline data, we incorporated new language to encourage candidates' self-disclosure of diversity background at the job application phase. We implemented new tools, processes and training to further enable hiring practices that are fair, equitable and effectively attract diverse talent. Additionally, we enhanced our data collection to measure and track hiring trends. As we become more robust with our data collection, we expect to be able to cross reference source of hires against multiple factors, such as how far a candidate makes it through the process and which sources yield talent that is successfully offered a position.

Competency-based hiring

In 2020, we introduced to our sales team competency-based tools focused on eliminating bias during the interview process. We have now successfully adopted these tools across all our functions and equipped our recruiters and hiring managers to approach the hiring process with increased objectivity.



Unconscious bias training

All Genesys managers are required to take two unconscious bias trainings: DECIDE – The Neuroscience of Breaking Bias and SELECT – Mitigating Unconscious Bias in the Interview Process. These trainings provide insight on how to recognize and mitigate bias in the workplace in order to create a fair and equitable hiring process for candidates.

Diverse recruitment channels

To expand our reach to women and people of color, we are partnering with historically Black colleges and universities, as well as professional



Florida A&M University Partnership

Our collaboration with Florida A&M (FAMU) is via our partnership with the FAMU/FSU College of Engineering. The partnership is a multi-prong approach to diversify not only how and where we recruit, but to also build a strong pipeline for the future of tech. Elements include talent branding, attraction, identification, talent acquisition and a seat on the Engineering School Advisory Board. The partnership provides students access to internships and full-time jobs, and provides Genesys the opportunity to positively impact equity and inclusion for incoming generations of historically underrepresented talent in tech.

organizations that specifically serve underrepresented groups. Some of our partners include the National Society of Black Engineers, Society of Hispanic Professional Engineers, Society of Women Engineers, Florida A&M, Florida State College of Engineering, North Carolina A&T, California State at Fullerton and CUNY Lehman College.

Mitigating bias in recruitment

We have implemented technology that analyzes job descriptions and identifies problematic words that have been shown in research to detract women and underrepresented applicants from applying. We believe using this tool will help us identify and address these issues so that we can better attract men, women and underrepresented candidates equally. This technology can also process candidate resume details and redact or block personally identifiable information such as the candidate's name, email address, photos, educational institutions or other personal details not relevant to the job. This technology is designed to help managers select candidates based on their skills and expertise alone, versus focusing on details that could cause unintentional bias around such factors as gender, race, age or ethnicity.

Leadership training

- How to engage with diversity partners
- How to recruit for diverse talent
- What is important to think about when recruiting for diverse talent
- How to adjust approach for diverse talent
- Common and highly damaging misconceptions about diverse talent
- How to address systemic problems that put diverse talent at a disadvantage (e.g., access to information)

Embedding equity into talent development

As part of our work to infuse a growth mindset at Genesys, we are continuing to raise awareness of the principles of DEI throughout our company, including providing formalized diversity training. We also initiated key efforts in 2021 to embed equity and fairness throughout our talent management framework and employee experience.

Inclusion index insights

We implemented the Inclusion Index, which takes a multidimensional approach to measuring how our employees feel about their ability to be their authentic selves at work, whether they feel they belong, and if Genesys fosters an equitable environment for them to achieve career development goals. The Inclusion Index allows us to assess the sentiments of belonging, empathy, fairness and equity across different demographics and cohorts of our global workforce and index those sentiments against the entire Genesys employee population. It allows us to identify potential disparities and pinpoint actions to drive improvements in the experience of women and underrepresented groups in our workforce. This resulted in:

- Six focus group sessions to gain further insights into the “why” behind their employee experience
- Collaboration with the talent and organizational development teams on a career development mentoring pilot to ensure diverse representation and content to support women and underrepresented groups
- The kick-off of safe space conversations with key employee influencers to hold these authentic conversations



INCLUSION ENABLES

individuals and groups to feel safe, respected, engaged, motivated and valued.



GENESYS SAW

significant improvements in sentiments for inclusion, belonging and empathy as compared to the prior year's survey.

Building a culture of belonging

We strive to work together as One Genesys – creating bonds among our employees and building a sense of belonging so that everyone at Genesys can achieve their full potential. This means creating an environment where every employee feels valued, included and empowered by leadership and their colleagues.

We enhance our intercultural competencies and facilitate a broader level of employee engagement on DEI initiatives by defining and implementing a global model to foster inclusiveness. To encourage inclusive behaviors and to raise awareness of privilege, we bring in third-party experts and gather employee feedback to determine how we can continue to improve. As we conclude an exciting year where Genesys was recognized as a Great Place to Work globally, we are encouraged and enthused about our continued efforts toward embedding DEI principles in every aspect of the employee experience.

Inspire Award Honorees

This is our second year of awarding DEI Inspire Recognitions, which are given to outstanding employees who deliver excellence in DEI at Genesys. Our recipients in 2021 were:



Changemaker

ASHLEY NORMAN

Recognized for acting as a changemaker to bring DEI to the Genesys workplace.



Local S/Hero

JOANNE IBSEN

Recognized for efforts to enrich and improve her local community and society.



Bridge Builder

BRIAN SPENCER

Recognized for efforts to connect diverse teams, regions, perspectives and communities within Genesys to enhance DEI principles.



Employee-Led inclusion groups

Our employee-led inclusion groups are the foundational element of our DEI inclusion work. Composed of members of underrepresented demographic groups and their allies, they aim to create and foster supportive communities within the workplace. These groups come together to promote a common cause, build community and enhance their personal and professional development. Inclusion groups also increase cultural awareness across our company. Each group has an executive sponsor and is provided with time and a budget to advance their goals. Our inclusion groups are:



G+

LGBTQ+ EMPLOYEES
& ALLIES



GBEAM

GENESYS BLACK EMPLOYEES
& ALLIES MEMBERSHIP



GWIT

GENESYS WOMEN
IN TECHNOLOGY



GWOC

GENESYS WOMEN
OF COLOR



GLiT

GENESYS LATINX
IN TECH



GAIN

GENESYS ASIAN
IMPACT NETWORK

DEI regional councils

To help ensure our DEI work reaches everyone at Genesys, our DEI regional councils were established to engage our workforce in the facilitation of locally relevant cultural programming and drive community engagement unique to each region. These councils serve to further our global DEI efforts and enable us to capture learnings and amplify cultural nuances of local countries.



“Having a community focused on women, specifically, in my case, women of color, has given me support to know that I’m not alone and the confidence to step forward in my career.”

The impact of our successful inclusion groups has had significant ripples on our allies and individuals with privilege in challenging them to think differently and advocate for more underrepresented groups. And this has certainly made Genesys a place I want to stay.”

MELINDA ALVAREZ

GWOC Leadership (Genesys Cloud Commercial Operations Manager)

IMPROVEMENTS
IN INCLUSION
INDEX OF 6%
FOR WOMEN GLOBALLY

AND

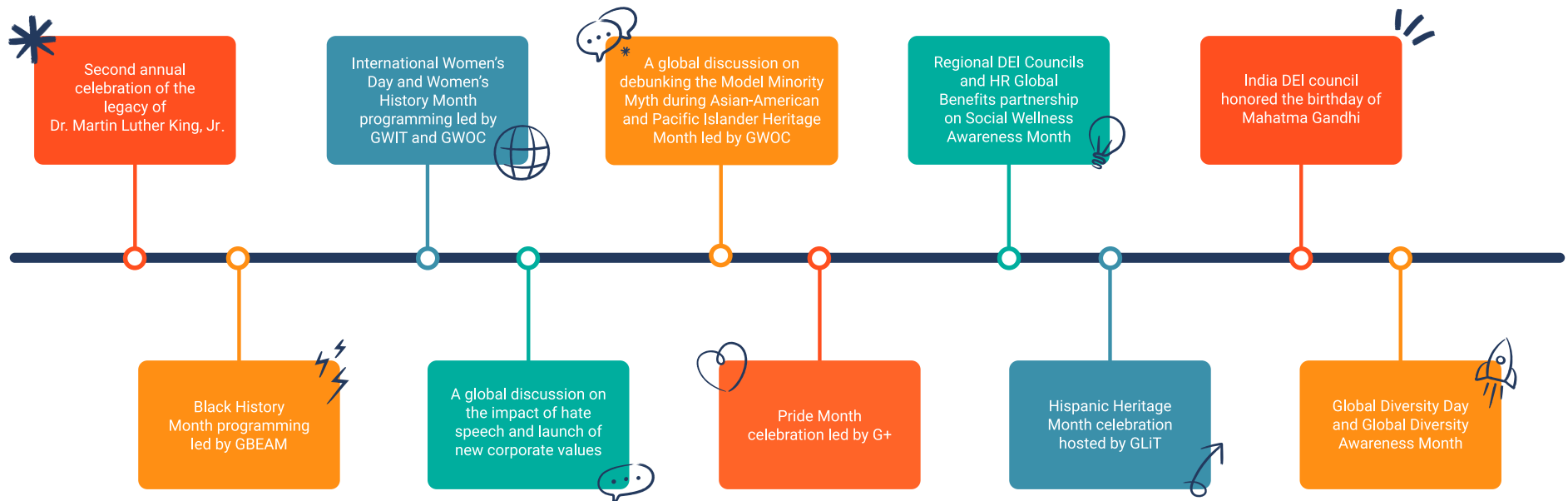
4% FOR
UNDERREPRESENTED
GROUPS IN US

Better together programming

Genesys offers a monthly series of activities under the theme, Better Together, which aim to foster empathy, increase understanding of our cultural nuances, and bring us together as a community. In 2021, we continued to expand the breadth and depth of our Better Together programming.

A year of better together

Our Inclusion Groups and DEI regional councils host Better Together cultural activities throughout the year. Some of their activities in 2021 included:



Supporting inclusive communities

While we strive to promote equity and inclusion within our company, we are also finding ways to promote these causes in the communities in which we live, work and serve. We leverage our products and services for good and engage employees in our community outreach. To support the underserved populations in our communities, we encourage inclusion groups and regional DEI councils to partner with organizations that align to each group's overarching vision and mission.

For example, as our GWOC inclusion group focuses on the hiring and retention of women of color at Genesys, it partners with Ignite Worldwide, an organization focused on achieving gender equity in STEM. In 2021, GWIT, which has a mission to empower women and inspire their professional growth, partnered with Room to Read, an international nonprofit focused on eliminating illiteracy and gender inequality. This partnership supported a year's worth of education for at least 100 girls across Cambodia, Sri Lanka, Bangladesh and India.

GBEAM, as part of their mission, is committed to uplift, educate and empower Black communities in the areas they live and serve. Each year they select a handful of organizations that align to their annual programmatic themes. In 2021, they raised over \$8,500 to support partner organizations including Young Black and Lit, to empower youth through education and service; the American Foundation for Suicide Prevention to address the spike in Black youth suicide across the US during the global pandemic and to challenge the stigma of mental health in the Black community; and BeNimble to promote the investment and economic opportunity in the tech talent ecosystem for Black and Hispanic/Latino groups.

Through these various partnerships, we seek to help strengthen local economies, increase our diverse talent pipeline and help reach our goal of touching 1 million lives by 2030.



Be My Eyes partnership opens up new possibilities

In 2021 Genesys launched a new partnership with Be My Eyes, a free mobile application that enables the sight-abled to support low vision and vision-impaired individuals to overcome access barriers. Through integration with the Genesys platform, the Be My Eyes application enables vision-impaired individuals to connect with sighted contact center agents via video call. The agents provide visual assistance, communicating what they see to provide guidance and customer service to the user. By helping visually impaired customers navigate the world, brands get invaluable insight into their customer experience and can apply that knowledge to make their products more accessible. And customers who use Be My Eyes gain a more empathetic and successful shopping experience.



"I am a happy Be My Eyes Volunteer. My first call was one where I had to guide the gentleman on the "Start" button on the washer/dryer. He said he was pressing it but the dryer was not starting. And then I looked at the letters below the Start button which say "Press and Hold" and he did that and the dryer started. There was relief in his voice. And I had a moment there where something so simple is appreciated!"

PUSHPA RAMACHANDRAN

Senior Director, Sales Operations



"I absolutely LOVE being a Be My Eyes volunteer; HUGE kudos to the DEI team for coordinating this partnership! I was able to help on two different calls and met some really amazing, talented people (one of whom helped me with a car issue)! It's a great joy throughout the day to assist and I've even told a few friends who have since signed up to help."

AYANNA ANTOINE

Human Resources Generalist

Sourcing responsibly

Achieving ambitious sustainability goals is possible only when we engage with all our key stakeholders. Since most of our environmental and social impacts occur within our supply chain, we believe it is important to engage with partners that also strive to have a positive impact. By leveraging our purchasing power and influence to encourage the adoption of sustainable practices, we aim to amplify our impact.



Doing more, together

We hold all our suppliers to the same high standards with which we operate our own business. Our Business Partner Code of Conduct and Vendor Code of Conduct set forth our expectations for our suppliers. Through our Vendor Qualification and Risk Mitigation processes, we evaluate new suppliers to help ensure their practices align with our values. This vetting process assesses various criteria, including regulatory and legal compliance, and geopolitical, country, privacy, financial and information security risks.

Looking beyond risk and regulation, we also have the ability to amplify our sustainability impact by creating a ripple effect throughout our supply chain. That's why we choose to partner with suppliers who share our environmental and social commitments whenever possible. For instance, we are working with cloud vendors who have strong environmental policies and are making strides in adopting renewable energy to power their data centers.

Environmentally preferable purchasing

We incorporate environmental considerations into our purchasing decisions. For example:

- Our preference is to purchase at least ENERGY STAR™ Certified & Alternative Low Power Mode (ALPM) computer equipment. Other computer equipment attributes include recycled tin and fiber-based packaging containing recycled materials.
- We seek to source sustainable Genesys branded products for our online catalog, which are produced with recycled content and renewable materials such as bamboo and fibers.

SUSTAINABLE PROCUREMENT



We've developed and launched our Sustainable Procurement course, which helps guide the sourcing and procurement team in fair competition, green purchasing and supplier diversity.

Our focus on supplier diversity

Diverse supplier categories include:

- Minority-owned Business Enterprise (**MBE**)
- Lesbian, Gay, Bisexual, Transgender, Queer (or Questioning)-owned Business Enterprise (**LGBTBE**)
- Service-Disabled Veteran’s Business Enterprise (**SDVBE**)
- Women-owned Business Enterprise (**WBE**)
- Small Disadvantaged Business (**SDB**) (as defined by the SBA)
- Historically Underutilized Businesses (**HUB Zone**)
- Disability-owned Business Enterprise (**DOBE**)

As part of our efforts to prioritize diversity across supplier partnerships, we are a member of the Supplier Diversity Coalition, a group of technology companies that prioritizes diversity across supplier partnerships. Through this initiative, we survey our suppliers to not only track minority ownership, but to also gain insights into the representation of women, racial minorities and LGBTQ individuals within each supplier’s employee base, leadership team and board of directors. We review this data when making decisions about vendor selection and contract renewals.



What our diverse suppliers have to say



“Genesys empathizes well with my employees. I truly enjoy working with Genesys because our companies uphold the shared ideals of integrity, empathy and the importance of diversity.”

TRUDY BOURGEOIS

Founder and CEO, Workforce Excellence



“Nishida Services is grateful to partner with Genesys as the primary cleaning contractor for the Northwest Indianapolis facility; a partnership that began in July of 2017. Genesys demonstrates a perceptible stature of appreciation, empathy and inclusion toward our company.”

HANK NISHIDA

President and Owner, Nishida Services, Inc.

Investing in top talent

Our people are critical to our ability to thrive as a company. As a fast-growing company in an ever-evolving industry, we understand the importance of continually investing in our employees. We provide our employees with training and development opportunities to help keep their skills sharp and ready them for the next steps of their career. We create a positive employee experience by anchoring our approach in empathy, investing in our workforce, fostering an inclusive environment and driving collaboration. This approach helps inspire innovation and better positions us to lead the Experience as a ServiceSM category.



Fostering a growth mindset

We strive to foster a culture that promotes a growth mindset across Genesys. We provide several avenues for our people to further develop their skills with educational resources and tools, programs and actionable feedback. Through these activities, we celebrate each other's successes while encouraging employees to strive for more.

In 2021, the training programs that employees could participate in include:

- "Grow," a six-week Growth Mindset Series, is designed to stimulate creativity and encourage innovation. In 2021, 62% of employees participated in the program and 73% of employees participated in the manager edition of the program.
- "License to Fly," launched in 2021, helps managers and employees focus on the skills, values and growth mindset needed to excel in the workplace of the future. This program includes a series of portal sites and gamification to deeply engage employees in the learning process. In 2021, 73% of employees participated in the program.



Great
Place
To
Work®

BY EMBEDDING EMPATHY

and fostering trust in our people strategy, Genesys has earned the Great Place to Work® certification in 10 countries where we do business — the United States, United Kingdom, Canada, Brazil, Ireland, India, Philippines, Australia, Japan and New Zealand. Further, 83% of our employees reside within one of these 10 countries. Genesys ranked 7th Best Workplace in Ireland among medium-sized companies (101 to 250 employees) for 2022.

- Emerging Talent Programs provide meaningful work experiences, growth mindset coaching and personal development opportunities in order to help Genesys develop and retain early career, part-time individuals as potential full-time employees.
- Our “Experience as a Service” course is an interactive e-learning for all Genesys employees through which we share our vision of the Genesys strategy along with diving deeper into our new market category of Experience as a Service. This course was designed to help every Genesys employee understand not only what Genesys does for our customers, but how the work we are doing contributes to creating a new category in the industry. In 2022, it had a total completion rate of 92%.
- Design Thinking | Explorer, a course with certification, is designed to provide the basics of Design Thinking as practiced at Genesys. This course connects the dots about how a design thinking practice supports our EaaS mission, our commitment to our values and adopting a growth mindset. In addition, it includes practical ways to start using design thinking right away. This course is mandatory for all Cloud employees with a completion rate of 89% and is also automatically assigned to all new hires.

In 2021, we also launched the GenED mobile app, which gives every employee access to our training portal via their mobile device 24/7. Through our training portal and mobile app, employees are provided career and personal development resources on business skills, personal development, technology and internally created custom courses. To better understand our products, employees can also access our Beyond training library within GenED, which is the same training that we provide to our customers and partners.

EXPERIENCE AS A SERVICE





Enabling our workplace of the future

Listening to our employees and taking their voices into account is a critical component of building a satisfying work environment. So, we have paid close attention to what employees told us through our recent Employee Engagement Survey: flexibility is key. We recognize that flexibility comes in multiple forms, from taking virtual meetings while out for a walk to empowering caregivers to balance work with other responsibilities to establishing a no-meeting day to reduce video conference fatigue.

One way we provide more flexibility is through our new Workplace of the Future program. Through it, we empower employees to develop a customized plan with their managers to determine their preferred working situation: office-based, flexible or fully virtual, and their primary working hours. This flexibility will allow employees to excel in their careers, regardless of where or when they want to work.

Additionally, to help us remain connected in our new ways of working, in 2021 we rolled out a performance management process that focuses on continuous dialogue throughout the year to encourage employee empowerment, trust and transparency. We held training sessions for managers and employees on setting goals and introduced an integrated year-end process, aligning annual performance reviews with the annual compensation review cycle. By the end of fiscal year 2022, 69% of employees documented goals in the system and 80% finalized their review in Quantum Workplace, our employee engagement and performance management tool, indicating that employee and manager had a meaningful discussion about their performance and career.

Promoting employee engagement and well-being

We believe that when people are in a state of well-being, they are their most creative, productive and able to develop to their full potential. We strive to promote a culture of holistic well-being, including mental and physical health, and in 2021 provided employees with resources to tend to their emotional and physical well-being, including:

- Flexibility in the form of August “Free” Fridays, a Mental Health Day for all employees during October and additional time off for the year-end holidays
- Various webinars focused on mental health and well-being for parents
- Tutoring options for employees with school-aged kids
- Reimbursements for home office equipment to enable comfortable, effective and safe remote working
- A monthly stipend to cover any additional costs associated with working from home

Putting employee well-being at the center of our workplace has long been our approach, but the COVID-19 pandemic underscored the need to do even more. In 2021, we continued to take a proactive approach in managing our response to the pandemic and fostering two-way communication with our employees. These efforts included hosting town halls, developing an online portal to share COVID-19-related companywide updates and administering surveys to gain valuable employee feedback on a variety of workplace topics.

To promote mental health and well-being, last year we also provided Genesys employees and their eligible dependents with access to Lyra Health, a service that delivers research-backed therapeutic methods and digital tools, and access to top therapists and coaches. Through Lyra Health, employees and their dependents can receive 12 therapy or coaching sessions each per year, as well as legal and financial consultations and help finding child, elder or pet care.





Measuring employee engagement

Employee engagement has emerged as a critical driver of business success as it creates a better work culture, reduces staff turnover and helps employees feel more connected and dedicated to Genesys' goals and values.

One way we engage our workforce is through our annual Employee Experience Survey, which gives us the opportunity to receive crucial feedback and insights into what it's like to work at Genesys. We appreciate hearing every voice and take the time to understand any concerns.

Our latest Annual Employee Experience Survey was completed in January 2022, with a high survey participation rate of 82%. We scored highly in a variety of categories from alignment to strategy, DEI, leadership sentiment and manager effectiveness. In every category, our scores were better than the prior year, reflecting increased employee engagement and satisfaction.

In addition to analyzing the quantitative data, we also reviewed more than 7,500 comments in the responses to better understand our employees' feelings and views. Overall, employees expressed that they feel valued, supported and a sense of belonging as we continue to work primarily from home.

Our commitment to our employees continues throughout the year, utilizing the Employee Experience Index™, which measures the entire end-to-end experience for employees at Genesys, including the initial recruitment, through onboarding, work and offboarding phases.

Listening to Employee Feedback

After receiving our 2021 Employee Engagement Survey results, we recognized an area where we can improve is providing employees with additional access to professional development opportunities, as well as more clarity on how we approach change management and how performance is measured. To address this, early in 2021 we spoke with many employees across the organization about their thoughts and experiences related to change, transformation and development at Genesys. We identified and prioritized solutions that our employees and managers need in order to be successful with change management and career development. For change management, we focused on a set of tools that will more consistently enable effective change and transformation at the project level. For career development, we piloted a set of tools and trainings for effective career conversations with a growth mindset for managers and employees, in addition to a global mentorship program. We also hope that our new performance review process will help address these employee sentiments.



Giving back through impact together

Genesys has a goal to positively impact 1 million lives by 2030, and our employees are passionate about achieving it. One way we work toward this goal is by giving back to communities through Impact Together, our social impact program, to the causes that our employees care about most. This employee-centric approach empowers employees to get involved, promotes camaraderie and collaboration and builds a sense of belonging among our workforce.

Impact Together focuses on four priority areas:

- Community Engagement: Volunteering and giving in the communities where we are located, while also strengthening our corporate culture.
- Reskilling and Awareness: Leveraging our workforce skillset to train underserved communities, opening up future opportunities in STEM and upskilling our own employee population.
- Planet: Encouraging employees to take accountability for our impact on the planet and leave it beautiful for future generations.
- Crisis: Providing critical support to the communities where our employees, customers and partners reside during times of disaster or crisis.



Impact together in action

Impact Together is employee-driven and employer-supported — meaning that the causes and organizations that are important to our employees are important to us. Here's what our employees have to say about their involvement last year:



"Two years ago, I felt extraordinarily fortunate to be both gainfully employed during a global pandemic, as well as grateful for having been able to save money during it as well. Feeling flush at the end of the year, I decided to give money to local non-profits. This year, when I was asked to lead the Genesys California team in the Genesys 2021 Global Food Drive, I had an epiphany. I could amplify my efforts to help by encouraging others. Our team raised more than \$16,000, but we were a part of an effort that saw Genesys raise over \$160,000 for food-related charities."

DANIEL TURMAN

Internal Communications Director



"Here in Galway, I recently volunteered packing boxes for Ukraine. Over the two days I spent volunteering, I chatted with other volunteers. They asked if I had taken time off work and I told them that my company provides us "Volunteering Time Off (VTO)." I continue to be impressed and delighted that my company allocates time for volunteering and giving back."

DANIEL MCFADDEN

Associate Software Engineer



"This year I won \$200 USD in Benevity funding via Genesys' global food drive's random drawing. I am so excited to be able to pay it forward. I've already donated to one of my favorite local organizations, Moms Making Moves, an organization that makes meals for unhoused and at-risk families."

REEVE SWERTFAGER

Senior Human Resources Partner

Genesys responds to the crisis in Ukraine

The war in Ukraine that began in the first half of 2022 has become a rallying point for Genesys employees globally. To date, our efforts have been focused on three key areas. Raising money through Impact Together was one of the first orders of business. A coordinated effort, where executive and internal communications prompted employees to learn more about employees in impacted areas and to donate to an array of carefully selected charities, created significant momentum for an employer-matched donation program. Employees raised more than \$125,000 USD, which was matched by Genesys. This sent more than \$250,000 USD to charities working on the ground to provide relief.

With a number of Genesys employees working in areas proximate to the Ukraine border, many also participated in direct service efforts to provide food and medical supplies, as well as evacuate refugees. Dmitriy Vakulenko, a Ukrainian Genesys employee living and working in Berlin, made multiple trips to the border with supplies, while evacuating strangers, friends and family alike. Genesys' Peter Faust – who possessed a commercial truck driver's license from his military days – has used volunteering time off to drive a big rig full of donated supplies to the border and ferry refugees back to Poland and Germany. Our team in Hungary also participated in bringing supplies to the border and helping refugees find support and housing in Hungary.

Genesys also offered free technology solutions to Ukrainian organizations that are providing vital services and information in a time of uncertainty. Through our Rapid Response Program, we offered services at no cost to Ukrainian organizations that were providing emergency aid, critical services, temporary relocation, financial assistance and more. With our extensive network of partners in the region, we are working to help quickly stand-up cloud contact centers to provide essential support services via voice and digital channels.



Operating ethically and responsibly

Our success stems from our customers' trust and our employees' dedication to our values-driven culture. Corporate responsibility is at the core of our business and is embedded across functions to make sure we consider sustainability and operate responsibly at every level.



Corporate governance

Our company is led by our CEO, alongside the Operating Committee, which has equivalent duties to a board of directors. That governance and oversight body includes representatives from private equity firms Hellman & Friedman and Permira, which collectively own a majority stake in our company. In 2021, we also added two new independent members to the committee – Kelly Battles and Arthur Johnson. Both bring a wealth of experience and expertise that we believe will help guide our company as we continue to pursue accelerated growth.

Doing business the right way

Genesys is proud of our commitment to conduct business with the highest integrity. Our employees live and work across numerous political borders, in a variety of cultures, and often under a range of diverse legal frameworks. But we are all united in our commitment to conduct business ethically, lawfully and honestly. Every year, these values are reinforced as all employees are required to review and acknowledge our Code of Conduct. The Code outlines our commitment to maintaining our customers' trust, loyalty and respect by designing and delivering innovative, high-quality, secure and reliable products and services and avoiding corrupt, illegal, dishonest or deceptive business practices.



Compliance training

We require all our employees to complete the global compliance training module each year. This program covers topics such as risk management, privacy and security, conflicts of interest, anti-corruption, anti-fraud, competitive practices, supplier and partner codes of conduct, as well as trade compliance.

Anti-corruption policy

Our Anti-Corruption Policy mandates that all Genesys employees and third parties with whom we engage comply with all applicable anti-corruption laws, including the US Foreign Corrupt Practices Act, the UK Bribery Act, the OECD Convention on Combating Bribery of Public Officials in International Business, and the UN Convention Against Corruption. The policy provides guidance about gift giving, meals, entertainment, travel and other common business practices that, under certain circumstances, might be considered improper or even illegal. Stated simply, the policy makes clear that Genesys does not offer or accept bribes or kickbacks and does not tolerate corruption in any of our business dealings.

Anti-corruption audits

Our business partners are required to annually certify that they are aware of, agree to and abide by the terms of our Anti-Corruption Policy. We also conduct substantial due diligence, which includes face-to-face audits with partners in their local office. This process allows us to complete a comprehensive review of their business practices and operations designed to verify that they meet our rigorous standards for compliance with anti-corruption laws.

Encouraging Our Employees to Speak Up Against Violations

We strive to foster a culture that values compliance and transparency, which is why we encourage all employees to speak up if they suspect a potential violation of our Code of Conduct or any other Genesys policy or governmental law. There are several avenues available to employees for reporting violations, including contacting their manager, our human resources or legal departments, our chief compliance officer or the Compliance Helpline, which is available 24 hours a day, seven days a week, and is hosted by a third party.

We do not tolerate intimidation, disadvantage or reprisal against any employee who makes a report in good faith. Reports may be submitted anonymously where allowed by law, and all information provided is kept strictly confidential consistent with law and Genesys policy.

Reports of violations are investigated and, if appropriate, reviewed in detail by the Genesys Ethics and Compliance and Oversight Committee as well as our Audit Committee.

Export compliance

We have strict procedures in place to facilitate compliance with export control rules and laws of the countries where we do business, including robust internal steps designed to ensure that:

- Our products are properly classified for export
- The parties involved in export transactions are properly screened
- All applicable export authorizations are accurate and obtained in a timely manner

When necessary, we also engage third parties to provide additional assurance that we are operating in compliance.

Anti-harassment policy

Genesys is committed to providing a work environment free of unlawful harassment. We prohibit all forms of harassment on any basis, in accordance with all federal, state, and local laws, ordinances and regulations. Our policy applies to all persons involved in the operation of the company and prohibits unlawful harassment by any employee or manager of Genesys, as well as contingent workers, vendors, customers and any other persons, including unpaid interns and volunteers.

Those who make a report can do so without fear of intimidation, disadvantage or reprisal. Reports may be submitted anonymously where allowed by law, and all information provided is kept strictly confidential, consistent with law and Genesys policy. We do not tolerate retaliation against any employee for reporting violations in good faith.

Governance policies

We have implemented the following governance policies, which apply to all employees, temporary workers, contractors and consultants around the world.

- [Code of Conduct](#) →
- [Business Partner Code of Conduct](#) →
- [Supplier Diversity Statement](#) →
- Labor & Human Rights Policy
- Anti-Corruption/Bribery Policy
- Anti-Discrimination/Harassment Policy
- Modern Slavery Act Statement
- Vendor/Supplier Code of Conduct
- [Whistleblower Policy](#) →

Privacy and security

Our information security program is centered around protecting our most important information, that of our customers. To maintain their data and their trust – as well as those of suppliers, business partners and employees – we adamantly protect the privacy and security of our data. Because cybersecurity threats are constantly evolving, we continually adapt and upgrade our safeguards as necessary so that our data remains safe and secure.

As a global business, operating in a dynamic global information security regulatory environment, we have identified key region-specific information security standards to bolster the security of our platforms. Where required, we also expand the scope of the globally recognized standards to which we are certified to include areas with a significant operational presence.

Our Information Security teams observe internationally recognized security frameworks and work to ensure that Genesys products maintain compliance with PCI, HITRUST, SOC 2 Type 2, HIPAA, IRAP, BSI C5, ISO 27001 and others. We also cooperate with the ISO 27018 audits, which contain privacy controls.



Our dedicated information security and privacy teams

Our Chief Privacy Officer oversees our companywide data privacy program, monitors its effectiveness, and advises on global privacy laws and requirements. We also have a European Data Protection Officer to meet the requirements of European data protection law.

Moreover, each business unit representing the various software and platforms that our customers use has dedicated security teams that are headed by a vice president-level position. The [Chief Information Security Officer](#) and his team work closely with business unit security teams to help bolster the company's overall information security capabilities. Together, they provide services in vulnerability management, security architecture, third-party risk management, guidance on risk and compliance, penetration testing and code scanning/review. They also train our developers in secure coding principles and security practices that are an integral part of every stage of software development. Key principles and tenets involving cybersecurity, privacy and compliance are reviewed and reinforced in our annual training for every Genesys employee. Through this mechanism, we remind employees of the company's commitment to the importance of these topics, as well as the employee's responsibility to play their part in making sure Genesys is safe, secure and compliant.



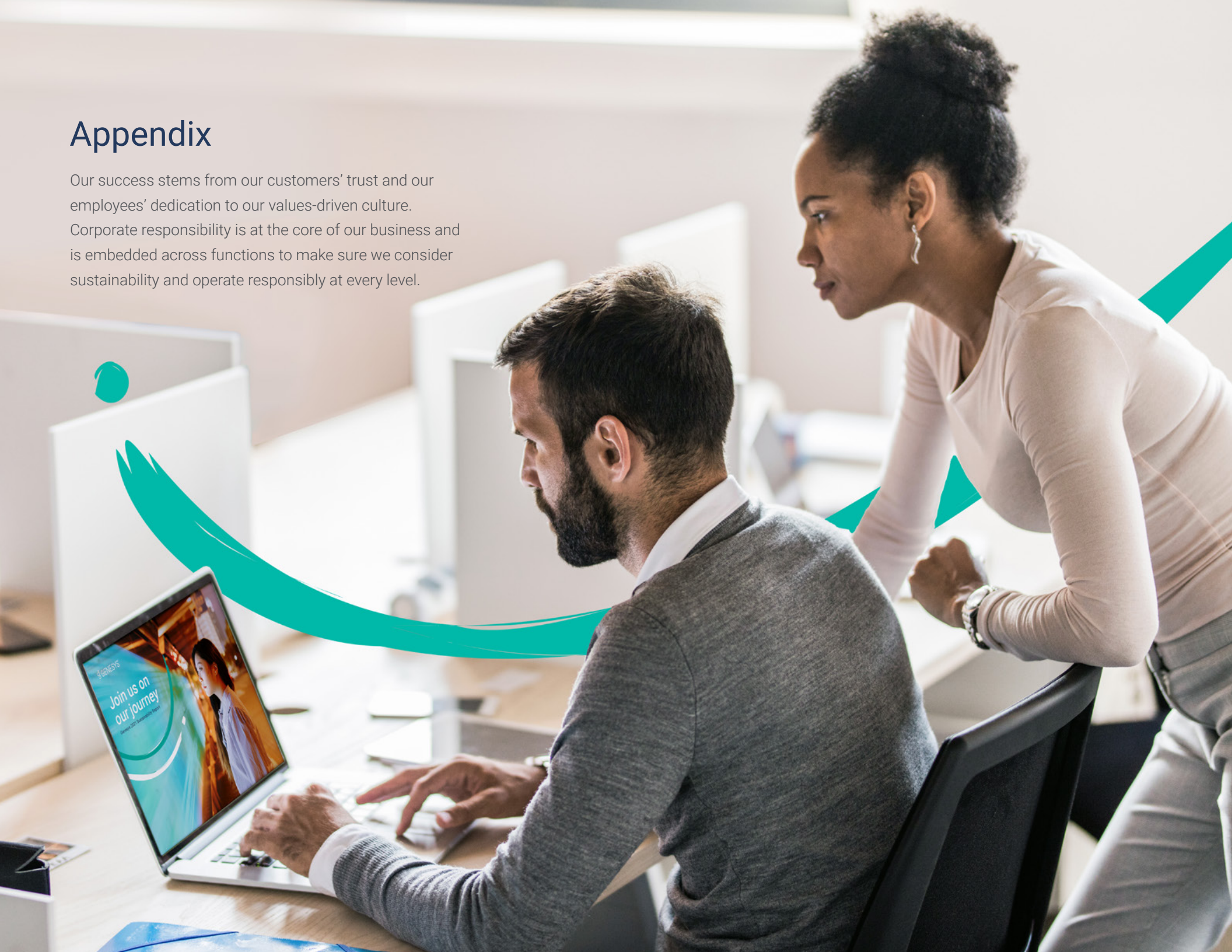
“The Security of our company and our products are a core element of our responsible business practices – we owe it to our customers, and we owe it to ourselves to do everything in our power to protect the data that is entrusted to us.”

JONATHAN CHOW

Chief Information Security Officer

Appendix

Our success stems from our customers' trust and our employees' dedication to our values-driven culture. Corporate responsibility is at the core of our business and is embedded across functions to make sure we consider sustainability and operate responsibly at every level.



About This Report

This report includes updates on our sustainability strategy, performance, and related metrics, covering our fiscal year 2022, which is the period from February 1, 2021, to January 31, 2022, with additional information on activities, where appropriate, through April 2022. Unless indicated or the context requires otherwise, all metrics cover our fiscal year 2022. The report covers the social and environmental performance, governance, compliance and risk management aspects of our business and is prepared in reference to the Global Reporting Initiative (GRI) standards.

We obtained limited assurance from Apex Companies, LLC, a third-party service provider, for select sustainability metrics in this Report.

The goals and projects described in this report are aspirational; as such, no guarantees or promises are made that these goals and projects will be met or successfully executed. Furthermore, data, statistics and metrics included in this report are non-audited estimates, not prepared in accordance with generally accepted accounting principles (GAAP), continue to evolve and may be based on assumptions believed to be reasonable at the time of preparation, but should not be considered guarantees and are subject to future revision.

This report uses certain terms including those that GRI or others refer to as “material” to reflect the issues or priorities of Genesys and its stakeholders. Used in this context, however, these terms are distinct from, and should not be confused with, the terms “material” and “materiality” as defined by or construed in accordance with securities, or other, laws or as used in the context of financial statements and reporting.





Forward-Looking Statements

Statements of future events or conditions in this report, including those that concern future circumstances and results and other statements that are not historical facts and are sometimes identified by the words “may,” “will,” “should,” “potential,” “intend,” “expect,” “endeavor,” “seek,” “anticipate,” “estimate,” “believe,” “could,” “project,” “predict,” “continue,” “goal,” “target” or other similar words or expressions, are forward-looking statements. Forward-looking statements are based upon current plans, estimates and expectations that are subject to risks, uncertainties and assumptions. Should one or more of these risks or uncertainties materialize, or should underlying assumptions prove incorrect, actual results may vary materially from those indicated or anticipated by such forward-looking statements. The inclusion of such statements should not be regarded as a representation that such plans, goals, targets, estimates or expectations will be achieved.

Important factors that could cause actual results to differ materially from such plans, goals, targets, estimates or expectations include, among others: changes in economic, political and business conditions; pandemics (including the COVID-19 pandemic), global hostilities or natural disasters that disrupt normal business operations or other events beyond our control and actions by governments, businesses and individuals in response to the situation; mergers and acquisitions or significant business model changes; unexpected delays, difficulties and expenses in executing against our goals set forth in this report; and changes in laws or regulations, including those related to climate initiatives. The forward-looking statements in this report are made as of the date of this report, unless otherwise indicated, and we undertake no obligation to update these forward-looking statements to reflect subsequent events or circumstances.

GRI Index

Organizational Profile		
102-1	Name of the organization	Genesys
102-2	Activities, brands, products, and services	About genesys
102-3	Location of headquarters	Daly city, california
102-4	Location of operations	Genesys corporate website
102-5	Ownership and legal form	Genesys is a privately-owned company. Private equity firms hellman & friedman and permira collectively own a majority stake in our company
102-6	Markets served	Genesys serves customers in four main regions including north america; south america; europe, middle east and africa; and asia pacific.
102-7	Scale of the organization	At a glance
102-8	Information on employees and other workers	At a glance workforce diversity
102-9	Supply chain	Sourcing responsibly
102-10	Significant changes to the organization and its supply chain	There have been no significant changes to the organization and its supply chain during this reporting period.
102-11	Precautionary Principle or approach	We do not apply this principle formally across all of our risk management decisions, but it informs our thinking about sustainability issues and risk management.
102-12	External initiatives	Alignment to the united nations sustainable development goals the climate pledge ceo action for diversity and inclusion
102-13	Membership of associations	Supplier diversity coalition
Strategy		
102-14	Statement from senior decision-maker	A message from our chairman and ceo
Ethics and Integrity		
102-16	Values, principles, standards, and norms of behavior	About genesys doing business the right way
Governance		
102-18	Governance structure	Corporate governance genesys corporate website
102-21	Consulting stakeholders on economic, environmental, and social topics	Setting our priorities engaging our stakeholders
Stakeholder Engagement		
102-40	List of stakeholder groups	Engaging our stakeholders
102-42	Identifying and selecting stakeholders	Engaging our stakeholders
102-43	Approach to stakeholder engagement	Engaging our stakeholders

Reporting Practice		
102-45	Entities included in the consolidated financial statements	Genesys
102-46	Defining report content and topic Boundaries	We developed the content for this report based on the requirements of the GRI principles for defining report content, including sustainability context, materiality, completeness and stakeholder inclusiveness, and the results of our latest ESG materiality assessment.
102-47	List of material topics	Setting Our Priorities
102-48	Restatements of information	None
102-49	Changes in reporting	None
102-50	Reporting period	February 1, 2021 to January 31, 2022
102-51	Date of most recent report	June 2021
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	For more information regarding this report, please contact sustainability@genesys.com .
102-54	Claims of reporting in accordance with the GRI Standards	This report references the GRI Standards.
102-55	GRI content index	GRI Index
102-56	External assurance	Genesys pursued limited external assurance for its 2021 Sustainability Report.
GRI 200: Economic		
GRI 205: Anti-corruption		
103-1	Explanation of the material topic and its Boundary	Doing business the right way
103-2	The management approach and its components	Doing business the right way
103-3	Evaluation of the management approach	Doing business the right way
205-1	Operations assessed for risks related to corruption	Doing business the right way
205-2	Communication and training about anti-corruption policies and procedures	Doing business the right way
GRI 300: Environmental		
gRI 302: Energy		
103-1	Explanation of the material topic and its Boundary	Doing our part to mitigate climate change
103-2	The management approach and its components	Doing our part to mitigate climate change
103-3	Evaluation of the management approach	Doing our part to mitigate climate change
302-4	Reduction of energy consumption	Doing our part to mitigate climate change
GRI 305: Emissions		
103-1	Explanation of the material topic and its Boundary	Doing our part to mitigate climate change
103-2	The management approach and its components	Doing our part to mitigate climate change
103-3	Evaluation of the management approach	Doing our part to mitigate climate change
305-1	Direct (Scope 1) GHG emissions	Our GHG footprint
305-2	Energy indirect (Scope 2) GHG emissions	Our GHG footprint
305-3	Other indirect (Scope 3) GHG emissions	Our GHG footprint
305-5	Reduction of GHG emissions	Doing our part to mitigate climate change

GRI 400: Social		
GRI 403: Occupational Health and Safety		
103-1	Explanation of the material topic and its Boundary	Promoting employee engagement and well-being
103-2	The management approach and its components	Promoting employee engagement and well-being
103-3	Evaluation of the management approach	Promoting employee engagement and well-being
403-6	Promotion of worker health	Promoting employee engagement and well-being
GRI 404: Training and Education		
103-1	Explanation of the material topic and its Boundary	Fostering a growth mindset
103-2	The management approach and its components	Fostering a growth mindset
103-3	Evaluation of the management approach	Fostering a growth mindset
404-2	Programs for upgrading employee skills and transition assistance programs	Fostering a growth mindset
GRI 405: Diversity and Equal Opportunity		
103-1	Explanation of the material topic and its Boundary	Committed to diversity, equity and inclusion
103-2	The management approach and its components	Committed to diversity, equity and inclusion
103-3	Evaluation of the management approach	Committed to diversity, equity and inclusion
405-1	Diversity of governance bodies and employees	Workforce diversity
GRI 406: Non-discrimination		
103-1	Explanation of the material topic and its Boundary	Doing business the right way
103-2	The management approach and its components	Doing business the right way
103-3	Evaluation of the management approach	Doing business the right way
406-1	Incidents of discrimination and corrective actions taken	Doing business the right way
GRI 413: Local Communities		
103-1	Explanation of the material topic and its Boundary	Giving back through impact together supporting inclusive communities
103-2	The management approach and its components	Giving back through impact together supporting inclusive communities
103-3	Evaluation of the management approach	Giving back through impact together supporting inclusive communities
413-1	Operations with local community engagement, impact assessments, and development programs	Giving back through impact together supporting inclusive communities
GRI 418: Customer Privacy		
103-1	Explanation of the material topic and its Boundary	Privacy and security
103-2	The management approach and its components	Privacy and security
103-3	Evaluation of the management approach	Privacy and security

SASB Index

Topic	Accounting Metric	Category	Unit of Measure	Code	Response
Environmental Footprint of Hardware Infrastructure	Total energy consumed, percentage grid electricity, percentage renewable energy	Quantitative	Gigajoules, percentage (%)	TC0102-01	
	Total water withdrawn, percentage recycled, percentage in regions with High or Extremely High Baseline Water Stress	Quantitative	Cubic meters (m3), percentage (%)	TC0102-02	
	Description of the integration of environmental considerations to strategic planning for data center needs	Discussion and Analysis	n/a	TC0102-03	
Data Privacy & Freedom of Expression	Discussion of policies and practices relating to collection, usage, and retention of customers' information and personally identifiable information	Discussion and Analysis	n/a	TC0102-04	Privacy and Security
	Percentage of users whose customer information is collected for secondary purpose, percentage who have opted-in	Quantitative	Percentage (%)	TC0102-05	
	Amount of legal and regulatory fines and settlements associated with customer privacy ^{xii}	Quantitative	US dollars (\$)	TC0102-06	
	Number of government or law enforcement requests for customer information, percentage resulting in disclosure	Quantitative	Number, percentage (%)	TC0102-07	
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring ^{xiii}	Discussion and analysis	n/a	TC0102-08	
Data Security	Number of data security breaches and percentage involving customers' personally identifiable information ^{xiv}	Quantitative	Number, percentage (%)	TC0102-09	
	Discussion of management approach to identifying and addressing data security risks	Discussion and analysis	n/a	TC0102-10	Privacy and Security
"Recruiting & Managing a Global, Diverse Skilled Workforce"	Percentage of employees that are (1) foreign nationals and (2) located offshore ^{xv}	Quantitative	Percentage (%)	TC0102-11	
	Employee engagement as a percentage ^{xvi}	Quantitative	Percentage (%)	TC0102-12	Measuring Employee Engagement
	Percentage of gender and racial/ethnic group representation for: (1) executives and (2) all others	Quantitative	Percentage (%)	TC0102-13	Workforce Diversity
Managing Systemic Risks from Technology Disruptions	Number of (1) performance issues and (2) service disruptions; total customer downtime ^{xvii}	Quantitative	Number, Days	TC0102-14	
	Discussion of business continuity risks related to disruptions of operations	Discussion and analysis	n/a	TC0102-15	Availability in Moments of Need
Intellectual Property Protection & Competitive Behavior	Number of patent litigation cases, number successful, and number as patent holder	Quantitative	Number	TC0102-16	
	Amount of legal and regulatory fines and settlements associated with anti-competitive practices ^{xviii}	Quantitative	US dollars (\$)	TC0102-17	

XII. Note to TC0102-06 – Disclosure shall include a description of fines and settlements and corrective actions implemented in response to events.

XIII. Note to TC0102-08 – Disclosure shall include a description of the extent of the impact in each case and, where relevant, a discussion of the registrant's policies and practices related to freedom of expression.

XIV. Note to TC0102-09 – Disclosure shall include a description of corrective actions implemented in response to data security incidents or threats.






XV. Note to TC0102-11 – Disclosure shall include a description of potential risks of recruiting foreign nationals and/or offshore employees, and management approach to addressing these risks.

XVI. Note to TC0102-12 – Disclosure shall include a description of methodology employed.

XVII. Note to TC0102-14 – Disclosure shall include a description of each significant performance issue or service disruption and any corrective actions taken to prevent future disruptions.

XVIII. Note to TC0102-17 – Disclosure shall include a description of fines and settlements and corrective actions implemented in response to events.

U.N. SDG Index

U.N. SDG	Genesys Material Topic	How We Contribute
 Goal 5: Gender Equality	Workforce diversity, equity and inclusion	Committed to diversity, equity and inclusion
 Goal 8: Decent Work and Economic Growth	Workforce diversity, equity and inclusion workforce engagement and well-being	Investing in top talent Caring for our planet Committed to diversity, equity, and inclusion
 Goal 10: Reduced Inequalities	Workforce diversity, equity and inclusion	Committed to diversity, equity, and inclusion giving back through impact together
 Goal 11: Sustainable Cities and Communities	Community impact	Giving back through impact together Supporting inclusive communities
 Goal 13: Climate Action	Climate change management Customer carbon reduction Operational energy and emissions	Doing our part to mitigate climate change



About Genesys

Every year, Genesys® orchestrates billions of remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a ServiceSM, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement. By transforming back-office technology to a modern revenue velocity engine Genesys enables true intimacy at scale to foster customer trust and loyalty.