Fiscal Year 2024 Sustainability Report

GENESYS™

(February 1, 2023 – January 31, 2024)

Table of Contents

A message from our Chairman and CEO

Our fiscal year, which ended January 31, 2024 (FY24), was a remarkable success for Genesys. As we move closer to delivering our vision of Experience as a Service®, with more than 5,700 organizations and growing, now realizing the benefits of our award-winning Genesys Cloud™ platform, we do so conscious of the persistent challenges climate change and social inequity continue to present for humanity.

Genesys is meeting those challenges with leadership and progress toward our 2030 goals, which include achieving carbon neutrality, creating positive impact through our charitable offer by supporting charities to touch the lives of people in need, employing a workforce as diverse as the markets where we work, and maximizing the availability and compliance of our technology.

Over the past fiscal year, I'm pleased with how we've advanced our efforts in each of the Environment, Social and Governance pillars that comprise our sustainability strategy.

Environment

We reduced emissions by 12% organically compared to our fiscal year ended January 31, 2023 (FY23), and we began work to validate our reduction strategy with the Science Based Targets Initiative to align our approach with best practices for reporting. Genesys also received improved assessments from CDP and EcoVadis this year, ranking higher than the North America and Global average of the IT and Software and Development industry with a B score from CDP, and earning a Gold Medal from EcoVadis, representing a top 5% placement among more than 100,000 companies assessed by the organization. Additionally, our newest R&D center in Budapest, Hungary, opened in late 2023 with LEED Gold status.

Social

We announced the expansion of our efforts to help people in need with the use of our technology at our Xperience customer event in June 2023. The Genesys Charitable Offer provides eligible charities a 50% price reduction for the Genesys Cloud platform and other services. Meanwhile, Genesys continued to make gains on its diversity and inclusion initiatives.

Governance

As artificial intelligence (AI) continued to move further into the mainstream and the board room the past year, we matured our use of AI and ethics guidelines to govern our use of AI in product development. Our cross-functional AI Ethics Board oversees these guidelines and ensures compliance with global AI regulations as they evolve. We also continued to prioritize the security, privacy and high reliability of our technology. We established a new Enterprise Risk Management (ERM) program in fiscal year 2024 and have identified and implemented proactive cross-functional plans to mitigate potential risks.

In sum, as we issue our 4th annual sustainability report this year, Genesys has made significant and continued gains on the objectives we set forth in launching our formal sustainability program. We believe that these efforts are not only good for the planet and the people that make up our communities; they are also good for business. Our steadfast commitment to sustainability remains a top priority for Genesys, and I look forward to sharing our meaningful progress as we move ever closer to achieving our sustainability goals in 2030.

Tony Bates
Genesys Chairman and CEO

About Genesys

Genesys® empowers more than 8,000 organizations in over 100 countries to improve loyalty and business outcomes by creating the best experiences for customers and employees. Through Genesys Cloud, the #1 AI-powered experience orchestration platform, Genesys delivers the future of CX to organizations of all sizes so they can provide empathetic, personalized experiences at scale. As the trusted, all-in-one, born in the cloud platform, Genesys Cloud accelerates growth for organizations by enabling them to differentiate with the right customer experience at the right time while driving stronger workforce engagement, efficiency and operational improvements.

Fiscal year 24 at a glance

Our business

- >8,000 customers across 100+ countries
- >55 of the Fortune 100 companies are Genesys customers
- Nearly $2.3 billion total revenue
- Total annual revenue of over $1.2 billion for Genesys Cloud, an increase of more than 45% year over year
- >5,700 Genesys Cloud platform customers
- Strong profitability, delivering high 20s Adjusted EBITDA margin[1]

Our products

- 1,880 issued and pending patents
- 99.986% availability for our Genesys Cloud platform[2]

Our impact

- 12% organic emissions reduction since FY23
- Over 9 million conversations[3] powered by the Genesys Cloud platform for charitable organizations in FY24

Our workforce

- 6,200+ employees
- 30% women
- 25% underrepresented groups[4][5]

[1] Adjusted EBITDA represents Earnings before Interest, Taxes, Depreciation & Amortization, plus other adjustments such as one-time expenses, restructuring charges and stock-based compensation expense.
[2] Downtime is measured only when one of the critical services is at 50% or less.
[3] A Genesys Cloud conversation is an interaction between multiple participants over at least one media channel such as chat, phone, or email. Genesys Cloud uses conversations to track multiple participants and media channels in an interaction. Participants include automated participants in the call such as an interactive voice response (IVR) menu and automatic call distributor (ACD). Media channels include calls, faxes, chats, emails, social expressions, screen share, and co-browsing. In FY24, we refined our 2030 social goal to positively impact people in need in order to better align the measurement of our progress towards the goal with how we identify and track interactions on our platform.
[4] US only
[5] "Underrepresented groups" refers to a subgroup of the population whose representation is disproportionately low relative to their numbers in the general population. The subgroup may be identified by race, ethnicity, age, sex, gender or socio-economic status.

Awards and recognition

As of April 2024

ECOVADIS

Gold Medal rating: Top 5% of companies assessed by EcoVadis, top 2% of companies in the software publishing industry, top 1% of companies rated for sustainable procurement

GARTNER®

A Leader in 2023 Magic Quadrant™ for Contact Center as a Service[6]
Highest Ranked Vendor in 2023 Critical Capabilities for CCaaS for High-Volume Customer Call Center, Customer Engagement Center, and Global Contact Center Use Cases[7]

FORRESTER

2023 Forrester Wave™: A Leader in Contact Center as a Service[8]

IDC

Ranked #1 in Worldwide Contact Center Applications Software Market Shares, 2022[9]
Named a Leader in IDC MarketScape: Worldwide General Purpose Conversational AI Software 2023 Vendor Assessment[10]
Named a Leader in IDC MarketScape:Worldwide Front-Office Conversational AI Software 2024 Vendor Assessment[11]

OMDIA

Omdia Universe: A Leader in Customer Engagement Platforms, 2023-24[12]

FROST & SULLIVAN

2023 North American Sustainability Contact Center Company of the Year Award[13]
Leader in Frost Radar: Enterprise Cloud Contact Centers in North America, 2023[14]
Leader in Frost Radar: Latin American Cloud Contact Centers, 2023[15]
Leader in Frost Radar: European Cloud Contact Center Market, 2023[16]
Leader in Frost Radar: Cloud Contact Center Services in Asia-Pacific, 2023[17]
Leader in Frost Radar: Workforce Optimization Solutions, 2023[18]

THE CHANNEL CO. CRN PARTNER PROGRAM GUIDE WINNER 2024

[6] Gartner, "Magic Quadrant for Contact Center as a Service." By Drew Kraus, Pri Rathnayake, Steve Blood and Pankil Sheth. Published Aug. 7, 2023.
[7] Gartner, "Critical Capabilities for Contact Center as a Service." By Steve Blood, Pri Rathnayake, Drew Kraus and Pankil Sheth. Published Aug. 7, 2023.
GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally, and MAGIC QUADRANT is a registered trademark 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.
[8] Forrester Research, Inc., "The Forrester Wave™: Contact Center as a Service, Q1 2023." By Max Ball. Published March 27, 2023.

[9] IDC, Worldwide Contact Center Applications Software Market Shares, 2022: CCaaS Turns the Heat Up, Doc. #US50845523, June 2023
[10] IDC, IDC MarketScape: Worldwide General Purpose Conversational AI Software 2023 Vendor Assessment, Doc #US49988023, November 2023
[11] IDC, IDC MarketScape: Worldwide Front-Office Conversational AI Software 2024 Vendor Assessment, Doc #US51955724, March 2024
[12] Omdia, "Omdia Universe: Customer Engagement Platforms, 2023-24." By Mila D'Antonio and Charles Juniper. Published Oct. 12, 2023
[13] Frost & Sullivan, 2023 North American Sustainability Contact Center Company of the Year Award
[14] Frost & Sullivan, Frost Radar: Enterprise Cloud Contact Centers in North America, 2023, September 2023
[15] Frost & Sullivan, Frost Radar: Latin American Cloud Contact Centers, 2023, May 2023
[16] Frost & Sullivan, Frost Radar: European Cloud Contact Center Market, 2023, April 2023
[17] Frost & Sullivan, Frost Radar: Cloud Contact Center Services in Asia-Pacific, 2023, April 2023
[18] Frost & Sullivan, Frost Radar: Workforce Optimization Solutions, 2023, September 2023

Our sustainability approach

Genesys takes environmental, social and governance (ESG) issues into consideration in all that we do. As we position ourselves as the partner, employer and vendor of choice in our industry, we focus on environmental stewardship and social responsibility while adhering to principles of good **corporate governance**.

To hold ourselves accountable and promote meaningful progress, we have set targets and goals within each pillar of our ESG strategy. We closely monitor key performance indicators in these areas to stay on track. Our success is dependent upon engaging our entire organization in this work. Our Global Sustainability team manages initiatives and policies and tracks ESG developments, which include sustainability communications with employees, investors and other stakeholders.

Environment

Our 2030 goal:

Become carbon neutral

Progress through FY24:

- Reduced GHG emissions by 12% organically, compared to FY23
- Made progress towards submitting emissions reduction targets to the Science Based Targets Initiative
- Achieved LEED Gold certification for R&D center in Budapest

Our approach:

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

Social

Our 2030 goal:

Power a total of 80 million conversations between charities and people in need

Have a workforce as diverse as the markets where we work

Progress through FY24:

- 30% of leadership roles held by women
- 25% of US employees from underrepresented groups
- 4,700 volunteer hours logged by employees
- Over 9 million conversations powered by the Genesys Cloud platform for charitable organizations in FY24

Our approach:

- Use our products for good
- Engage our employees to continue to be an 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 FY24:

- Held ESG training for Board of Managers
- Established Enterprise Risk Management program
- 100% of employees completed compliance training
- Delivered 99.986% service availability for Genesys Cloud

Our approach:

- Prioritize customers' privacy and security
- Maintain the availability of our products, 24/7
- Adhere to high ethical and anti-corruption standards
- Commit to ethical AI
- Advance our sustainable procurement

"I am so proud of the continued progress we have made over the past three years. We are accelerating sustainability across Genesys through intentional and empathetic leadership."

Bridgette McAdoo
Global Chief
Sustainability Officer

Material issues

When assessing our sustainability strategy and evaluating our performance, it is crucial that we reach out and intently listen to our customers, industry peers, suppliers, employees and communities. To do so, Genesys conducts a materiality[19] assessment every two years to help identify and prioritize the issues that are the most impactful to our business and important to our stakeholders.

In April 2023, we completed our most recent assessment, which highlighted material issues for Genesys to strategically lead, manage or monitor, as well as emerging issues, such as cybersecurity and ethical AI, that are likely to grow in importance in the future. We aim to align our sustainability strategy with issues that have been identified as most important to our prospects and customers in making purchasing decisions.

[19] 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.

Aligning material issues with action

Lead
Opportunity to provide elevated industry leadership if circumstances arise.

- ESG Strategy (overall)
- Climate and Emissions
- Product for Good
- DEI
- Cyber/Privacy
- Ethical AI

Manage
Issues that are critical to the sound operation of the business and that should be actively managed.

- Energy Use
- Employee Experience
- Human Rights
- Ethical Conduct
- Corporate Governance

Monitor
Issues that warrant ongoing monitoring and maintenance and that should be elevated if circumstances arise.

- Waste Management
- Sustainable Product Design
- Circular Economy & Resource Consumption
- Worker Wellbeing and Safety
- Intellectual Property Protection and Competitive Behavior
- Technology Resilience
- Upskilling

Anticipate
Emerging issues that should be explored periodically to determine if more active management is required.

- Biodiversity
- Climate Disclosure Regulation
- Geopolitical Risks
- Metaverse

Putting sustainability to work

Our Genesys Sustainability Ambassador network includes more than 150 employees who spent part of their work time supporting sustainability initiatives through education and engagement with local communities and teams. In fiscal year 2024, they worked across functions and geographies to help us build momentum in the following ways:

Globally, our ambassadors hosted a variety of activities, including planting, cleanup and education events. They also celebrated April's Earth Month and planned events during Social Wellness Month, Plastic-Free July, World Cleanup Day, World Car-Free Day, Global Inclusion Awareness Month and the Global Day of Service.

In North America, ambassadors provided disaster relief in response to the August 2023 Hawaii wildfires. They also supported our partnership with Habitat for Humanity to help provide affordable housing to communities in Canada.

In our Europe, Middle East and Africa region, we launched projects to support reforestation in Italy and promoted biodiversity in France. We also took part in a Cycle Challenge from Brussels to Amsterdam and supported communities in Turkey and Syria through earthquake relief. Our Galway, Ireland, teams hosted several initiatives, from a Stamps for Sustainability Drive to a Sustainability Expo in Autumn.

"Serving as an ambassador allows me to understand how our organization, products and operations are imbued with sustainability, and to participate in hands-on sustainability projects. I enjoy working with global colleagues who share a passion for sustainability and the ambassador program has made that possible."

Trevor Reese
Vision and Innovation Associate Specialist, Global SBCS & IND, NA

"It's fantastic to be able to use lifelong work skills to drive and celebrate all the wonderful green activities that we organize and participate in, both at a local level and with our global community."

Justine Delaney
Facilities Coordinator, EMEA

In our Asia-Pacific region, we worked with the Haribon Foundation for a Philippines-based coastline cleanup project in Manila. We also supported disaster relief efforts in Manila after damage from a typhoon and took part in an Invest in Our Planet contest in India.

"I enjoy being able to inspire and engage others as I continue to walk the talk. As an ambassador, I can motivate people to adopt sustainable practices in their daily lives—both at home and in the office—encouraging wider systematic changes."

Anna Mae Ditchella
Senior Manager, Global
Finance Processes, APAC

The annual Sustainability Going the Extra Mile (GEM) Award is presented to a team member who demonstrates exceptional sustainable engagement, while working to educate other team members.

In addition to being a Sustainability Ambassador, Tara Dalrymple, Workplace Community Manager, was the 2023 winner of the Going the Extra Mile Award. Says Tara, *"We can all make a difference, starting with small, everyday actions that collectively create a significant impact. I encourage my colleagues to share their knowledge, inspire others and work together to find innovative solutions to the challenges our planet faces."*
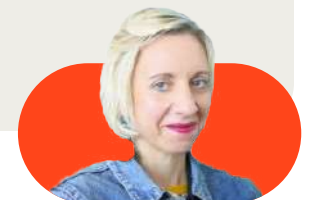
Advancing environmental sustainability

When we consider how Genesys can make a positive impact on the world, we must look at the bigger picture. How can we create solutions that spark connections and drive growth while mitigating the risks of climate change? In answering that question, we've challenged ourselves to become carbon neutral by 2030 and, as a signatory to the Climate Pledge, achieve net zero (i.e., eliminating GHG emissions as much as possible and offsetting residual emissions) by 2040. To do so, we are working to reduce emissions across our value chain, with an aim to support efforts to limit global temperature increases to 1.5 degrees Celsius. Along the way, we're supporting our customers with carbon-smart, cloud-based solutions and embedding sustainability into the ways we operate each day.

Pursuing carbon neutrality

We continue to make progress toward our goal of becoming carbon neutral by 2030. Our approach to achieving carbon neutrality is to proactively avoid and reduce our overall emissions and to purchase carbon offsets for emissions that are not practical to eliminate at this time. Not only are we focused on reducing the carbon footprint of our operations, but we are also innovating energy-efficient products and other solutions to promote progress for our customers on a broader scale. For instance, we collaborate with many customers to help them transition to the Genesys Cloud platform, enabling them to unlock the power of experience orchestration while managing their climate impact. Our cloud architecture, code optimization and cloud-based media fabric help us run the Genesys Cloud platform in a way that can result in a much lighter carbon footprint than traditional on–premises software solutions.

Collaborating with AWS to cut carbon

The Genesys Cloud platform is built on AWS. Beyond offering emissions reductions by allowing customers to shift away from on-premises solutions, the electricity consumed at more than half of the AWS regions where our Genesys Cloud platform is hosted as attributable to **100%** renewable energy in 2022, according to Amazon.[20]

Learn more about how we're leveraging AWS to improve uptime and availability.

[20] Amazon Sustainability, Innovating Products and Services, The Cloud, **https://sustainability. aboutamazon.com/products-services/the-cloud?energyType=true**, visited June 2024

Because cloud-based solutions often make use of scalable computing architectures that aim to match resources with demand and rely on more efficient server technology organizations that shift from traditional, on-premises options to cloud-based solutions can reduce related emissions by up to 88%[21]. Customer use of on-premises solutions is the biggest contributor to Genesys own carbon footprint, making our pivot to a cloud strategy central to achieving our carbon neutrality goal. Thanks to Genesys Cloud's resource efficient design and Amazon's investments in energy efficiency and renewable energy, our cloud-related emissions did not increase in fiscal year 2024, even as we added hundreds of new Genesys Cloud customers.

[21] 451 Research, "The Carbon Reduction Opportunity of Moving to Amazon Web Services." Published October 2019.
[22] Genesys calculates the annual emissions from the operations of Genesys Cloud based on (i) the estimated annual emissions from Genesys Cloud AWS usage and its internal IT computing on AWS using the AWS Customer Carbon Footprint Tool, plus (ii) the estimated annual emissions of Genesys Cloud Edge devices which manage connections between phones, SIP trunks, telephony gateways, Genesys Cloud, and 3rd party systems. We plan to apply carbon credits purchased from Rubicon Carbon against these annual emissions, resulting in a carbon-neutral footprint for our Genesys Cloud operations. "Emissions from Genesys Cloud AWS usage" include direct emissions from operations and indirect emissions from producing the electricity used to host Genesys Cloud. Emissions from all commercial agreement types (i.e., cloud, subscription, and license) are included. Emissions from research and development performed on AWS platforms, such as development, testing, and demo systems, are included. Emissions from electricity from use of third-party tools, hardware used by developers, and upstream activities such as R&D-related travel are excluded. Emissions from reselling telecommunications services are excluded. Emissions from software integrations resulting from Genesys' acquisitions are included once their systems are internalized on AWS.

Genesys Cloud operations are now carbon neutral

As of today, the operations of Genesys Cloud are carbon neutral — a milestone achieved through our expansion of customer access to more energy-efficient cloud services and our investment in carbon credits to cover residual emissions.[22]

Emissions from on-premises deployments are often much higher than those from comparable cloud deployments, in large part due to inflexible architecture designed for peak load scenarios. This approach can waste energy to keep unneeded computing resources active. Genesys Cloud addresses this issue with its use of AWS through elastic load balancing that automatically matches and distributes computing resources in line with demand.

This flexible design, alongside the energy-efficient data centers and modern infrastructure hosting Genesys Cloud, results in significant reductions in energy use and related emissions. Genesys plans to apply carbon credits to offset residual emissions annually, resulting in a carbon-neutral footprint for the operations of Genesys Cloud.

Our roadmap to net zero

By measuring our GHG emissions, we identify ways to reduce them. In fiscal year 2024, we established a new baseline for GHG emissions[23] as we worked toward the submission of our reduction targets for validation by the Science Based Targets Initiative (SBTi), which we plan to do in fiscal year 2025. Within this process, we are working to refine our GHG measurement methodology and expand the categories we measure within our Scope 3 emissions.[24] For more information about our environmental methodology, see the Appendix to this report. See our progress over the past three years—and our plans for the decades ahead:

FY22
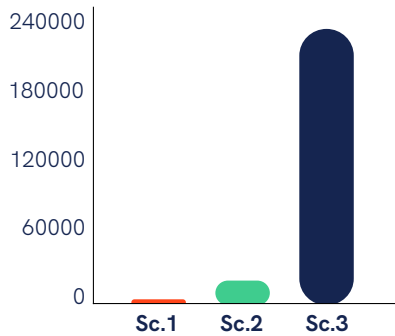
FY22 Emissions by Scope (Metric Tons CO2e)
- Scope 1: 212
- Scope 2 (location-based): 7,420
- Scope 3: 230,746
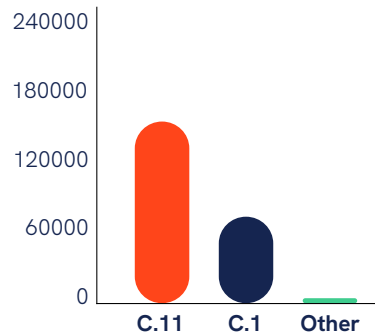
FY22 Scope 3 Emissions by Category
- Category 11: Use of sold products 160,324 (70%)
- Category 1: Purchased goods and services 65,237 (28%)
- Other categories (3, 6, 7, 8, 15) : 5,185 (2%)

Total: 230,746
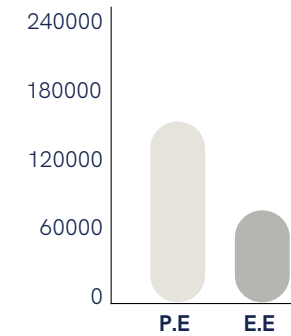
FY22 Scope 3 Emissions Breakdown
- Product-related emissions: 160,324 (69%)
- Employee-related emissions: 70,422 (31%)

FY23

FY23 Emissions by Scope (Metric Tons CO2e)

- Scope 1: 66
- Scope 2 (location-based): 7,096
- Scope 3: 237,372
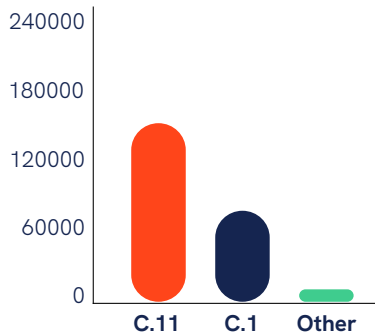
FY23 Scope 3 Emissions by Category

- Category 11: Use of sold products 148,278 (63%)
- Category 1: Purchased goods and services 78,829 (33%)
- Other categories (3, 6, 7, 8, 15) : 10,265 (4%)

  Total: 237,372
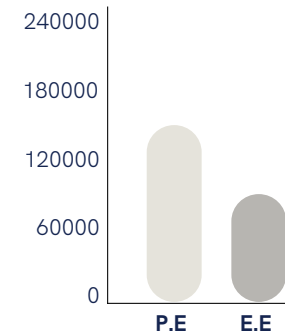
FY23 Scope 3 Emissions Breakdown

- Product-related emissions: 148,278 (62%)
- Employee-related emissions: 89,094 (38%)

FY24
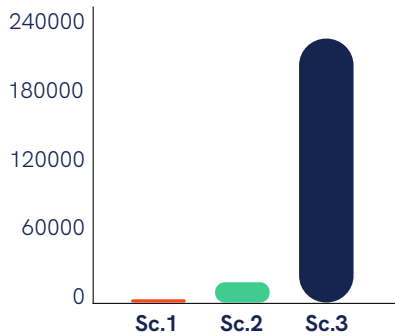
FY24 Emissions by Scope (Metric Tons CO2e)

- Scope 1: 25
- Scope 2 (location-based): 6,517
- Scope 3: 209,150
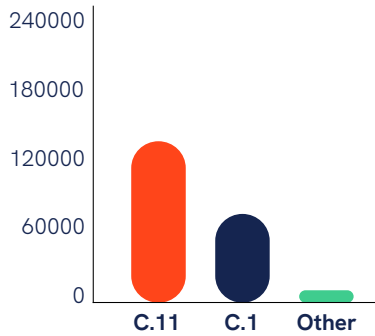
FY24 Scope 3 Emissions by Category

- Category 11: Use of sold products 132,596 (63%)
- Category 1: Purchased goods and services 63,165 (30%)
- Other categories (3, 6, 7, 8, 15) : 13,389 (7%)

  Total: 209,150
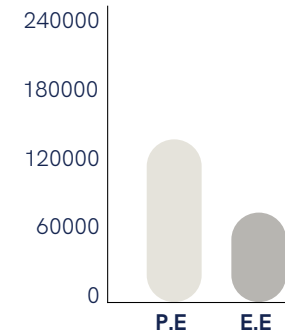
FY24 Scope 3 Emissions Breakdown

- Product-related emissions: 132,596 (63%)
- Employee-related emissions: 76,554 (37%)

Genesys has obtained reasonable assurance for Scope 1 and 2 emissions and limited assurance for Scope 3 emissions from our external auditor, Apex Companies, LLC, for select sustainability metrics. View our **GHG Emissions Verification Statement** to learn more.

The United Nations created the Sustainable Development Goals (SDGs) as a blueprint for promoting prosperity and protecting the planet. Of its 17 goals, six align most closely with our sustainability goals and priorities. See the **Appendix** for more information about how Genesys contributes to each SDG.

5: Gender Equality

8: Decent Work and Economic Growth

9: Industry, Innovation and Infrastructure

10: Reduced Inequalities

12: Responsible Consumption and Production

13: Climate Action

SUSTAINABLE
DEVELOPMENT
GOALS

Earning recognition from CDP

In fiscal year 2024, CDP awarded us a B grade, which surpasses the North America and Global average scores for the IT and Software Development Industry. We attribute this ranking to our cloud strategy and our commitment to embedding sustainability across the organization.

Our path towards net zero

2025

Amazon is on a path to match all of its global energy use with 100% renewable energy by 2025. If AWS achieves this goal, our product-related emissions will be near zero.

2025-2030

During this period, we plan to shift our focus to employee-related emissions, including emissions from business travel and commuting. We plan to address these emissions through increased supplier engagement, encouraging sustainable travel practices and exploring further opportunities to eliminate difficult-to-abate emissions in our value chain. We plan to reduce travel-related emissions by maximizing use of video and teleconferencing, minimizing flight frequency, and prioritizing public transport and ridesharing where possible.

2030

Our goal is to achieve carbon neutrality for all emissions scopes. We will continue our partnership with Rubicon Carbon, a carbon reduction and removal solutions provider, to offset residual emissions that we are not able to abate with offsets from a variety of carbon projects around the globe.

2040

As a Climate Pledge signatory, we have committed to a goal to become a net-zero company by 2040 and to align our strategy with best practices associated with science-based targets. In order to meet this goal, over the long term, we plan to shift away from reliance on carbon offsets.

Embracing green information technology (IT)

As a global technology company, IT plays a fundamental role in our daily operations. Therefore, we recognize the importance of minimizing the environmental impact of digital processes and tools. We embrace green IT principles by focusing on environmentally conscious IT hardware, software, systems, applications and practices.

In fiscal year 2024, we advanced these efforts by moving 54% of our own on-premises servers to cloud-based operations. This enabled faster processing times while also reducing energy consumption. In addition to enhancing sustainability, the initiative was part of a focus on moving toward a Software as a Service model.

Our green IT principles

Genesys aims to embrace "green IT" by transitioning all our on-premises systems to the cloud. Our objective is to achieve a full transition to cloud-based operations within the next three years, thereby advancing our sustainability initiatives and fostering overall improvement in our organizational practices.

Genesys energy metrics

Energy Consumption (MWh)
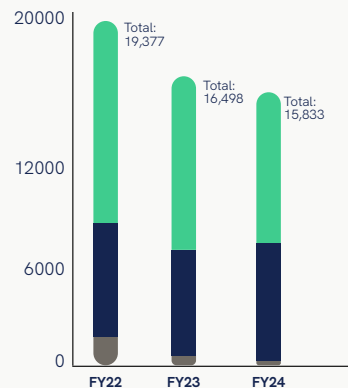
	FY22	FY23	FY24
From fuel consumption	1,123	362	139
From grid electricity (offices)	11,634	9,874	8,759
From co-location datacenters	6,620	6,262	6,935

Total Electricity Consumption (MWh)
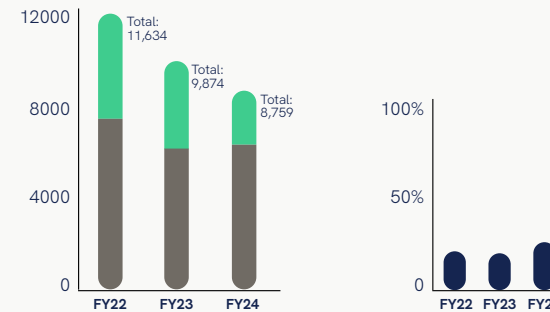
	FY22	FY23	FY24
Electricity consumption (U.S.)	7,216	6,127	6,225
Electricity consumption (international)	4,418	3,728	2,534
Percentage renewable electricity (grid)	20%	19%	25%

Using our product for good

At Genesys, technology and empathy go hand in hand. Organizations can convey empathy by anticipating customers' needs, promptly addressing their concerns and making them feel heard. By developing our platform's capabilities, we enable businesses to build more empathetic and trusting relationships with their customers. Over the past year, we've introduced new features, expanded our global footprint and made a bold commitment to support charitable organizations — all so organizations worldwide can do more for the customers they serve.

Empathy in action

Today, every business is in the people business. At a time when customers have access to endless information and choice, how brands present themselves and interact with their customers matters more than ever. Businesses win by earning customer loyalty, which they can do by demonstrating genuine empathy with their customers.

For Genesys, the word "empathy" has a very specific meaning: It's an actionable, measurable approach to putting customers and employees at the forefront of everything we do. By harnessing data, AI and engagement tools across functions, businesses can create personalized experiences that provide true empathy, drive loyalty and build trust. We call this approach Experience as a Service, and it characterizes all the products and services we offer, from our all-in-one cloud contact center solution to platforms that allow businesses to manage resources and engage leads.

Meaningful connections with customers

Customers interact with contact centers to complete a wide range of important tasks — from making an appointment to accessing government services. Our solutions are designed to give them highly personalized experiences every time, whether that's an agent who sympathizes while solving a complex issue or a quick answer from a bot. Genesys is continually improving how we deliver these solutions. For example, in February 2024, we acquired Radarr Technologies, a leading AI-based social and digital listening, analytics and consumer engagement company, which, when combined with our Genesys Cloud platform, will allow organizations to engage naturally with customers on the social channels of their choice.

"Empathy, when cultivated authentically, fosters innovation. Empathy enables us to gain a deep understanding of those we are innovating for and unlock the full potential of our teams. At Genesys, empathy is a company value and a business priority."

Zhengwei Luo
VP, Business Operations

Addressing healthcare's empathy gap

Healthcare journeys are intensely personal. For many patients, they are a time when stakes and emotions are high. Patients want to feel confident in their decisions at each step. Yet according to Genesys research[25], only about one-third of patients are confident in any part of the journey — from choosing the right provider to knowing what they need to do after an appointment.

Healthcare providers can do more to express empathy to patients as they consider providers, make appointments and receive care. For example, they can allow patients to schedule visits using the channel they prefer and employ AI tools to offer personalized information and follow-up after a visit. While it might seem counterintuitive, more technology can lead to more person-to-person interaction. By automating routine tasks, like scheduling and sending reminders, providers can spend more time listening to each patient's concerns and answering their questions.

When patients are empowered with the information they need, they're more likely to adhere to their care plans. Empathetic communication can make or break a relationship with a patient — and can make all the difference in long-term recovery and health.

Improving the employee experience

Prioritizing empathy is also beneficial for contact center employees. The contact center can be a difficult work environment, characterized by high turnover due to long working hours, challenging customer interactions and complicated tools and processes. Genesys solutions make these employees' jobs both easier and more enjoyable. For example, AI-generated call summaries allow them to achieve in seconds what previously took minutes for each conversation. Tools like the Customer Journey Management Platform streamline data from multiple sources into a single customer view, allowing for more robust customer interactions. Genesys research[26] reveals that learning new skills and technologies is what high-performing contact center agents globally say they enjoy most about working in a contact center. By making this work more rewarding for their employees, businesses can lower attrition — and in turn, improve service for their customers.

[25] Genesys, "Healthcare's Empathy Gap." Published 2023.
[26] Genesys, "Human Values: The operating system for a high-performing contact center." Accessed March 2024.

Leveraging Genesys Cloud Customer Journey Management to look inside the donor journey

For nonprofits that rely on public donations, understanding the journey that donors take to making a contribution is essential. One of these organizations is the Canadian Red Cross (CRC). To gain better visibility into the donor journey and maximize its collection efforts, CRC turned to Genesys Cloud Customer Journey Management. By visualizing the donor journey from end to end, CRC was able to improve its organic donation efforts, potentially improving its donor reactivation rate by 20%.

Says Andrew George, Director of Direct and Integrated Marketing at CRC, *"We can reveal the actual paths that donors would take across channels over time, and not just how we wanted them to do it, but the way they actually did. My favorite attribute is the speed. We don't have unlimited resources like many corporate organizations, and the fact that I can now perform an analysis myself in hours without needing someone to write code is huge."*

Delivering empathy across industries

Genesys is proud to deliver billions of customer experiences every year for organizations in over 100 countries. We are especially proud to do so for organizations that are making a positive impact on the world. Here are a few ways that our technology and solutions are helping customers make a difference.

Critical services when they're needed most

The Family Support Division (FSD) at the Missouri Department of Social Services (DSS) helps people across the state access crucial services like food stamps, child support and temporary assistance. During the COVID-19 pandemic, Missourians' needs increased, and so did DSS's call volume. The division's outdated phone system soon became unable to accept calls, causing long delays in scheduling interviews. DSS needed a new solution, and fast. They turned to Genesys Cloud, enabling customers to interact via phone, text, chat, email and social media. Appointments are now largely handled by a chatbot, freeing employees to spend time with customers with more complex needs. DSS's response times have gone up by 44% — allowing them to connect more people with the services they need.[27]

A consistent experience for every patient

AdaptHealth is a network of medical equipment companies that provide patients with products for diabetes care, sleep therapy and rehabilitation that they use in their own homes. The company has grown through acquisitions in recent years, leaving its multiple contact centers tied to disconnected on-premises and cloud solutions, including outdated telephony systems. The company needed a single, streamlined system for its contact center operations, and found it in Genesys Cloud. Soon after, AdaptHealth also incorporated Genesys Cloud Workforce Engagement Management and saw a 60% improvement in agent productivity and 96% average agent quality scores. Agents enjoy gamification features like friendly challenges and group rankings, which make work both more fulfilling and more fun.[28]

[27] "Genesys Customer Stories: Protecting the most vulnerable"
[28] Genesys, "Helping patients live their best lives." Accessed March 2024.

A beacon of hope and support

For over five decades, Vibrant Emotional Health has operated numerous crisis centers and lifelines, delivering vital mental health and crisis intervention services to thousands of individuals daily across the United States and its territories. Among its pivotal lifelines is the 988 Suicide & Crisis Lifeline, which launched in July 2022. Since transitioning to Genesys Cloud in January 2023, Vibrant Emotional Health has effectively routed more calls, texts, and chats, ensuring individuals seeking care and assistance receive prompt and compassionate assistance.

Connectivity at every touchpoint

Schneider Electric is a global leader in sustainability, committed to accelerating the transition to a cleaner and fairer world. The global specialist in energy management and automation for energy efficiency and sustainability, Schneider Electric solutions have helped customers avoid 553 million tons of CO_2 since 2018. In line with its net-carbon-neutral targets, Schneider Electric is decarbonizing its operations through digitization, electrification, efficiency and sustainable solutions, which include modernizing its customer experience platform for customers and employees with Genesys Cloud. The transition from an energy-intensive on-premises system to the cloud and digital solutions is enabling Schneider Electric to streamline its operations and reduce its carbon footprint.

Partnerships that make an impact

Nonprofit organizations play a crucial role in helping others — from supporting survivors of domestic violence to offering life-saving emergency services in times of crisis. Many of these organizations rely on various channels of outreach to connect with donors or maintain hotlines for essential support.

At the same time, nonprofits often operate with limited budgets, and many don't have the time or resources to manage complex IT solutions. Genesys is dedicated to using our products for the betterment of others. That's why, in 2023, Genesys announced an expansion of our efforts to help charitable organizations advance the work they do. For qualified charitable organizations, Genesys now offers a 50% discount on:

- Genesys Cloud licenses
- Implementation of Jumpstart services
- Beyond training subscriptions

Now, these organizations can focus more on providing support and empathy to their communities — and less on figuring out how to stretch funding.

Social impact goal

Use Genesys Cloud to power a total of **80 million** conversations between charities and people in need by 2030.

In FY24, we powered over **9 million** conversations for charitable organizations.

Delivering random acts of kindness for a cause

One nonprofit that is already benefiting from Genesys charitable offer is Canteen Australia. Canteen supports 12– to 25-year-olds dealing with a cancer diagnosis or one in their close family. Through specialist medical care, coordination of clinical trials and psychosocial care, Canteen helps young Australians not only get the care they need, but also resources to cope and communicate.

Maintaining strong connections with their donor base is critical — and the organization knew that they had room for improvement. "We had just normal analog phone systems. We were running stuff on spreadsheets," says Dave Nair, Supportive Care Manager for Canteen Australia. *"We were pretty much focused on doing the inbound calls and just trying to retain as many donors as we can."* By implementing Genesys Cloud, Canteen gained the ability to connect with supporters through the method they prefer — whether email, phone or SMS.

"And I think the biggest thing was, not only were we delivering an amazing donor journey customer experience, we were transforming the employee experience as well," Nair says.

With Genesys Cloud, Canteen now has the capacity to conduct outbound donation campaigns. Recently, they also began using AI to identify donors at risk of cancellation. We're committed to making a difference for nonprofits like Canteen — so they can make an even bigger difference for others.[29]

[29] Genesys. "How Canteen Australia transformed their contact center." Accessed March 2024

Improving uptime and availability

Our customers depend on always-on connectivity. When customers can operate seamlessly and avoid service disruptions, they are better positioned to earn and maintain customers' trust.

Many organizations mandate physical distance between data centers, providing redundancy in the event of natural disasters or other disruptions. The Genesys Cloud platform is built on the AWS network of cloud computing resources. This network is composed of AWS Regions, and within each region there are multiple Availability Zones consisting of one or more discrete data centers. Genesys leverages a minimum of three AWS Availability Zones in each region for enhanced resilience and consistent performance.

In fiscal year 2024, we expanded Genesys Cloud availability in Jakarta, Hong Kong, Paris, Osaka and Zurich, providing better business continuity and lower data latency for customers in these parts of the world.

99.986% uptime

for our Genesys Cloud platform in FY24

Dedicated to diversity, equity and inclusion

Our North Star is to embed diversity, equity and inclusion (DEI) principles into the fabric of our company. We are dedicated to fostering a culture rooted in empathy, in which every employee feels valued, heard and understood. We believe that integrating DEI best practices into all aspects of how we operate is essential to creating a positive employee experience. Fiscal year 2024 was a turning point, with many of these best practices beginning to reach a steady state. Now, we are fine-tuning our processes and programs while also exploring new ways to further our DEI initiatives.

Refining and reaffirming our DEI approach

We gain an edge by cultivating a deeper understanding of our colleagues' and customers' unique perspectives, and by recognizing our differences as a collective strength. Research indicates that most employees want to work for companies that value DEI.[30] Investing in DEI can help companies drive more revenue from innovation and enhance their capacity for change.[31] [32]

For these reasons, we continued to focus on enhancing our DEI approach in fiscal year 2024, even in the face of emerging challenges. It was a year in which the technology industry faced economic headwinds, causing many companies to reexamine workplace priorities.[33] Socially and politically, institutions also faced heightened scrutiny of various DEI efforts.[34] Our response to these industry challenges was to take stock of our DEI strategy, including potential benefits and risks. Doing so reaffirmed our focus on DEI initiatives that contribute to our work to enhance our culture and workplace.

After laying the foundation for our holistic DEI approach in recent years, we began to mature our programs and processes in fiscal year 2024. We continued to progress toward our long-term aspirations while engaging employees in DEI principles. For example, in October, we celebrated Global Inclusion Awareness with employees worldwide. The month's events highlighted our inclusion groups and DEI councils and included a discussion with several members of Genesys leadership, including our CEO.

Global DEI pillars

Align the diversity of our workforce to our markets. Embed inclusive practices in our talent acquisition decisions, working toward a more equitable representation across our global workforce.

Remove systemic barriers to create equitable opportunities. Embrace DEI principles across the Genesys talent management framework and implement DEI training across the enterprise.

Foster a culture centered on inclusion and belonging. Foster an inclusive and empathetic environment at Genesys with an intentional focus on multi-cultural programming activities.

Champion equity in our local communities. Show compassion, demonstrate empathy and help bridge the gap to create access to opportunities, education and resources.

[30] WebMD Health Services, "Why your program may be failing employees." Published Feb. 23, 2023.
[31] Harvard Business Revenue, "How investing in DEI helps companies become more adaptable." By David Michels, Kevin Murphy and Karthik Venkataraman. Published May 5, 2023.
[32] Forbes, "Diversity confirmed to boost innovation and financial results." By Stuart R. Levine. Published Jan. 15, 2020.
[33] The Wall Street Journal and Deloitte, "2023 Technology Industry Outlook." By Paul Silverglate. Published Feb 7, 2023.
[34] The Washington Post, "Critics of corporate diversity efforts emerge, even as initiatives falter." By Taylor Telford. Published April 1, 2023.

Diversifying our workforce

We want to have a workforce as diverse as the markets where we work, which is why we've focused on our recruiting and sourcing processes over the past several years. Despite industry headwinds and a slower pace of hiring, we continued to make gains in fiscal year 2024, including surpassing 30% representation of women among our global workforce for the first time. We also saw our strongest year of growth among underrepresented groups, with 35% of all new hires identifying as people of color.

"Our 2023 DEI efforts at Genesys speak to the resolute approach required to maintain momentum in this space. In 2023, Genesys eclipsed the 30% threshold of female representation among our global workforce and achieved some of the highest belonging scores from our Employee Experience Index. We believe this serves as an affirmation from our workforce of our steadfast focus on our DEI journey."

Eric Thomas
Chief Diversity Officer at Genesys

Representation at Genesys
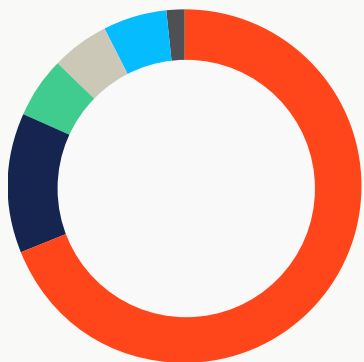
Race/ethnicity

US workforce
- Asian: 13%
- Black: 6%
- Latinx: 5%
- Two or more races: 2%
- Undisclosed: 6%
- White: 69%
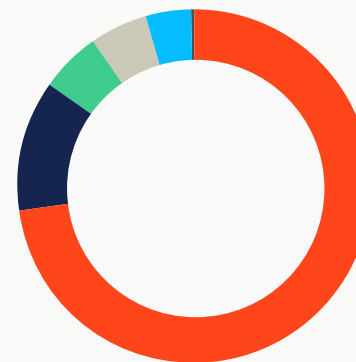
Race/ethnicity

US leadership (Director & above)
- Asian: 12%
- Black: 4%
- Latinx: 6%
- Two or more races: 0.1%
- Undisclosed: 5%
- White: 73%

Creating equitable opportunities to advance

To diversify Genesys leadership, we must provide equitable opportunities for career growth. As we matured our DEI strategy, this was one of our focus areas in fiscal year 2024. We set out to ensure that equity was built into all aspects of our talent management processes — from recruitment to promotion and beyond. For example, we created a more structured approach for succession planning, with an emphasis on being intentional as we identify and develop future leaders.

We also piloted a six-month mentorship program that provided more than 20 participants with career coaching from Genesys senior leaders. We found the pilot to be successful, with favorable feedback from coaches and participants alike. In the future, we hope to scale the program across our enterprise.

Learn more about how we're investing in the professional growth and development of our teams.
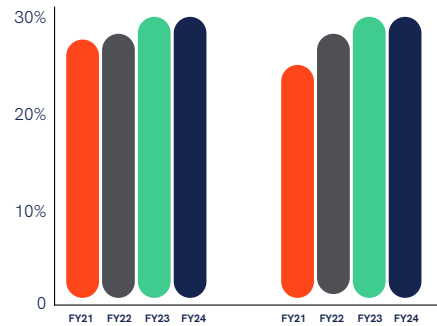
Women

Global workforce
- FY21: 27%
- FY22: 28%
- FY23: 30%
- FY24: 30%

Global leadership
- FY21: 25%
- FY22: 28%
- FY23: 30%
- FY24: 30%
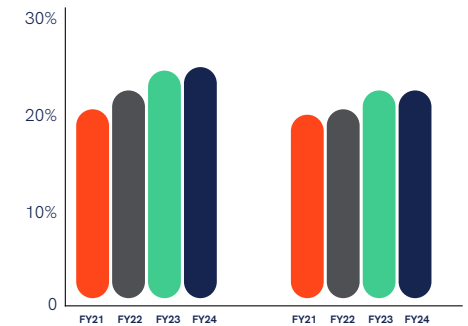
Underrepresented groups

US workforce
- FY21: 20%
- FY22: 22%
- FY23: 24%
- FY24: 25%

US leadership
- FY21: 19%
- FY22: 20%
- FY23: 22%
- FY24: 22%
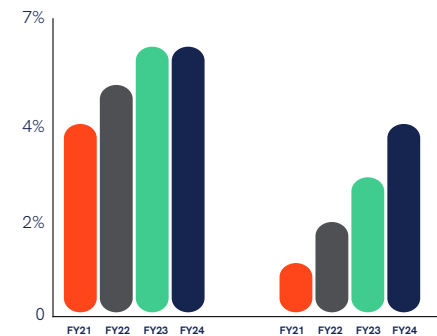
Black employees

US workforce
- FY21: 4%
- FY22: 5%
- FY23: 6%
- FY24: 6%

US leadership
- FY21: 1%
- FY22: 2%
- FY23: 3%
- FY24: 4%
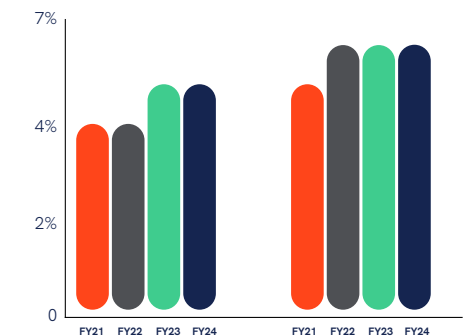
Hispanic employees

US workforce
- FY21: 4%
- FY22: 4%
- FY23: 5%
- FY24: 5%

US leadership
- FY21: 5%
- FY22: 6%
- FY23: 6%
- FY24: 6%

Recruiting through Diverse Perspectives

Our aspiration to have a workforce that reflects the diversity in the markets where we work begins with inclusive hiring practices that widen the pool of qualified candidates and create opportunities for all. With this in mind, we partner with our recruitment teams to attract qualified candidates with diverse backgrounds and experiences. We also work with the company's leadership, hiring managers and talent management teams to help them recognize and mitigate unconscious biases. Our multi-pronged approach leverages technology, training, pipeline building and competency-based tools to help us grow our workforce in an inclusive, equitable way. For example, in fiscal year 2024, we leveraged our social media channels to amplify open positions via inclusive hiring campaigns.

Our inclusive hiring approach

Upskill our leaders through training focused on addressing systematic inequities and avoiding damaging misconceptions. This enables us to more effectively engage and recruit diverse talent.

Build a robust talent pipeline by partnering with historically Black colleges and universities and professional organizations through which we can connect with women and candidates from underrepresented groups.

Leverage inclusive technology to analyze job descriptions for terms that can detract diverse applicants and block personally identifiable information, therefore promoting competency-based hiring.

Help our managers recognize and mitigate biases by requiring them to complete two unconscious bias training modules: DECIDE, which focuses on the neuroscience of breaking biases, and SELECT, which focuses on mitigating unconscious biases in the interview process.

Promote competency-based hiring by equipping all recruiters and hiring managers with competency-based tools that help them avoid biases and ensure an objective hiring approach.

Building a culture of belonging

Our aspiration isn't just to attract and promote diverse talent — it's to make sure that people feel a sense of belonging once they are here. For people of all backgrounds, a sense of belonging is important for overall well-being and is tied to strong performance on the job. Research suggests that those who experience belonging in the workplace are far more likely to look forward to coming to work, remain at their company for the long term, and be treated fairly regardless of race.[35] We emphasize initiatives to increase intercultural competency and understanding and invest in programming and groups focused on activating these principles from the ground up.

Even while navigating industry challenges, our fiscal year 2024 Belonging score held strong. We achieved a score of **89** among all employees, **90** among women and **86** among underrepresented groups in the United States.

Scores range from 0 to 100.

Measuring inclusion as part of our employee experience

One of the ways we assess our culture of belonging is through our Inclusion Score. Our method is to examine sentiments about fairness and equity among different employee demographics and cohorts, then score those sentiments against Genesys global employee population. The objective is to identify potential workplace disparities and pinpoint actions to improve.

In fiscal year 2024, we evolved our Inclusion Score by integrating it into our Employee Experience Index™, which measures our employees' experience from recruitment and onboarding all the way through the offboarding process. We believe this will help us provide an atmosphere in which every employee has a voice.

Creating a sense of community and connection

At Genesys, leadership isn't just about an employee's job title or experience. We also see leaders as those who embody our values and DEI principles in the way they show up for their colleagues each day. Our inclusion groups and regional DEI councils empower employees to play a leading role in promoting cross-cultural understanding and strengthening our One Genesys culture. In fiscal year 2024, we evolved our model for these groups to enable an expanded focus on key business imperatives.

[35] Great Place to Work, **"Belonging in the Workplace: What Does It Mean and Why Does It Matter?"** By Tony Bond. Published June 16 [2022]

How our employee groups promote DEI worldwide

Our **regional DEI councils** are present in all regions where we do business to address the unique cultural nuances of our global workforce.

N.AMERICA	APAC
EMEA	LATAM

Our **inclusion groups** create spaces for members of underrepresented groups and their allies to build community, advocate for issues they are passionate about and further their personal and professional growth. These groups complement our DEI councils and are key to furthering our workplace and leadership representation aspirations.

GWIT
GENESYS WOMEN IN TECHNOLOGY

GAIN
GENESYS ASIAN IMPACT NETWORK

GBEAM
GENESYS BLACK EMPLOYEES & ALLIES MEMBERSHIP

GWOC
GENESYS WOMEN OF COLOR

GLiT
GENESYS LATINX IN TECH

G+
LGBTQ+ EMPLOYEES & ALLIES

These groups helped us build a **culture of empathy and connection** through the following programming in fiscal year 2024.

GAIN commemorated Asian and Pacific Islander (API) Heritage Month by organizing a workshop, panel discussion and trivia event aimed at celebrating the unique contributions and experiences of individuals from diverse backgrounds while amplifying the voices of API individuals.

GWOC and **GLiT** collaborated to host a full month of events in honor of the rich traditions and achievements of Latinx and Hispanic communities during Hispanic Heritage Month.

GWIT and **GWOC** celebrated Women's History Month by bringing together more than 850 employees for a panel discussion featuring four of Genesys female leaders.

GBEAM hosted a series of events during Black History Month to commemorate the impact and contributions of Black Americans, and hosted Juneteenth celebrations and watch parties at Genesys offices across the US

G+ organized an engaging workshop and giving campaign to raise awareness about the experiences of LGBTQ+ refugees around the globe.

Recognizing employees who inspire DEI progress

When an employee steps up as a true changemaker, we see it as a cause for celebration. For the past four years, we have honored employees who deliver DEI excellence with our Inspire Awards. In fiscal year 2024, we added a new leadership category for those at the vice president level and above. The purpose of these awards is to facilitate collective responsibility around DEI while recognizing leaders in our company who are driving progress and modeling the inclusive behaviors we want to instill. Our fiscal year 2024 recipients include:

Chris Tazewell

Changemaker

An individual who brings diversity, equity and inclusion to Genesys.

Vanessa Lynch

Bridge Builder

Someone whose efforts connect different teams, regions and communities within Genesys to foster diversity, equity and inclusion.

Vic Oditah

Local Hero

An employee whose efforts enrich and improve our local communities.

Scott Cravotta

Excellence in Inclusive Leadership

An executive who has demonstrated exceptional commitment to advancing DEI at Genesys.

Investing in our talent

When we move as a team, we all win.
One of our company's great strengths is our One Genesys community, in which we center empathy and collaborate toward common goals. Employees are at the heart of our strategy, and we strive to deliver an exceptional workplace experience — one where everyone has a voice and the ability to take ownership of their work. We seek people who are driven to realize their full potential while making a positive impact on our customers, communities and teams. Once they're here, our goal is to support our employees' well-being while helping to fuel their passion, growth and development.

Turning potential into growth

Genesys is a place where people can be both collaborative teammates and self-starters, learners and leaders, masters of their craft and beginners honing a new skill. The drive to learn and grow is something we look for in our employees, and we support them by providing flexible programming and tools. From educational resources to development programs to performance-based feedback, we take a multifaceted approach to propel our people and company forward.

During fiscal year 2024, we put new systems in place to set the stage for expanded training and development opportunities to come. Much of the year was spent building new cloud-based enterprise management systems for our learning and talent offerings. We focused on aligning our programming with the company's performance management processes and continued many of our core learning initiatives. Highlights include:

- **Continuing our annual growth and development season** with in-depth development opportunities, including online workshops, office hours and expanded training.
- **Hosting a speaker series** to help employees deepen their understanding of our compensation process.
- **Holding a leadership session** for those at the VP level and above as part of our Leadership Community Day focused on creating safe spaces for teams to take risks.
- **Introducing the Genesys Way of Leading (GWOL) framework,** which defines what we expect from all people managers, including Operational Excellence and Leadership Excellence.

We also launched a Global Career Framework that provides greater transparency and clarity around career development opportunities. This is an important program based on the employee experience survey feedback and a key outcome of Genesys strategic priority to become a talent destination. In fiscal year 2024, we introduced the foundations of this framework, defining how jobs are organized across the business and around the world in a consistent way. We also rolled out a company-wide job architecture and classification system for roles within organizations, which serves as the foundation for performance evaluation, compensation, career growth and development.

Collaborating to explore the future of work

In 2023, we organized Genesys Collaborate, a three-day pilot program, across our sites in Indianapolis, Indiana; Menlo Park, California; and Galway, Ireland. Participants had opportunities to listen to leadership presentations, network with peers and contribute to our strategy for the future of work. We also offered a Design Thinking Practitioner Bootcamp, along with an additional Design Thinking Champion course. Genesys Collaborate provided a chance to think about new ways of working while coming together in person as a One Genesys community. Based on the pilot's success, we plan to scale the program to additional global locations in fiscal year 2025.

Providing a best-in-class employee experience

When employees feel engaged and inspired, they are better positioned to deliver their best work. We recognize the value our employees bring to the business and strive to create a workplace where they can thrive. As we cultivate an environment rooted in empathy, we pay close attention to the insights of our employees worldwide to create programming that is tailored to their needs.

Each year, we conduct an Employee Experience survey to stay in tune with our employees and learn how we can improve. In FY24, we updated our survey questions to align with what matters most to employees, covering topics such as compensation and career development. Our results are benchmarked[36] to track our performance based on the expectations of employees at Technology companies to ensure that Genesys remains a talent destination. Moving forward, we are focused on sharing survey data across the organization and streamlining our workstreams to enhance our One Genesys approach.

Our fiscal year 2024 survey at a glance

Overall Experience Index score was	**73**	Participation rate	**82%**
(on a scale from 0 to 100).			

Employees reported that they feel

Happy with their work-life balance and flexible time off	Excited about the opportunity to learn new skills	Managers are enabling the achievement of their work goals

Workplace strengths

"My work schedule can be flexible (i.e. family emergency, breaks)"	is at **88.5**	+9.3 higher than industry benchmarks
"I feel accepted by my immediate coworkers"	is at **86.9**	+6.8 higher than industry benchmarks
"Genesys respects my time away from work"	is at **82.7**	+4.0 higher than industry benchmarks

Opportunities for future growth

Our scores indicate that there are improvements to be made primarily in career development and helping employees perform their jobs. In the coming year we will focus on addressing:

- Sharing career advancement opportunities internally
- Educating employees on what it takes to be promoted
- Tools and technology to make work easier

36. Benchmarks collected via collaboration with external research vendor. Process included hundreds of hours of interviews and thousands of panel responses.

In fiscal year 2024, Genesys was certified as a Great Place to Work® in the United States. When surveyed in connection with the certification, **88%** of employees reported that Genesys is a great place to work — compared to 57% of employees at a typical US-based company. Genesys has been named a Great Place to Work throughout the world, with additional certifications in the U.K., Canada, Ireland, Brazil, the Philippines and India.

Supporting all aspects of employee well-being

We're dedicated to enhancing the overall well-being of our employees and their families, whether through tools for financial success or time off to rest and recharge.

Our Workplace of the Future program is at the heart of our approach to work-life balance, empowering employees to collaborate with their managers to establish a schedule and modality that enables them to do their best work. We also emphasize resources to support family planning and enhanced physical, mental and financial health. In fiscal year 2024, we expanded financial wellness resources through a new partnership with Perks at Work that provides employees with discounts on items such as electronics, travel, restaurants and tickets to movies, theme parks and shows. The program also gives employees and their families access to online classes on topics such as leadership, nutrition and fitness.

How we promoted employee well-being in fiscal year 2024

Flexibility in the form of our Workplace of the Future program, August "Free" Fridays, Global Diversity Day, an enterprise-wide shutdown for end-of-year wellness and reimbursements for home-office equipment.

Engagement and educational resources through webinars, tutoring options for employees with school-aged kids and our Social Wellness Month, which included resources created with our Sustainability and DEI teams.

Well-being and mental health support provided through Lyra, including an alcohol recovery program for employees in the U.S.

Financial wellness tools such as access to discounts and online classes through our new partnership with Perks at Work.

"For me, wellness is personal and it's a priority. When I'm in a good place, I'm a better wife, parent and leader."

Jon'a Joiner
Head of global inclusion and belonging at Genesys

Visit our website to learn more about our comprehensive benefits and how we're ensuring that Genesys is a workplace of choice.

Creating a positive impact, together

One of our values at Genesys is that we "Fly in Formation." One thing that value means to us is that, when we see our neighbors in need, we work side by side to provide support. Our Impact Together program empowers employees to uplift their communities by contributing their skills, time and goodwill. From delivering global disaster relief to supporting local food banks to hands-on STEM activities in schools, we're proud of how we've strengthened our communities throughout the years.

Keys to making an impact together

Employee-driven and employer-supported
We put our energy behind not-for-profits that are important to our employees and our organization.

Many ways to give back
Employees can make their impact go further by participating in matching opportunities, Dollars for Doers, corporate volunteer and giving initiatives and paid volunteer time off.

Leveraging grassroots action
Many of our initiatives focus on supporting underserved communities, and we encourage employee inclusion groups and regional DEI councils to partner with organizations that align with their missions.

Expanding our impact in fiscal year 2024

Throughout the year, we put Impact Together to work to facilitate community initiatives worldwide. In line with our dedication to sustainability, Genesys supported various Earth Month activities—from group cleanups throughout our Europe, Middle East and Africa (EMEA) region to sapling planting and coastal cleanup events in our Asia Pacific (APAC) region. Our North American teams got involved through similar community planting efforts and events to clean up local rivers, trails and parks. And for the third consecutive year, we engaged global employees through our annual Day of Service, with participation in 35 community-facing projects. Additional highlights from our fiscal year 2024 community efforts include:

Celebrating a decade of Project Impact
We wrap up each year with Project Impact, our global giveback campaign. After hosting food drives for the past nine years, we took a new approach in fiscal year 2024 by supporting the next generation of STEM professionals. Employees nominated STEM organizations that are making an impact in their communities, with a scoring committee selecting 10 for Genesys to support. To encourage employees to give to these organizations, Genesys pledged additional donations of $5,000, $10,000 and $20,000 to the three organizations that received the most support. The winning not-for-profit was Water to Thrive, a US-based organization providing clean water to communities in rural Africa.

Supporting strong, empowered girls
Together with our Women in Tech (GWiT) ERG, Genesys partnered with Girls Inc., an organization that creates safe environments where girls are encouraged to take risks, learn from experiences and grow. The partnership kicked off with a company-matched giving opportunity for International Women's Day, which raised more than $6,000. It continued during Xperience 2023, Genesys annual partner event, with leaders and alumni from Girls Inc. of Metro Denver (GIMD) participating in a panel discussion and attendees packing STEM kits for local girls. Genesys employees also hosted 40 students from GIMD's Eureka! Summer STEM Camp during the event, inviting them to attend breakout sessions, visit the Expo floor, ask questions and network with Genesys partners and employees.

Mentoring Teens in STEM
Genesys Indianapolis employees have long held a partnership with Indiana University-Purdue University Indianapolis (IUPUI) Informatics Diversity-Enhanced Workforce (iDEW) program, which connects Indianapolis high schools to employers to provide educational workshops, certifications, college credit and employment. This year, our employees partnered with Pike High School to provide networking and STEM activities throughout the year. At the end of the semester, the employees served as jurors providing valuable feedback for their capstone projects. According to iDEW Program Manager Vicki Daugherty, "Students at Pike, who were also earning the Google Data Analytics Certificate, were excited to have Genesys professionals give insights to their capstone projects."

Helping women start careers in nursing
Our team in India supported 12 students in the Home Nursing Course offered by the Association for Non-Traditional Employment for Women (ANEW). ANEW specializes in empowering underprivileged women by providing them with nursing career opportunities. Upon graduation, many women serve at government hospitals that provide free hospitalization and healthcare across the state.

Solving for smart cities
Genesys employees in Tel Aviv joined other leading tech companies to sponsor a Smart City hackathon put on by Tel Aviv University's Computer Science Club. Teams were tasked with using technology and data to solve issues in urban mobility. The hackathon engaged 200 students, with Genesys engineers serving among a group of mentors who hosted a mobile workshop and Vice President of R&D at Genesys Cloud WEM David Konig serving as a judge.

Providing community meals

In fiscal year 2024, Rise Against Hunger (RAH) marked its 25th year of working with community members to pack nutrient-rich meals for people in need. To commemorate this milestone, RAH hosted events throughout South Africa in recognition of the life and service of Nelson Mandela. The Genesys team in Johannesburg teamed up with RAH for an event in July. In addition to Genesys corporate donation of more than $650, our employees volunteered to pack meals for distribution to the country's Early Childhood Development Centres.

Supporting reforestation

Employees in Rome, Italy, volunteered with the organization Alberi in Periferia (Trees on the Outskirts) to take part in an urban reforestation project. The organization's goal is to plant as many trees as possible, with the help of local community members and organizations. Since 2019, it has planted more than 1,500 trees through 35 initiatives with Genesys and other partners.

Our fiscal year 2024 impact by the numbers

750+
not-for-profit organizations supported through Benevity

4,700+
hours logged by
490+
employee volunteers

$154,300+
(including rewards)
Donated by
1,300+
employees

$152,100+
Corporate donations with
$35,200+
in matched funds

INCLUDING

$62,600+
Contributed to organizations supporting DEI through corporate donations and giving opportunities, several of which were organized by our DEI Councils and ERGs.

$65,500+
Raised for disaster and humanitarian relief for communities in Turkey, Syria, Hawaii, Israel and Gaza.

Operating ethically and responsibly

We believe in leading with our values and centering practices to make our company more ethical, profitable and resilient. Our high standards of conduct guide us to act with integrity and compliance — from our approach to data privacy and security to how we develop new technologies and tools. Though sometimes this means putting in extra effort or taking the more challenging path, we know it is always worth it to do what's right.

Leading our company toward success

As we work toward a better, more sustainable future, our strong corporate governance structure keeps us on a solid footing. The hallmarks of our governance program include regular, robust reporting and a Board of Managers that is highly engaged. The Genesys Board oversees our operations and corporate governance, alongside our CEO. The Board includes independent members as well as representatives from the private equity firms Hellman & Friedman and Permira, which collectively own a majority stake in our company.

Our Board has a high level of visibility into key ESG issues at our company and holds dedicated sessions on ESG topics at least once per year. The Board also receives quarterly briefings, which often include updates and key progress indicators related to our ESG-related initiatives. In fiscal year 2024, we held an ESG training for the Board led by a third-party governance expert. The training focused on raising Board members' awareness of emerging regulations and what our company is doing to prepare. Our goal is to drive annual progress by keeping sustainability issues at the forefront of all we do.

Managing enterprise risks

To meet business and ESG objectives, we proactively monitor and mitigate enterprise risks. With this in mind, we enhanced our risk management efforts by establishing a formalized Enterprise Risk Management (ERM) program in fiscal year 2024 with corresponding governance and oversight processes. Our program includes performing an annual enterprise risk assessment process that includes interviews with key senior management, Board representatives and other stakeholders, as well as related due diligence and risk mitigation efforts. We review the results of the assessment with the Audit Committee of the Board. Then, functional and business unit owners develop risk action plans, which the ERM leadership team monitors for execution.

Key governance policies

Genesys has implemented the following governance policies, which apply to all employees, temporary workers, contractors and consultants around the world:

- **Genesys Code of Conduct** (includes our Anti-Corruption Policy, Modern Slavery Policy and Whistleblower Policy).
- **Genesys Supplier and Business Partner Code of Conduct**
- **Supplier Diversity Statement**

Maintaining a culture of ethics and compliance

Today's corporations are held to high standards of behavior, and Genesys continuously works to raise the bar. We strive to demonstrate business excellence by putting ethical, compliant behavior front and center in our organization. From our leaders to our employees and our partners, we strive to protect the company's reputation and are committed to doing business the right way.

Ethics and compliance focus areas

Anti-corruption: In every region where we operate, we are diligent in our efforts to monitor and mitigate corruption-related risks.

Data privacy: Whether we're serving a global organization or a small business, we strive to adhere to all applicable data protection requirements and standards and keep our company's and our customers' assets secure.

Ethical conduct: From an employee's first days with the company, we communicate our expectations for ethical decision-making and behavior, both during our onboarding process and through annual training.

Focusing on anti-corruption

Genesys conducts business across six continents. Wherever we operate, we take an active role in avoiding corrupt activities or behavior. Our business partners must certify that they are aware of — and agree to abide by — the terms of our Anti-Corruption Policy, which makes clear that Genesys does not offer or accept bribes or kickbacks and does not tolerate corruption in any of our business dealings. The policy applies to all Genesys employees and third parties with whom we engage. It aligns with 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.

Among the hallmarks of our Ethics and Compliance program are our due diligence processes. Not only do we maintain auditing rights with our business partners, but we also practice them by regularly conducting in-person audits with many of our global partners. The process is meant to verify that these partners meet rigorous standards for compliance with anti-corruption laws, and to assess any corruption risks within the regional business ecosystem.

Promoting ethical conduct

We administer regular training to our employees to reaffirm the importance of ethical and compliant behavior across our organization. This is part of our onboarding process, and all employees complete an annual compliance training module, which covers topics such as ethics, privacy and security, conflicts of interest, anti-corruption, anti-fraud, fair dealing and competition, modern slavery and trade compliance. The training includes reviewing and acknowledging our Code of Conduct, which focuses on engaging in ethical and fair business practices that align with our values. In fiscal year 2024, we began using a new survey vendor and incorporated ESG topics into the annual training, which we plan to expand further in FY25.

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. This 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.

Reporting and investigating ethics and compliance concerns

Should an employee or business partner have concerns about a potential violation of our Code of Conduct or any other Genesys policy or governmental law, we provide several avenues to speak up. Employees and partners can report their concerns through our Compliance Helpline, which is hosted by a third party and available 24 hours a day, seven days a week. Employees can also share concerns with a manager or our chief compliance officer, as well as our human resources and legal departments.

We do not tolerate intimidation or reprisal against anyone who makes a report in good faith. Reports may be submitted anonymously — where allowed by law — and, consistent with the law and Genesys policy, all information provided is kept strictly confidential. We investigate and, if appropriate, raise reports for review by the Genesys Ethics and Compliance Team and our Ethics and Compliance Oversight Committee. The Ethics and Compliance Oversight Committee includes representation from our Executive Leadership Team, including our CEO. As appropriate, the committee raises reported issues to our Audit Committee and other members of the Board.

Facilitating export compliance

We have strict procedures in place to facilitate compliance with export control rules and laws of the countries where we do business. This includes taking 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 engage third parties to provide additional assurance that we are operating in compliance with applicable rules and laws.

Committing to environmental health, safety and human rights

Genesys is committed to preserving a workplace that is safe and healthy for our employees and customers while continuously driving employee awareness, environmental responsibility and governance of human rights issues. The Environmental, Health and Safety Policy and Genesys Code of Conduct state that the directors, managers, officers and employees of Genesys will protect the environment and the health and safety of the communities where Genesys conducts business by respecting all applicable environmental, health and safety laws to maintain a safe, healthy and secure work environment.

Practicing responsible procurement

We strive to take a thoughtful approach to sourcing products and services for our business. Many of our ESG impacts occur within the Genesys supply chain, so we expect our partners to engage in responsible, sustainable and inclusive sourcing practices that support our sustainability goals. We leverage various training courses to educate our Sourcing and Procurement team on responsible procurement practices, including a sustainable procurement course on fair competition, sustainable purchasing and supplier diversity.

Continuous EcoVadis recognition

Genesys second consecutive EcoVadis Gold Medal ranks us among the **top 1%** of companies EcoVadis rated for sustainable procurement within the software publishing industry.

Purchasing with environmental sustainability in mind

Our Responsible and Sustainable Procurement Guidelines help drive us to conserve natural resources by promoting and purchasing recycled, recyclable and renewable materials when possible. For example, when selecting Genesys-branded products for our online catalog, we seek items produced with renewable materials and recycled content. Similarly, we seek computer equipment that uses fiber-based, recycled packaging or contains recycled tin. Where feasible, we purchase computer equipment with at least an ENERGY STAR™ certification and Alternative Low Power Mode.

Collaborating to promote progress

We are committed to engaging in ethical and fair business practices and expect the same from our suppliers and business partners. Our Supplier and Business Partner Code of Conduct, along with our Modern Slavery Policy, set forth our ESG expectations for third parties and are included in our contracting process. We also expect third parties to conduct internal risk assessments in accordance with this Code of Conduct, along with providing any requested ESG information. 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 criteria related to regulatory and legal compliance, as well as other risks such as geopolitical, country, privacy, financial and information security risks. We furthered this process throughout fiscal year 2024 by conducting targeted ESG assessments and supplier audits within our supplier base.

SUPPLIER DIVERSITY

Our journey together

"When clients are enthusiastic, it fosters creativity and collaboration, allowing us to present unique and tailored solutions that resonate with their teams and customers. Collaborating with a company like Genesys, where the people behind the brand are supportive and engaged, has resulted in a successful and fulfilling partnership."

Janie Goldberg
Founder of Omnisource Marketing,
a WBENC certified company

Diversifying our supplier network

We are dedicated to cultivating a diverse supplier network through which we can work with sourcing partners to support mutual growth. Our Supplier Diversity Program helps us seek sourcing partners who share our DEI values and offer products or services that are aligned with our business needs.

One way we furthered our supplier diversity efforts in fiscal year 2024 was through our membership in the Supplier Diversity Coalition, an initiative created by a group of technology companies that prioritize diverse supplier partnerships. We leveraged the coalition to survey suppliers and gain insights into the diverse representation within each supplier's board of directors, leadership team and employee base. We have reviewed this data when making decisions about vendor selection and contract renewals while continuing to evolve our supplier diversity categories. View our **Supplier Diversity Statement** for further details.

Changing the game for women in business

As the daughter of an entrepreneur, Janie Goldberg had business in her blood when she graduated with an accounting degree in 1966. Hitting the glass ceiling as a young woman made her eager to change the game for women in business. Eventually, her own entrepreneurial spirit led her to found Omnisource Marketing in 1989, which has been certified by the Women's Business Enterprise National Council.

The company originally served as a prime supplier of branded merchandise to Interactive Intelligence. When Genesys acquired Interactive Intelligence in 2016, we continued the partnership, which supported the launch of the shopgenesys online store, which includes sustainable offerings such as corporate attire, books, backpacks and accessories. We are proud to include women-owned businesses such as Omnisource Marketing within our robust and diverse supplier network.

Creating a sustainable conference Xperience

We aspire to embed sustainability into all aspects of what we do, including key company events. Partnering with venues and suppliers enables us to extend our sustainability journey, while educating and inspiring others to join.

During the summer of 2023, we held our annual Genesys Xperience conference in Denver, Colorado, bringing together attendees from organizations of all sizes and sectors. From the inception, we've highlighted and planned ways for attendees to responsibly prepare, while anticipating how they would "Xperience Sustainability" at the conference.

In organizing the event, we embraced a variety of sustainable practices, such as providing options for meatless meals; supporting sustainable, diverse and local suppliers; and planning sustainability-focused activities. We also assessed and worked to reduce the event's carbon footprint. To offset the remaining emissions, Genesys partnered with Rubicon Carbon to support the Kulera Landscape project in Malawi, Africa.

In part, project funds supported increased capacity for Malawi's Department of National Parks and Wildlife, which works with community members to manage and protect conservation areas that are home to zebras, leopards, elephants and many other native animals.

View our website for additional information about carbon offsets.

Keeping digital assets private and secure

As a global technology company, data privacy and security are paramount to Genesys business and our ability to maintain stakeholder trust. Cybersecurity threats are becoming more complex and advanced, so we regularly work to enhance privacy and security safeguards and adopt new best practices as they emerge.

Aligning with globally recognized frameworks

We leverage region-specific information security standards to bolster the security of our global platforms. Where required, we also expand the scope of the standards to which we are certified to include areas with a significant operational presence. We monitor and comply with various data privacy regulatory frameworks, including Europe's General Data Protection Regulation (GDPR). 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 other standards. We also cooperate with the ISO 27018 audits, which contain privacy controls.

Taking an organization-wide security approach

Our Privacy team works closely with business units across our organization to embed privacy into our processes and products. We also administer data privacy training to our employees to enhance their awareness of best practices and concerns. Individuals and teams responsible for data privacy and cybersecurity at Genesys include:

Chief Privacy Officer - Oversees our companywide Data Privacy Program, monitors its effectiveness and advises on global privacy laws and requirements.

European Data Protection Officer - Oversees our compliance with all requirements of European data protection law.

Business unit security teams - Represent the various software tools and platforms our customers use, headed by a vice-president-level position.

Chief Information Security Officer (CISO) - Works closely with business unit security teams to help bolster the company's overall information security capabilities.

Information security team - Trains developers in secure coding principles and security practices and works with the CISO and business units to provide services in vulnerability management, security architecture, third-party risk management, guidance on risk and compliance, penetration testing, and code scanning and reviews.

All Genesys employees - Participate in annual training to review key principles and tenets involving cybersecurity, privacy and compliance.

Powering ethical, responsible AI

The use of AI isn't new, but more sophisticated models and new applications of AI are constantly emerging. At Genesys, we fuse multiple forms of AI — including conversational, predictive and generative models — to scale seamless, individualized experiences for organizations worldwide. As we forge new paths in AI orchestration, we aspire to ground our practices in innovation, security and ethics. We want to deliver tools and services that customers and consumers can rely on, so we're positioning Genesys at the forefront of responsible AI use.

Maturing our AI Ethics program

AI technologies offer many advantages; however, they can also pose challenges around bias and inappropriate use. Understanding this, we've established a set of AI ethics guidelines in fiscal year 2023 to govern the way we develop AI products. We have also established a cross-functional AI Ethics Board comprised of leaders within our engineering, R&D and product teams. These leaders are responsible for overseeing our AI governance framework and ensuring compliance with global AI regulations as they evolve. The Board regularly reviews emerging AI issues and legislation to coordinate appropriate workstreams and activities and stay ahead of the curve.

Accelerating AI innovation with AWS

In fiscal year 2024, we deepened our long relationship with AWS to supercharge AI innovation. We are now leveraging Amazon Bedrock — a fully managed service that expands Genesys AI model portfolio and makes large language models from AI startups and AWS available to Genesys Cloud users. This will enhance users' ability to innovate across use cases and industries, enabling them to continuously strengthen their customer and employee experiences. We're proud to collaborate on this important development with AWS, which has demonstrated a like-minded focus on AI ethics.

AI Ethics guidelines

Balance value creation with empathy – We are committed to ensuring the needs of our stakeholders, end customers, agents/employees and businesses are well understood and considered throughout the value-creation process and across our product portfolio.

Understand and reduce bias - We are committed to understanding and reducing bias in AI models to support ethically fair decision-making.

Incorporate privacy by design principles - We are committed to the core principles of privacy by design and protecting an individual's right to privacy from the outset.

Be transparent – We are committed to ensuring that our stakeholders understand underlying decision-making processes.

Though robust AI testing capabilities were already in place, we have focused on expanding these capabilities and making test cycles even more rigorous. Our goal is to ensure the end-to-end safety and security of all AI products from conception to release. Transparency is key to this work, so we began implementing model and data cards for our products to identify their underlying models and how they were trained. We also defined a new impact assessment process to support our AI Ethics guidelines and help ensure ongoing regulatory compliance.

"As new AI technologies continue to emerge, they have the potential to transform the way we work — provided we take the necessary steps to ensure a customer's security and safety. I foresee many more exciting applications to come in the next few years that can augment and improve the way we deliver customer experiences."

Brett Weigl
General Manager, Digital, AI and Journey Analytics

Collaborating to investigate AI biases

The AI landscape is ever-changing, and there is much we can learn by studying these powerful tools. At Genesys, we've partnered with the University of Galway in Galway, Ireland, to advance research on a number of AI topics. Among them is a study on the detection and documentation of potential biases. The study focuses on the broader technological landscape, in which the input of one AI model may be based on the output of another. Through the project, we are working to develop a chain of custody for AI data so we can better understand the spread of underlying biases and ultimately support more ethical and equitable forms of AI.

Appendix

About this report

This report includes updates on our sustainability strategy, performance and related metrics, covering our fiscal year 2024, which is the period from February 1, 2023, to January 31, 2024, with additional information on activities, where appropriate, through June 2024. Unless indicated or the context requires otherwise, all metrics cover our fiscal year 2024. The report covers the social and environmental performance, governance, compliance and risk management aspects of our business and is informed by the Global Reporting Initiative (GRI) standards, the Task Force on Climate-Related Financial Disclosures (TCFD) Framework and the Sustainability Accounting Standards Board (SASB). We obtained limited or reasonable assurance, as applicable, from Apex Companies, LLC, our external auditor, for select sustainability metrics as further described within 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. Information contained on any website referenced or linked herein is not incorporated by reference into this report.

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, global hostilities, natural disasters or other significant events that disrupt normal business operations or other events beyond our control and actions by governments, businesses and individuals in response to the situation; technological advances or innovation; 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. We undertake no obligation to update these forward-looking statements to reflect subsequent events or circumstances.

GRI index

Statement of Use	Genesys has reported the information cited in this GRI content index for the period February 1, 2023 to January 31, 2024 [with reference/in accordance] to the GRI Standards
GRI 1 used	GRI 1: Foundation 2021

GRI Standard/Other Source	Disclosure	Fiscal Year 2024 Location/Response
General Disclosures		
GRI 2: General Disclosures 2021		
The organization and its reporting		
2-1	Organizational details	Genesys Cloud Services, Inc. Menlo Park, CA, USA
2-2	Entities included in the organization's sustainability reporting	Genesys is a private-owned company and the sole entity included in this sustainability report
2-3	Reporting period, frequency and contact point	February 1, 2023-January 31, 2024 Annually sustainability@genesys.com
2-4	Restatements of information	Any restated information can be found in our Sustainability Report
2-5	External assurance	Apex, our independent auditor, assessed and verified our GHG emissions in FY24
Activities and workers		
2-6	Activities, value chain and other business relationships	Fiscal Year 2024 Sustainability Report > About Genesys> Corporate Governance
2-7	Employees	Fiscal Year 2024 Sustainability Report > FY24 at a glance
2-8	Workers who are not employees: Total number of workers who are not employees and whose work is controlled by the organization	Genesys does not disclose this information
Governance		
2-9	Governance structure and composition	Genesys Leadership **https://www.genesys.com/company/leadership**

GRI Standard/Other Source	Disclosure	Fiscal Year 2024 Location/Response
2-10	Nomination and selection of the highest governance body	Genesys's board of managers consists of seven members, who are the Company's CEO, representatives from our private equity sponsors, and two independent directors
2-11	Chair of the highest governance body	Tony Bates is both the Chairperson of the Board and CEO of Genesys
2-12	Role of the highest governance body in overseeing the management of impacts	Although Genesys is a privately held company, Genesys' Chief Executive Officer (CEO) serves as chairman of the company's Board of Managers and oversees business strategy for the company, which includes climate-related policies and strategy. As sustainability is one of our strategic business KPIs, our CEO is ultimately responsible for overseeing and monitoring Genesys' sustainability program and progress towards the company's 2030 goals, which include achieving carbon neutrality. Sustainability is one of the four categories of metrics by which the company evaluates its business performance (the other three being growth, profitability, and experience) Fiscal Year 2024 Sustainability Report > Operating ethically and responsibly > Leading our company towards success
2-13	Delegation of responsibility for managing impacts	Genesys has a Board of Managers. The Board of Managers is chaired by our CEO and made up of six other experienced, external experts. At least once per year, the company's Global Sustainability Officer presents a formal update to the Board of Managers on progress towards Genesys 2030 sustainability targets and annual performance milestones. Fiscal Year 2024 Sustainability Report > Operating ethically and responsibly > Leading our company towards success
2-14	Role of the highest governance body in sustainability reporting	The Global Chief Sustainability Officer (GCSO) is a member of the Genesys leadership team, reporting to the SVP, Strategy and Operations, who reports to the Chief Executive Officer (CEO). The GCSO oversees the implementation of our sustainability strategy, integrates sustainability throughout our company, and monitors our environmental and social performance. The GCSO leads the internal sustainability team and works closely with an internal Sustainability Council composed of representatives from 11 business functions. The GCSO and council work together to create sustainability initiatives and policies, track ESG developments, and manage sustainability communications with employees, investors and other stakeholders. Fiscal Year 2024 Sustainability Report > Operating ethically and responsibly > Leading our company towards success

GRI Standard/Other Source	Disclosure	Fiscal Year 2024 Location/Response
2-15	Conflicts of interest	Fiscal Year 2024 Sustainability Report > Operating ethically and responsibly > Maintaining a culture of ethics and compliance
2-16	Communication of critical concerns: How concerns are communicated to the highest governance body, report the total number and the nature of critical concerns during the reporting period	Fiscal Year 2024 Sustainability Report > Operating ethically and responsibly > Maintaining a culture of ethics and compliance
2-17	Collective knowledge of the highest governance body	Genesys Leadership **https://www.genesys.com/company/leadership**
2-18	Evaluation of the performance of the highest governance body: Overseeing the management of the organization's impacts on the economy, environment, and people	Fiscal Year 2024 Sustainability Report > Operating ethically and responsibly > Leading our company towards success
2-19	Remuneration policies	Our executive management team is compensated based, in part, on overall company performance and effective management of our four pillars that include aspects of sustainability, growth, profitability, and experience
2-20	Process to determine remuneration	Our executive management team is compensated based, in part, on overall company performance and effective management of our four pillars that include aspects of sustainability, growth, profitability, and experience
2-21	Annual total compensation ratio: Ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees, ratio of the percentage increase.	Genesys does not disclose this information
Strategy, policies and practices		
2-22	Statement on sustainable development strategy	Fiscal Year 2024 Sustainability Report > CEO Message

GRI Standard/Other Source	Disclosure	Fiscal Year 2024 Location/Response
2-23	Policy commitments	Global Tax Policy Trade Compliance Policy Anti-Corruption Policy Data Privacy Policy Anti-Harassment Policy Competitive Practices Policy Modern Slavery Policy Code of Conduct (including Whistleblower Policy) Supplier & Business Partner Code of Conduct Supplier Diversity Statement AI Ethics Guidelines Responsible and Sustainable Procurement Guidelines https://www.genesys.com/company/legal/global-tax https://www.genesys.com/company/legal https://library.genesys.com/m/7481f9dc11ecfc05/original/Genesys-supplier-diversity-statement_EN.pdf
2-24	Embedding policy commitments	Fiscal Year 2024 Sustainability Report > Operating ethically and responsibly > Key governance policies; Focusing on anti-corruption; Ensuring ethical conduct; Providing a work environment free of unlawful harassment Fiscal Year 2024 Sustainability Report > Operating ethically and responsibly > Practicing responsible procurement; Keeping digital assets private and secure; Powering ethical, responsible AI
2-25	Processes to remediate negative impacts	Genesys does not disclose this information
2-26	Mechanisms for seeking advice and raising concerns	Codes of Conduct: https://www.genesys.com/company/legal/ethics-and-compliance
2-27	Compliance with laws and regulations: Report the total number of non-compliance instances with laws and regulations	Genesys does not disclose this information
2-28	Membership associations: List of membership associations	Genesys does not disclose this information
Stakeholder engagement		
2-29	Approach to stakeholder engagement	Fiscal Year 2024 Sustainability Report > Introduction > Our sustainability approach

GRI Standard/Other Source	Disclosure	Fiscal Year 2024 Location/Response
2-30	Collective bargaining agreements: How the organization engages in collective bargaining with its employees	Employees in multiple regions are covered by collective bargaining agreements
Material topics		
GRI 3: Material Topics 2021		
3-1	Process to determine material topics	Fiscal Year 2024 Sustainability Report > Introduction > Our sustainability approach
3-2	List of material topics	Fiscal Year 2024 Sustainability Report > Introduction > Our sustainability approach> Material issues
GRI 200: Economic		
GRI 205: Anti-corruption		
3-3	Management of material topic	Fiscal Year 2024 Sustainability Report > Operating ethically and responsibly > Focusing on anti-corruption
205-1	Operations assessed for risks related to corruption	Fiscal Year 2024 Sustainability Report > Operating ethically and responsibly > Focusing on anti-corruption
205-2	Communication and training about anti-corruption policies and procedures	Fiscal Year 2024 Sustainability Report > Operating ethically and responsibly > Focusing on anti-corruption
GRI 300: Environmental		
GRI 302: Energy		
3-3	Management of material topic	Fiscal Year 2024 Sustainability Report > Advancing Environmental Sustainability > Pursuing carbon neutrality
302-1	Energy consumption within the organization	Fiscal Year 2024 Sustainability Report > Advancing Environmental Sustainability > Pursuing carbon neutrality Earning recognition from CDP, C8.2a
302-2	Energy consumption outside of the organization	Fiscal Year 2024 Sustainability Report > Advancing Environmental Sustainability > Pursuing carbon neutrality> Total Energy Consumption (MWh)
302-3	Energy intensity	**Total Energy Consumed in FY24:** 15,833 MWh (Source: Latest GHG inventory CDP, C8.2a) **Total Customers:** More than 5,700 (Source: About Genesys) **Energy Intensity Ratio:** 2.78 MWh/customer

GRI Standard/Other Source	Disclosure	Fiscal Year 2024 Location/Response
302-4	Reduction of energy consumption	Fiscal Year 2024 Sustainability Report > Advancing Environmental Sustainability > Pursuing carbon neutrality
302-5	Reductions in energy requirements of products and services	Fiscal Year 2024 Sustainability Report > Advancing Environmental Sustainability > Pursuing carbon neutrality
GRI 305: Emissions		
3-3	Management of material topic	Fiscal Year 2024 Sustainability Report > Advancing Environmental Sustainability > Pursuing carbon neutrality
305-1	Direct (Scope 1) GHG emissions	Fiscal Year 2024 Sustainability Report > Advancing Environmental Sustainability > Pursuing carbon neutrality
305-2	Energy indirect (Scope 2) GHG emissions	Fiscal Year 2024 Sustainability Report > Advancing Environmental Sustainability > Pursuing carbon neutrality
305-3	Other indirect (Scope 3) GHG emissions	Fiscal Year 2024 Sustainability Report > Advancing Environmental Sustainability > Pursuing carbon neutrality
305-4	GHG emissions intensity	Fiscal Year 2024 Sustainability Report > Advancing Environmental Sustainability > Pursuing carbon neutrality > Earning recognition from CDP CDP 2023 Climate Change response, C6.10
305-5	Reduction of GHG emissions	Fiscal Year 2024 Sustainability Report > Advancing Environmental Sustainability > Pursuing carbon neutrality
305-6	Emissions of ozone-depleting substances (ODS): Production, imports, and exports of ODS	Genesys does not emit significant ozone-depleting substances in its operations
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	Omission: Genesys does not emit significant air pollutants due to the nature of its business model
GRI 400: Social		
GRI 404: Training and Education		
3-3	Management of material topic	Fiscal Year 2024 Sustainability Report > Putting sustainability to work > Investing in Our Talent > Turning potential into growth
404-1	Average hours of training per year per employee: Average hours of training gender and employee category	In FY24, we offered the following training hours to our employees: All employees: 20 hours per employee Managers: 16 hours per manager VP Level & Above: 16 hours per leader
404-2	Programs for upgrading employee skills and transition assistance programs	Fiscal Year 2024 Sustainability Report > Investing in Our Talent > Turning potential into growth

GRI Standard/Other Source	Disclosure	Fiscal Year 2024 Location/Response
404-3	Percentage of employees receiving regular performance and career development reviews: Percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period	Fiscal Year 2024 Sustainability Report > Investing in Our Talent > Providing a best-in-class employee experience> 98% of employees received an annual performance review in FY24
GRI 405: Diversity and Equal Opportunity		
3-3	Management of material topic	Fiscal Year 2024 Sustainability Report > Committed to diversity, equity and inclusion > Practicing Responsible Procurement > 5.3% Tier 1 supplier spend in fiscal year 2024 was with suppliers that qualify as diverse suppliers under our Suppler Diversity Statement
405-1	Diversity of governance bodies and employees	Fiscal Year 2024 Sustainability Report > Committed to diversity, equity and inclusion > Diversifying our workforce
405-2	Ratio of basic salary and remuneration of women to men: Average pay of each gender grouping within each employee category	Genesys does not disclose this information
GRI 406: Non-discrimination		
3-3	Management of material topic	Fiscal Year 2024 Sustainability Report > Committed to diversity, equity and inclusion Fiscal Year 2024 Sustainability Report > Operating ethically and responsibly > Leading our company toward success Code of Conduct (including Whistleblower Policy): **https://www.genesys.com/company/legal**
406-1	Incidents of discrimination and corrective actions taken: Total number of incidents of non-compliance can include management system audits, formal monitoring programs, or grievance mechanisms	Genesys does not disclose this information
GRI 413: Local Communities		
3-3	Management of material topic	Fiscal Year 2024 Sustainability Report > Putting sustainability to work> Using our product for good > Partnerships that make an impact
413-1	Operations with local community engagement, impact assessments, and development programs	2024 Sustainability Report > Putting sustainability to work> Using our product for good > Partnerships that make an impact

GRI Standard/Other Source	Disclosure	Fiscal Year 2024 Location/Response
413-2	Operations with significant actual and potential negative impacts on local communities	Genesys does not disclose this information
GRI 418: Customer Privacy		
3-3	Management of material topic	Fiscal Year 2024 Sustainability Report > Operating ethically and responsibly > Keeping digital assets private and secure
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data: Total number of substantiated complaints received concerning breaches of customer privacy	Genesys does not disclose this information

SASB index

Topic	Accounting Metric	Category	Unit of Measure	Code	Fiscal Year 2024 Response
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed (2) percentage grid electricity (3) percentage renewable	Quantitative	Gigajoules, percentage (%)	TC-SI-130a.1	Fiscal Year 2024 Sustainability Report > Advancing Environmental Sustainability > Pursuing carbon neutrality > Environmental data
	(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	Quantitative	"Thousand cubic meters (m3), Percentage (%)"	TC-SI-130a.2	While water stewardship is of the utmost importance, due to our small leased real estate footprint, we do not collect data as it does not have a significant impact on our operations. We will continue to work with our asset owners to pursue the upmost sustainable options for our offices
	Description of the integration of environmental considerations to strategic planning for data center needs	Discussion and Analysis	n/a	TC-SI-130a.3	Fiscal Year 2024 Sustainability Report > Advancing Environmental Sustainability > Pursuing carbon neutrality > Embracing green information technology (IT)
Data Privacy & Freedom of Expression	Description of policies and practices relating to targeted advertising and user privacy	Discussion and Analysis	n/a	TC-SI-220a.1	Fiscal Year 2024 Sustainability Report > Operating ethically and responsibly > Keeping digital assets private and secure
	Number of users whose information is used for secondary purposes	Quantitative	Number	TC-SI-220a.2	Genesys does not disclose this information
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Quantitative	Presentation currency	TC-SI-220a.3	Genesys does not disclose this information
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	Quantitative	Number, percentage (%)	TC-SI-220a.4	Genesys does not disclose this information
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Discussion and Analysis	n/a	TC-SI-220a.5	Genesys does not disclose this information
Data Security	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	Quantitative	Number, percentage (%)	TC-SI-230a.1	Genesys does not disclose this information

Topic	Accounting Metric	Category	Unit of Measure	Code	Fiscal Year 2024 Response
Data Security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion and Analysis	n/a	TC-SI-230a.2	Fiscal Year 2024 Sustainability Report > Operating ethically and responsibly > Keeping digital assets private and secure
Recruiting & Managing a Global, Diverse Skilled Workforce	Percentage of employees that require a work visa	Quantitative	Percentage (%)	TC-SI-330a.1	We are currently sponsoring 220 people in the US
	Employee engagement as a percentage VI	Quantitative	Percentage (%)	TC-SI-330a.2	Fiscal Year 2024 Sustainability Report > Investing in Our Talent > Providing a best-in-class employee experience
	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	Quantitative	Percentage (%)	TC-SI-330a.3	Fiscal Year 2024 Sustainability Report > Committed to diversity, equity and inclusion > Diversifying our workforce
Intellectual Property Protection & Competitive Behavior	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Quantitative	Presentation currency	TC-SI-520a.1	Genesys does not disclose this information
Managing Systemic Risks from Technology Disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	Quantitative	Number, Days	TC-SI-550a.1	Genesys Cloud had 99.986% uptime
	Description of business continuity risks related to disruptions of operations	Discussion and Analysis	n/a	TC-SI-550a.2	Fiscal Year 2024 Sustainability Report > Operating ethically and responsibly > Keeping digital assets private and secure
Activity Metric		**Category**	**Unit of Measure**	**Code**	**Fiscal Year 2024 Response**
(1) Number of licenses or subscriptions, (2) percentage cloud-based		Quantitative	Number, Percentage (%)	TC-SI-000.A	Genesys uses different KPIs to communicate our business performance to investors than those suggested by SASB > Fiscal Year 2024 Sustainability Report > FY24 at a glance
(1) Data processing capacity, (2) percentage outsourced		Quantitative	See note	TC-SI-000.B	Genesys does not disclose this information
(1) Amount of data storage, (2) percentage outsourced		Quantitative	Petabytes, Percentage (%)	TC-SI-000.C	Genesys does not disclose this information

Note for TC-SI-000.B: Data processing capacity shall be reported in units of measure typically tracked by the entity or used as the basis for contracting software and information technology (IT) services, such as million service units (MSUs), million instructions per second (MIPS), mega floating-point operations per second (MFLOPS), compute cycles or other. Alternatively, the entity may disclose owned and outsourced data processing needs in other units of measure, such as rack space or data center floor area. The percentage outsourced shall include on-premise cloud services, those that are hosted on public cloud, and those that are residing in co-location data centers.

TCFD index

Disclosure Focus Area	Recommended Disclosure	Fiscal Year 2024 Response	Fiscal Year 2024 Reference
Governance			
Disclose the organization's governance around climate-related risks and opportunities.	a) Describe the board's oversight of climate-related risks and opportunities.	Genesys's board of managers has oversight of climate-related risks and opportunities. The board consists of 7 members, who are the Company's CEO, representatives from our private equity sponsors, and two independent directors.	Fiscal Year 2024 Sustainability Report > Operating ethically and responsibly > Leading our company toward success CDP 2023 Climate Change response, C1.1a-1.2a
	b) Describe management's role in assessing and managing climate-related risks and opportunities.	Sustainability is integrated into the strategy of Genesys as one of our four key business metrics along with growth, profitability and experience. Our Chief Sustainability Officer oversees the implementation of our global sustainability strategy, integrates sustainability throughout our company, and monitors our environmental and social performance. The Global Sustainability team manages our initiatives and policies and tracks ESG developments, which includes sustainability communications with employees, investors, and other stakeholders.	Fiscal Year 2024 Sustainability Report > Operating ethically and responsibly > Leading our company toward success CDP 2023 Climate Change response, C1.1a-1.3a
Strategy			
Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy and financial planning.	a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	**Risks & Opportunities:** • **Regulatory:** Genesys considers the influence of local and federal regulations, including environmental and climate-related rules, when making business decisions. As a result, Genesys has taken a proactive approach to the detailed reporting of climate-related risks, emissions, and net-zero transition plans. • **Technology:** Climate-related technological risks are relevant and include failing or too slowly adopting lower emission technologies. Genesys partners with enterprise datacenter infrastructure companies who maintain up to date, energy efficient server and IT equipment. Genesys datacenter partners continue to innovate and adopt more energy efficient processors and carbon-reducing building management strategies • **Legal:** As a global company, Genesys is may be subject to climate-related litigation claims and risks. Our Sustainability and Legal teams work together to ensure that any climate-related legal risks to the business are known, planned for and acknowledged within our policies and operations. • **Market Pressure:** Genesys acknowledges the risk presented by failing to respond to climate-related market changes. For example, more and more customers each year include sustainability criteria in their proposal requests. Sustainability has become a competitive advantage highlighting those who are better equipped to support customers on their sustainability journeys.	Fiscal Year 2024 Sustainability Report > Advancing Environmental Sustainability CDP 2023 Climate Change response, C2.1-2.4a

Disclosure Focus Area	Recommended Disclosure	Fiscal Year 2024 Response	Fiscal Year 2024 Reference
Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy and financial planning.		▪ **Reputation:** Genesys' ability to attract and retain customers depends on its reputation. Demonstrating continual progress towards the company's publicly stated sustainability goals has grown in importance as current and potential customers increasingly expect their value chain partners to reflect their values and support them in progressing towards their own sustainability and climate-related targets. ▪ **Acute Physical:** Although Genesys is a software as a service (SaaS) company, acute climate risks are relevant because we maintain leased office spaces globally and depend on our partner's datacenter infrastructure. Acute climatic events like flooding and extreme heat may strain datacenter and office operations, for example by necessitating additional cooling infrastructure to protect uptime and provide a safe and comfortable working environmental for employees. ▪ **Chronic Physical:** Widespread, long-term changes to global climate present risks to Genesys by introducing uncertainty for our business partners and customers. For example, a future with warmer summers, rising sea levels, and more frequent extreme weather events may change where is considered an ideal geographic location to locate infrastructure, for example a datacenter, as it influences grid electricity costs and may pose an increased likelihood of flooding. Partners may pose additional costs to Genesys to offset infrastructure projects. Further, customers may be less inclined to purchase Genesys solutions if adapting to climate change reduces their margins.	
	b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	▪ **Products and Services:** Genesys is in the middle of a complete premises to cloud transformation. This is in support of our business strategy and our climate targets, as our cloud-based solutions are a significantly cleaner service model to provide. In the reporting period Genesys halted hardware sales as we continue to encourage our cloud-based solutions that require little or no hardware to implement. ▪ **Supply Chain:** As of February of 2021 we have halted the resale of hardware products as an income source for the company. We are currently evaluating our entire supply chain and implementing new policies and procedures to more closely monitor our value chain impacts. ▪ **R&D Investments:** Genesys R&D directly supports our best-in-class cloud service offerings, which are directly tied to our environmental targets and footprint reduction strategy. ▪ **Operations:** Genesys continues to evaluate its physical operations and office locations. During the reporting period Genesys reduced its leased office space, transitioning many offices to ""hoteling"" systems where employees can reserve space when needed. A significant portion of the workforce is either hybrid or fully remote. These operational changes have reduced employee commute impacts and scope 2 emissions from facilities.	Fiscal Year 2024 Sustainability Report > Advancing Environmental Sustainability CDP 2023 Climate Change response, C2.3-3.4
	c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	As we advance our climate journey, we are committed to aligning our strategy with best practices associated with science-based targets . We laid the groundwork in FY24 to submit reduction targets for validation by the Science Based Targets Initiative (SBTi), which we plan to do in the coming year.	Fiscal Year 2024 Sustainability Report > Advancing Environmental Sustainability > Pursuing carbon neutrality CDP 2023 Climate Change response, C3.1-3.4

Disclosure Focus Area	Recommended Disclosure	Fiscal Year 2024 Response	Fiscal Year 2024 Reference
Risk Management			
Disclose how the organization identifies, assesses and manages climate-related risks.	a) Describe the organization's processes for identifying and assessing climate-related risks.	Genesys conducted a formal materiality assessment using qualitative factors such as reputational and regulatory risk to identify and prioritize the most impactful sustainability issues by business relevance and importance to our stakeholders. Key topics with elevated relevance were defined as most substantive through this process. These topics shape our sustainability strategy and reporting efforts today, and any issue pertaining to these items is considered strategically substantive.	Fiscal Year 2024 Sustainability Report > Advancing Environmental Sustainability Fiscal Year 2024 Sustainability Report > Operating ethically and responsibly > Leading our company toward success > Managing enterprise risk Fiscal Year 2024 Sustainability Report > Introduction > Our sustainability approach CDP 2023 Climate Change response, C2.1-2.4a
	b) Describe the organization's processes for managing climate-related risks.		
	c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	As Genesys actively conducts materiality assessments and seeks to understand climate risk, the company integrated climate action into its strategy through the following commitments: 1) Committing to Science-Based Targets Initiative (SBTi) 2) Continuing partnership with Rubicon Carbon's Services 3) Signing the Climate Pledge 4) Reducing emissions through our products and services 5) Decarbonizing our operations	
Metrics and Targets			
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities.	a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	As defined by the internationally recognized GHG Protocol's standards, we consider our GHG impact in the context of: ▪ **Scope 1 emissions:** Direct emissions generated from our own assets. ▪ **Scope 2 emissions:** Indirect emissions generated by the energy production of utilities. ▪ **Scope 3 emissions:** All other indirect emissions including, but not limited to, activities occurring within our supply chain and from product use. Additionally, we use our emissions and energy metrics to pursue our goal to become carbon neutral by 2030. Our emissions and energy metrics give us the ability to remain on track to achieving our goal.	Fiscal Year 2024 Sustainability Report > Advancing Environmental Sustainability > Pursuing carbon neutrality Fiscal Year 2024 Sustainability Report > Introduction > Our sustainability approach> CDP 2023 Climate Change response, C4.1a-4.3c
	b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	Genesys discloses Scope 1, Scope 2, and Scope 3 emissions as it aims to transparently address climate change and reduce emissions our products, operations and data centers, as well as our shipping, hardware procurement, business travel and employee commuting activities.	Fiscal Year 2024 Sustainability Report > Advancing Environmental Sustainability > Pursuing carbon neutrality> Our sustainabiity approach> CDP 2023 Climate Change response, C5.2-5.2, C6.1-6.10

Disclosure Focus Area	Recommended Disclosure	Fiscal Year 2024 Response	Fiscal Year 2024 Reference
	c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	By 2030, we seek to be carbon neutral, and we remain on track to achieve it. We believe the key is executing a strategy that leverages our company's strengths. Our approach is to proactively avoid and reduce our overall emissions, and to purchase carbon offsets for emissions that are not practicable to eliminate at this time. Core to this strategy is our focus on delivering energy-efficient and carbon-smart products and services. This strategy supports our own path toward carbon neutrality while enhancing sustainability among the businesses we serve.	Fiscal Year 2024 Sustainability Report > Advancing Environmental Sustainability > Pursuing carbon neutrality Fiscal Year 2024 Sustainability Report > Introduction > Our sustainability approach> CDP 2023 Climate Change response, C4.1a-4.3c

UN SDG index

United Nations SDG	Genesys material topic	How we contribute
Goal 5 Gender equality	• Workforce DEI • Supplier DEI	• Dedicated to DEI • Creating a positive impact, together • Supplier diversity
Goal 8 Decent work and economic growth	• Workforce DEI and workforce engagement and well-being	• Investing in our talent • Dedicated to DEI • Pursuing carbon neutrality
Goal 9 Industry, innovation and infrastructure	• Product for good/Social impact	• Delivering empathy across industries • Deepening our relationship with AWS • Putting sustainability to work • Partnerships that make an impact
Goal 10 Reduced inequalities	• Workforce DEI • Supplier DEI	• Dedicated to DEI • Creating a positive impact, together • Supplier diversity
Goal 12 Responsible consumption and production	• Sustainable product design • Circular economy and resource consumption	• Pursuing carbon neutrality • Embracing green information technology • Practicing responsible procurement
Goal 13 Climate action	• Climate change management • Customer carbon reduction • Operational energy and emissions	• Pursuing carbon neutrality • Embracing green information technology

Genesys environmental methodology

Genesys is committed to advancing its sustainability initiatives, reducing its environmental footprint and maintaining transparency in reporting. We aim to balance the needs of all our stakeholders, including our ambition to grow our business while managing environmental and social risks and opportunities. We understand that our financial, environmental, and social performance are tightly connected, and we seek to deliver shared value as we embed sustainability into our strategy, goals, and operations.

Genesys greenhouse gas emissions

Genesys greenhouse gas (GHG) footprint comprises emissions primarily from our upstream and downstream value chain, followed by direct emissions from operating our business. We define organizational boundaries using the operational control approach, aligned with the definition from the GHG protocol (chapter 3). Operational control criteria are met when Genesys has full authority to establish and implement its operational policies. Our reporting includes all emissions from all operations over which the company exercises operational control, as well as all value chain emissions we've identified to date.

Genesys reports its GHG emissions in metric tons of CO_2 equivalent annually in accordance with the GHG protocol guidelines. Source emissions are classified according to the GHG Protocol scope classifications:

- **Scope 1** refers to direct GHG emissions from sources that are owned or controlled by the company.
- **Scope 2** refers to indirect GHG emissions generated by the energy production of utilities.
- **Scope 3** refers to all other indirect GHG emissions including, but not limited to, activities occurring within our supply chain and from product use.

In preparation for SBTi validation and to refine our methodology to cover additional categories, we **updated the baseline for our GHG inventory to fiscal year 2022**, and had the data independently verified by our assurance provider. Hence, Genesys details the company's global emissions abatement effort, starting with calculating and baselining fiscal year 2022 GHG emissions.

In fiscal year 2024, the following source emissions were categorized in accordance with GHG Protocol scope classifications.

Scope 1
Stationary combustion (e.g., natural gas use at leased offices)

Scope 2
- Purchased electricity consumption at leased offices
- Electricity consumption at co-location datacenters

Scope 3

Upstream
- Purchased goods and services
- Fuel and energy-related activities
- Business travel (e.g., rental cars, ridesharing, air travel, and rail travel)
- Upstream leased assets (e.g., employee leased vehicles)
- Employee commuting
- Remote employee energy consumption

Downstream
- Product in use (including on-premises software deployment, Edge devices, and cloud-based products such as Genesys Cloud and Genesys Engage)
- Waste
- Investments

In addition, Genesys discloses the external reduction of electricity emissions from renewable energy sources and/or carbon offsets to address residual emissions.

Calculation methodology

Genesys refers to the industry-standard World Resources Institute (WRI) <u>Greenhouse Gas Protocol</u> in calculating and reporting emissions. We obtain third-party assurance of our emissions inventory annually. In fiscal year 2024 we have obtained reasonable assurance for Scope 1 and Scope 2 and limited assurance for Scope 3. Additionally, we are in the process of setting emissions reductions targets in line with the criteria of the Science Based Targets Initiative.

We calculate our emissions based on activity and financial data. We prioritize activity data such as electricity used in our facilities as measured by our utility providers but use financial data when activity data is unavailable. We use publicly available emission factors provided by recognized agencies such as the US Environmental Protection Agency (EPA) and International Energy Agency (IEA) in our emissions calculations. To convert the different emission types into CO_2e, the Global Warming Potential factors given in AR5 are applied.

For activity data, we calculate total emissions by applying relevant factors to specific measured data. For example, we multiply our electricity use at a given location as provided on utility bills by that country or region's specific emission factor (from the IEA, for example) to calculate the site's emissions from electricity use. In a few cases when electricity invoices from leased facilities are not separately available for Genesys offices, we allocate a portion of the electricity consumed by the total building based on floor space we occupy. As another example, to estimate emissions related to employee commuting and virtual employee energy consumption, we conduct an employee survey once every two years to gather data on how employees travel to work, distance covered, number of

office visit days, electricity usage by virtual employees, how many people are sharing the space and hours worked. This data informs a model to estimate emissions from employee commuting and remote working. Activity data is used in the calculation of our scope 1 and 2 emissions, fuel and energy-related activities, product in use, business travel, and employee commuting.

Due to the complex nature of our business, we use spend-based methods to evaluate our emissions in cases where activity data is not possible to source or of questionable quality. For example, the Scope 3 categories of purchased goods and services and the non-flight components of business travel are calculated based on spend-based methods. We apply Environmentally Extended Input Output (EEIO) factors to purchased goods and services expenditures to estimate emissions. We also use spend-based emission factors to calculate emissions related to business travel by train, rideshares and rental cars. In some cases, we gather emissions data directly from suppliers.

In certain cases, we must make assumptions to complete calculations in the absence of more accurate data. For example, in instances when we know electricity was used in the United States but not the specific state it was generated in, we will use the average grid emissions factor for the country instead of a state-specific eGrid factor. As another example, for Use of Sold Product we make assumptions about the energy requirements of on-premises deployments based on the typical compute, network and storage equipment needs. This fiscal year we revised the calculation to reference a more comprehensive source dataset and refined sizing assumptions for customers who are not billed by number of agents. Further, we rely on AWS data in this emissions category and are subject to their underlying assumptions. We continue to refine our methodologies and improve our accuracy over time.

As best practices for calculation methodologies continue to evolve and the accuracy and granularity of data available to us improves, we plan to update previously reported data to reflect these developments in future reports. The following table details the revisions made to previously reported emission numbers as described in this year's report:

Emission Category	FY22 Published	FY22 Revised	FY23 Published	FY23 Revised
Overall Emissions	143,561	238,378	131,680	244,534
Scope 1	212	212	66	66
Scope 2	7,421	7,420	7,096	7,096
Scope 3	135,928	230,746	124,519	237,372
Scope 3 Category 1: Purchased goods and services	5,846	65,237	8,161	78,829
Scope 3 Category 6: Business travel	510	510	4,339	3,881
Scope 3 Category 7: Employee commuting	5,942	2,599	4,500	4,550
Scope 3 Category 8: Upstream Leased Assets)*	25	708	40	708
Scope 3 Category 11: Use of sold products	123,605	160,324	107,479	148,278
Scope 3 Other categories*	-	1,368	-	1,126

*Blank represents newly added catgory in FY24