



# 2022 Sustainability Report

For the fiscal year ended January 31, 2023



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# A message from our Chairman and CEO

I'm proud to share that our commitment at Genesys to enterprise sustainability was increasingly visible during fiscal year 2023 (FY23), and that we have made meaningful progress toward our sustainability strategic goals since launching them in FY21. It has been a year of progress, with two third-parties that measure the efficacy of corporate sustainability initiatives recognizing Genesys as a leader. EcoVadis awarded Genesys a gold medal rating, placing the company's sustainability rating in the top 5% of more than 100,000 companies assessed by the organization. And the Carbon Disclosure Project ranked Genesys equal to or above 83% of companies in the customer experience industry, with a B grade representing an improvement of two levels in just one year.

## Environmental

Genesys organically reduced its overall greenhouse gas (GHG) emissions by 8% year over year in FY23, due in large part to the carbon-saving benefits of transitioning our customers from on-premise solutions to the cloud. Since we began measuring mitigation efforts in FY21, we've now reduced organic<sup>1</sup> GHG emissions by nearly 25%, an important milestone toward our goal of becoming carbon neutral by 2030.

In addition, we opened new LEED Platinum-certified offices in Galway, Ireland, and Menlo Park, California. These latest physical representations of our decarbonization efforts reflect the continued business growth of Genesys and the increasing impact of our broader sustainability strategy.

## Social

We have made significant strides this past year toward our efforts to build a Genesys workforce as diverse as the markets where we do business. Women now make up nearly 30% of our workforce and, fueled primarily by new hires, the percentage of our U.S. employees identifying as part of an underrepresented group grew to 24.5% in

FY23. Representation of those underrepresented groups among our leadership teams increased to 22.5% in the same timeframe.

The proliferation of artificial intelligence (AI) use cases has sparked global debate about the ethical use of AI. This powerful technology has long been core to the Genesys development strategy, and we are committed to applying AI to our solutions to create value with empathy, fairness and transparency. To that end, we have established an AI Ethics Roundtable – informed by leaders with decades of AI experience in product development, strategy, development, legal and other areas of expertise – to guide how Genesys balances driving innovation with our responsibility to apply AI in alignment with our philosophy to use our products for good.

## Governance

We've seen a remarkable uptick in sustainability being a key requirement of prospective customers. We believe our leadership in sustainability is an increasingly important factor in winning new business.

Availability, security and privacy are the bedrocks of our customer value proposition. In fiscal year 2023, we achieved 99.996% availability for the Genesys Cloud CX™ platform, the industry's de facto customer and employee experience platform. Our continued success at transitioning on-premise customers to the Genesys Cloud CX platform makes contact centers more resilient, productive and efficient, and in the process reduces the risk of system failures.

We're still early in our journey to affect meaningful and lasting positive change through the Genesys Sustainability Program, but our track record over the past three years gives us confidence in our ability to meet and exceed our stated goals.



**TONY BATES**

**Genesys Chairman and CEO**

<sup>1</sup> "Organic" in this case means greenhouse gas emission increases or decreases calculated before applying carbon offset credits.

# About Genesys

Every year, Genesys delivers billions of remarkable customer experiences for organizations in over 150 countries. For the last 30 years, the customer has been at the center of all we have done on our path to becoming a leader in cloud experience orchestration. AI-powered experience orchestration allows to deliver personalized, proactive, end-to-end experiences within and beyond the contact center.

As a cloud contact center market leader that orchestrates billions of remarkable customer experiences every year, Genesys is working **toward a better future.**

Our vision is Experience as a Service<sup>®</sup>, which is based on the belief that personalization and empathy create better customer and employee experiences. We are on a mission to create and lead the Experience as a Service category. As we power Experience as a Service for our customers, we take action to help ensure that sustainable practices are incorporated into everything we do—from the way we design our products and build inclusive teams to how we support the communities in which we live and work. In our 2022 Sustainability Report, learn how our products and our commitment to sustainability contribute to a better future.





# FY23 At a Glance

## OUR BUSINESS

More than **7,000 customers** across 100+ countries

More than **50 of the Fortune 100** companies are Genesys customers

**Over \$2 billion** total revenue in fiscal year 2023

Revenues of over **\$835 million** for our Genesys Cloud CX platform, an increase of 54% year over year

**More than 400 customers** with greater than \$1 million annual recurring revenue, including 200 Genesys Cloud CX platform customers

**Strong profitability**, delivering mid-20s Adjusted EBITDA<sup>2</sup> margin

## OUR PRODUCTS

**850,000+ customer** service agents use our cloud platforms

**2,015 issued** and pending patents

**99.996% availability** for our Genesys Cloud CX platform

## OUR IMPACT

**8% organic GHG emissions** reduction since FY22

**Over 40 million charitable organization** interactions\*\* via the Genesys Cloud Platform

## OUR WORKFORCE

**6,000+ employees**

**29.6% women**

**24.5% underrepresented groups<sup>†</sup>**

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

† US only

\*\* Call or digital interactions on Genesys Cloud platforms.

<sup>2</sup> Adjusted EBITDA represents Earnings before Interest, Taxes, Depreciation & Amortization, plus other adjustments such as one-time expenses, restructuring charges and stock-based compensation expense.

# Awards and recognitions

## 2022



Gold Medal rating

FORRESTER

[A Leader in Conversation Automation Solutions](#)<sup>3</sup>



B grade

Gartner

[A Leader in Magic Quadrant™ for Contact Center as a Service](#)<sup>4</sup>



Brazil, Canada, Ireland, India, Philippines, U.K. and U.S. certification

Power Partner

Inc Power Partner



India (6 consecutive years) and U.K

Gartner

[Ranked highest in Critical Capabilities for CCaaS for the use Cases High-Volume Customer Call Center, Customer Engagement Center and Global Contact Center](#)<sup>5</sup>



5 Star Partner Program



[North American Enterprise Cloud Contact Centre Market](#)<sup>1</sup>

FORRESTER

[A Leader in Journey Orchestration Platforms](#)<sup>6</sup>



Best Workforce Optimization (WFO)



[A Leader in Customer Engagement Platforms](#)<sup>2</sup>

<sup>1</sup>Frost Radar™: North American Enterprise Cloud Contact Center Market, 2022, published October 28, 2022

<sup>2</sup>Omdia Universe Customer Engagement Platforms, 2022-23, Mila D'Antonio, Charles Juniper, 12 July 2022.

<sup>3</sup>The Forrester New Wave™: Conversation Automation Solutions, Q3 2022, Forrester Research, Inc. Jessie Johnson, Steven Casey, Faith Born, Arianne Burnette, September 1, 2022.

<sup>4</sup>Gartner, Magic Quadrant for Contact Center as a Service, Drew Kraus, Pri Rathnayake, Steve Blood, Pankil Sheth, 22 Aug 2022.

<sup>5</sup>Gartner, Critical Capabilities for Contact Center as a Service, Steve Blood, Pri Rathnayake, Drew Kraus, Pankil Sheth, 23 August 2022.

## 2023 (AS OF JUNE 1)

FORRESTER

[A Leader in Contact Center as a Service](#)<sup>7</sup>



[Cloud Contact Center Services in Asia-Pacific](#)<sup>8</sup>



[European Cloud Contact Center Market](#)<sup>9</sup>



[Latin American Cloud Contact Centers](#)<sup>10</sup>

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<sup>6</sup>The Forrester Wave™: Journey Orchestration Platforms, Q2 2022, Forrester Research, Inc., Joana de Quintanilha, Paul McKay, June 27, 2022.

<sup>7</sup>The Forrester Wave™: Contact Center as a Service, Q1 2023, Forrester Research, Inc, Max Ball, March 27, 2023

<sup>8</sup>Frost Radar™: Cloud Contact Center Services in Asia-Pacific, 2023, published April 6, 2023

<sup>9</sup>Frost Radar™: European Cloud Contact Center Market, 2023, published April 27, 2023

<sup>10</sup>Frost Radar™: Latin American Cloud Contact Centers, 2023, published May 19 2023



# Integrating sustainability across Genesys

Sustainability is integrated into the strategy of Genesys as one of our four key business metric categories, along with growth, profitability and experience. [Our sustainability strategy](#) is composed of three pillars: environmental, social and governance (ESG). To hold ourselves accountable and promote meaningful progress, we have set targets and goals within each pillar. We closely monitor key performance indicators in each of these areas to help keep our teams on track. To be successful, we aim to engage our whole organization in this work.



“We have spent the last two years building a strong sustainability foundation that is rooted in empathy, inclusion, engagement and innovation. We are now focused on not only meeting but surpassing our goals.”

**BRIDGETTE MCADOO**

**Global Chief Sustainability Officer**



## ENVIRONMENT

### Our 2030 goal:

Become carbon neutral

### Progress through FY23:

- 8% reduction in organic GHG emissions compared to FY22
- Implementation of Green Travel Policy
- LEED office certifications (Galway & Menlo Park offices)

### Our approach:

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



## SOCIAL

### Our 2030 goal:

Positively impact 100 million people in need annually  
Have a workforce as diverse as the markets where we work

### Progress through FY23:

- Impacted lives through our work with charitable organizations
- 24.5% of U.S. employees from underrepresented groups (up from 20% in FY21)
- 29.8% of leadership roles held by women (up from 25% in FY21)
- Orchestrated over 46 million interactions for people in need

### 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 FY23:

- 100% employee completion of compliance training
- 99.996% availability

### 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

Our Global Sustainability team manages our initiatives and policies and tracks ESG developments, which includes sustainability communications with employees, investors and other stakeholders.

### Material issues

We conduct materiality<sup>1</sup> assessments every two years to help us identify and prioritize the issues that are the most impactful to our business and important to our stakeholders. Every action we take has an impact on our stakeholders: When assessing our sustainability strategy and evaluating our performance, it is crucial that we reach out to and intently listen to our customers, industry peers, suppliers, employees and communities.

In April 2023, we completed our most recent materiality assessment, which identified material sustainability topics based on preliminary research and leading sustainability frameworks. It highlighted material issues for us to strategically lead, manage and monitor, as well as emerging issues that we should anticipate. Examples included cybersecurity, climate and ethical AI. We believe our sustainability strategy aligns with issues that are the most material and of increasing importance for our prospects and customers in making purchasing decisions.

<sup>1</sup> 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.

## OUR MATERIAL ISSUES AT A GLANCE

### LEAD

Opportunity to provide elevated industry leadership if circumstances arise.

- Diversity, Equity & Inclusion
- Cybersecurity & Privacy
- Climate & Emissions
- Ethical AI
- Product for Good/Social Impact
- ESG Strategy

### MANAGE

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

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

### MONITOR

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

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

### ANTICIPATE

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

- Biodiversity
- Climate Disclosure Regulation
- Geopolitical Risks
- Metaverse



# Sustainability ambassadors

We are committed to our goals as a business and as individuals to integrate sustainable practices into our behaviors. Over 150 of our global employees are Sustainability Ambassadors who help drive sustainability initiatives through education and engagement.

## Our Sustainability Ambassadors in action:

Across business units and continents, our Sustainability Ambassadors are taking action to make a positive impact. Here are a few ways they engaged their colleagues in FY23.

### Global

- Sustainability Month activities, including planting, cleanup and education
- Honeybees initiative
- Plastic-free July
- Social Wellness Month partnership
- World Cleanup and Car-Free days

### Indianapolis, Indiana, U.S.

- Earth Day park cleanup

### Galway, Ireland

- Woodquay Park cleanup
- Sustainability workshops

### Manila, Philippines

- Earth Day children’s art contest themed “How Can We Help Planet Earth?”
- Pride for the Planet bike ride
- Earth Hour celebrations
- Shampoo bar-making workshop

### India

- Distribution of seed balls to new employees
- Green Walkathon and Plant a Sapling Drive
- Wealth from Waste recycling event
- Pan India cycling event

## PLANT A SAPLING DRIVE



“Measuring your consumption creates awareness and saves energy and money.”

### PETER MEERT

Senior Solutions Consultant, EMEA



“We volunteer for Heartfulness Institute. This helps people to develop spiritually, and in turn, think to avoid wasting material resources.”

### HARIHARAN NAGARAJAN

Sr. Technical Support Engineer, APAC



“I am passionate about living in an environmentally responsible way and I couldn’t wait to join a group of like-minded colleagues.”

### LAUREN MILLER

Business Consultant, Global SBCS & IND, NA





# ADVANCING ENVIRONMENTAL SUSTAINABILITY





# Advancing Environmental Sustainability

## Mitigating climate change

The issue of climate change is no longer looming—it's here. We recognize that in order to help secure a more sustainable future we must take meaningful actions today. At Genesys, we're pursuing a goal to become carbon neutral by 2030. Since announcing this goal in 2021, we've rallied to drive progress across our business.

We refined our internal GHG data collection process and implemented a new GHG tracking platform in FY23. We also completed third-party GHG data assurance for the second consecutive year to help enable greater accuracy and gain insights into how we can better manage our climate change impact companywide. Crucially, we committed to setting science-based targets for our near-term emissions reductions, which we plan to submit for validation with the [Science-Based Targets initiative](#) (SBTi) in FY25.

As we step up efforts to curtail our own emissions, we remain focused on delivering energy-efficient products, along with other solutions to help businesses achieve their climate goals. The intended result: A shrinking carbon footprint, not just for Genesys, but for thousands of our customers worldwide.



## Setting the pace for progress

We're making strides in our sustainability initiatives and earning top marks for our performance. During FY23, two leaders in sustainability ratings recognized Genesys for our progress in modeling sustainable business practices.

We earned a **gold medal rating from EcoVadis** and received a **B grade from the Carbon Disclosure Project (CDP)**. Our EcoVadis gold rating represents an improvement from a bronze rating in under two years. This places us in the top 5% of more than 100,000 companies that EcoVadis has assessed, and in the top 1% of the software provider industry. Meanwhile, our CDP grade jumped two levels in just one year, establishing Genesys management of climate issues as equal to or better than 83% of companies in the customer experience industry.





## Our GHG footprint

**Measure. Manage. Reduce.** We track and measure our GHG emissions reductions in comparison to a 2021 baseline year. Our process includes collecting and assessing emissions data related to our products, operations and data centers, as well as our shipping, hardware procurement, business travel and employee commuting activities.

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.

# Advancing Environmental Sustainability

We estimate that:

**WE'VE ADDED HUNDREDS OF NEW CLOUD CUSTOMERS**

and our cloud emissions have not increased. The cloud is key to our reduction strategy.

**JUST 5% OF OUR SCOPE 2 AND 3 EMISSIONS**

are caused by the operation of Genesys' cloud-based solutions, including those hosted on third-party public cloud platforms.

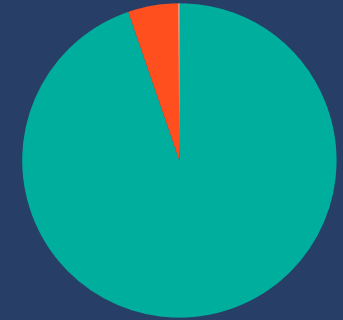
<sup>3</sup>"Overall emissions" refers to Genesys' Scope 1, Scope 2 and Scope 3 emissions identified, estimated and quantified to date. Scope 2 data is location based. Scope 3 emissions from supplier operations are currently excluded from Genesys' inventory boundary. "Purchased goods and services" includes hardware purchases only and is calculated according to the GHG Protocol spend-based calculation method. FY21 freight data was estimated based on cost while subsequent years are based on supplier emissions reporting for Genesys. Genesys continues to refine its GHG accounting methods and expand our scope and anticipates some fluctuation in these calculations as a result.

<sup>4</sup>FY2021 Scope 1 emissions were originally estimated based on office square footage and assumed average gas consumption per sq ft (applied to all offices globally), while all subsequent year Scope 1 emissions were calculated from invoice data following an internal survey to identify locations with Scope 1 emissions. The baseline is revised to reflect findings from our current method.

Energy and GHG emissions data:

**FY23 GHG EMISSIONS (METRIC TONS CO2E / % OF TOTAL)**

- **Scope 1:** 66 (0.05%)
- **Scope 2:** 7,096 (5.4%)
- **Scope 3:** 124,915 (94.6%)






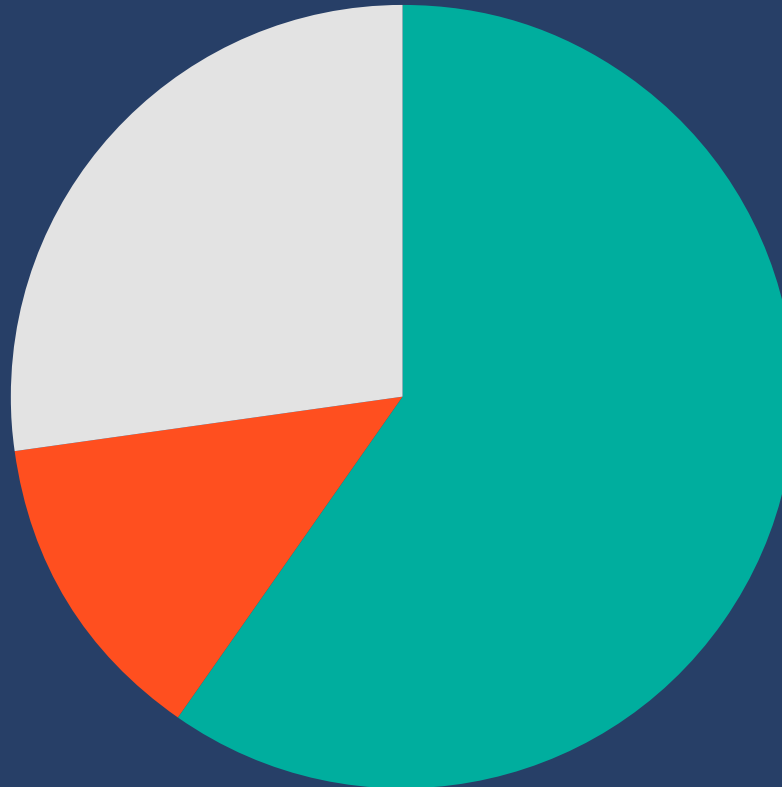
We measure progress toward our 2030 carbon neutrality goal against the following metrics:

Emission Metrics [Net emissions in metric tons CO2e]	FY21	FY22	FY23
<b>Overall emissions</b>	<b>173,967</b>	<b>143,561</b>	<b>131,680</b>
Scope 1 emissions	300	212	66
Scope 2 emissions <sup>3</sup>	11,856	7,421	7,096
Combined Scope 3 emissions <sup>4</sup>	161,811	135,928	124,519
Product-in-use	144,626	123,605	107,479
Purchased goods and services	5,971	5,846	8,161
Freight	1,677	25	40
Employee commuting	8,501	5,942	4,500
Employee travel	1,036	510	4,339

# Advancing Environmental Sustainability

## GENESYS FY23 ENERGY USE

-  Energy from Fuel Consumption (13%)
-  Grid Electricity Colocation Datacenters (27%)
-  Grid Electricity Leased Offices (59%)



**READ OUR GHG EMISSIONS VERIFICATION STATEMENT**

[from our third-party auditor, Apex](#)

**WE USED 22,936 MWH IN FY23**

to heat and power our leased offices and co-located servers. 87% of our total energy use was grid electricity.<sup>3</sup>

<sup>3</sup>Source: Utility bills



# Challenge accepted: Our carbon neutral strategy

Our carbon neutral goal is bold, 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.

Today, many organizations continue to operate with traditional, on-premise solutions that impede progress toward their emissions reduction goals. We partner with these businesses to transition them to cloud-based solutions, which—compared to legacy technologies—can reduce related emissions by up to 88%. For our customers, we believe this is an effective way to help reduce their Scope 2 emissions. At the same time, it reduces Genesys' Scope 3 emissions, which helps us to address the largest part of our carbon footprint. The Genesys Cloud CX™ platform continues to gain market share, with revenue increasing approximately 54% year-over-year to \$835 million.



# Five ways we're driving climate action

## COMMITTING TO SCIENCE- BASED TARGETS INITIATIVE (SBTi)

In FY23, Genesys committed to setting science-based, near-term emissions reduction targets in line with the methodology of SBTi. This is a key element of ensuring that our reduction strategy aligns with leading climate science. It also helps encourage fellow organizations to follow suit.

## JOINING RUBICON CARBON'S LAUNCH COALITION

The new partnership, which we established in FY23, supports Rubicon Carbon's aim to bring trust, transparency and accessibility to the carbon markets. While offsets are not a replacement for significant carbon reductions, investment in high-quality<sup>4</sup> carbon offsets plays a part in our overall decarbonization strategy.

## SIGNING THE CLIMATE PLEDGE

Powered by more than 400 companies in 36 countries, the Climate Pledge is a call to action to reach net-zero carbon by 2040. By signing the pledge in 2021, Genesys committed to providing regular reporting on our GHG emissions, reducing our overall carbon emissions to net zero and only using high-quality carbon offsets.

## REDUCING EMISSIONS THROUGH OUR PRODUCTS AND SERVICES

Our cloud solutions optimize energy by allowing multiple customers to run within the same system, and we offer cloud solutions on platforms of partners who leverage renewable energy and have established net-zero commitments. We also offer customer experience (CX) solutions powered by artificial intelligence (AI), which provide businesses with rich customer insights that can help them streamline their daily operations.

## DECARBONIZING OUR OPERATIONS

Our non-product emissions primarily stem from facilities, procurement, freight, business travel and commuting. To reduce them, we aim to empower our employees to make environmentally conscious decisions and invest in sustainable facilities and renewable energy. This led us to achieve Leadership in Energy and Environmental Design (LEED) Platinum certification for two of our office buildings in FY23.

<sup>4</sup> High-quality offsets are associated with GHG reductions or removals that are additional (meaning the project would not have happened without intervention), not overestimated, permanent, not claimed by another entity, and not associated with significant social or environmental harms.



## Expanding carbon-smart cloud solutions with Amazon Web Services

More than 850,000 users leverage our Genesys Cloud CX platform, a cloud-native solution built on Amazon Web Services (AWS). Research shows that customers who move their on-premise workloads to AWS can reduce the carbon footprint of their IT operations by up to 88%.<sup>5</sup>

Nearly half of the AWS regions where our Genesys Cloud CX platform is hosted are powered by over 95% renewable energy, including a significant portion within the United States. Genesys is also optimizing certain services for AWS Graviton processors, which are highly energy efficient. This enables us to boost efficiency and lower operating costs—all while reducing our GHG emissions.

## Leveraging Pointillist to roll back carbon emissions

The phrase “truck roll” may not be widely familiar, but many people have experienced one firsthand. They occur when a company’s contact center can’t solve a customer’s problem remotely, so they dispatch a field service technician to the customer’s business or home. Common among utilities, communications providers and retail distribution manufacturers, truck rolls cost an average of \$150 to \$300, depending on the region. Many of these occurrences may be unnecessary or ineffective, causing wasted time, added costs and frustration. Unnecessary truck rolls can also drive up a company’s GHG emissions. For some industries, field service dispatches can account for more than 50% of a business’ Scope 1 carbon footprint.

Pointillist® by Genesys offers companies a smart, streamlined solution. The Pointillist Customer Journey Data Hub enables users to transform data from billions of daily customer interactions into a pipeline that supports real-time analysis, modeling and orchestration. Powered by machine learning and A.I., Pointillist helps businesses rapidly identify friction points that lead to truck rolls, assess excess truck roll behavior by segment, and orchestrate proactive measures to intervene. Outcomes include lower costs, enhanced efficiency and a better customer experience—with the sustainability benefit of reducing emissions.



## Responsible disposal of waste

To reduce waste, we aim to reuse certain materials whenever possible. We strive to handle all waste at our facilities using appropriate and environmentally responsible methods. Our global e-waste policy requires that IT assets are collected and reassigned if possible or recycled responsibly at the end of their useful life.



<sup>5</sup>451 Research, “The Carbon Reduction Opportunity of Moving to Amazon Web Services.”  
<https://d39w7f4ix9f5s9.cloudfront.net/e3/79/42bf75c94c279c67d777f002051f/carbon-reduction-opportunity-of-moving-to-aws.pdf>

# Building green: Celebrating two new LEED Platinum certifications

Our state-of-the-art Galway, Ireland, office sits in the heart of West Ireland's largest city and at the edge of the sea. The leased facility spans 36,000 square feet across the Bonham Quay corporate campus, which was designed to integrate sustainability and well-being into the way people work.

The facility is Genesys' latest to receive LEED Platinum certification from the U.S. Green Building Council, the highest possible rating an environmentally friendly office building can receive from the organization. Five thousand miles away, we received the same Platinum certification for our office building in Menlo Park, California, earlier in FY23. Both sites earned high marks for seven sustainability attributes:

- Choosing a location with surrounding density and diverse uses
- Using low-emitting construction materials
- Using advanced energy metering
- Reducing indoor water usage
- Using air quality assessments and enhanced indoor air quality systems
- Providing for significant controls over lighting
- Providing for storage and collection of recyclables

In addition to earning LEED certification, our Galway site earned recognition as a One Planet Living leader by Bioregional. This recognition extends beyond the building's physical attributes and includes lifestyle elements such as living-wage guarantees and our commitment to become carbon neutral by 2030.

Genesys additionally leases LEED certified sites in Hong Kong, China, and Sao Paulo, Brazil. We plan to pursue certification for two additional sites in the near future.



"We proactively plan and manage our office space to minimize our operational impact. Natural lighting, efficient HVAC systems with zoning controls and the open activity-based floor plan are intentional people-first design elements that align with our values."

**KAREN LALLI**

**Vice President of Global Real Estate**





# USING OUR PRODUCT FOR GOOD



# Using our Product for Good

## Empathy in action

At Genesys, we believe a key to delivering a positive customer experience (CX) is an empathetic mindset—the ability to center a customer’s perspective and make them feel heard and understood. We put the power of empathy to work through our Experience as a Service vision, with products that leverage engagement, data analytics and AI. Together, these tools help users achieve personalized, effective and positive experiences at scale.

**The bottom line:** Empathy creates trust and trust drives loyalty, enabling companies to attract and retain customers over the long term.

## FROST & SULLIVAN RANKED GENESYS #1



in cloud contact center innovation,  
with Genesys outranking the  
competition in all four 2022  
“Frost Radar™ Cloud Contact  
Center” reports

## Benefits of Centering Your Customer

According to targeted studies, companies that focus on centering their customers and employees see<sup>6</sup>:



**INCREASE IN CUSTOMER LOYALTY**



**BOOST IN REVENUE**



**MARGIN IN COSTS SAVED**

<sup>6</sup>Harvard Business Review, “The Loyalty Economy.” <https://hbsp.harvard.edu/product/R2001B-HCB-ENG?activeTab=overview>



## NEW REPORT UNDERSCORES THE POWER OF POSITIVE CX TO DRIVE BRAND LOYALTY

In the third edition of our global benchmarking study, “The State of Customer Experience,” we found that most organizations are struggling to deliver the great CX consumers now expect. When their needs aren’t met, many customers will walk away. However, businesses that unlock personalized, empathetic experiences can increase customer value and grow revenue and reach. Insights include:

86%

of consumers believe a company is only as good as its services (up 16% points from 2021)

13%

Yet, only 13% of businesses have the tools and technology in place to deliver the CX people want

43%

of consumers have felt highly valued after a call

77%

of consumers will leave a brand after five or fewer negative interactions with its customer service

80%+

of consumers say they’d purchase additional items from companies that consistently provide personalized CX

50%+

of consumers would pay more to buy from companies that deliver personalized CX every time

### Facilitating stronger student-faculty connections with WGU

Though it can be difficult for working adults to attend courses in person, access to higher education can change people’s lives. As a leading provider of online education, Western Governors University (WGU) has expanded educational opportunities to more than 100,000 students. WGU’s education model uses a holistic care and support network to help students bond with faculty members early on. The university’s contact center is at the heart of this model—facilitating regular personal interactions that help students thrive.

To enhance the student experience and become more mobile and agile, WGU transitioned from the PureConnect™ platform to the Genesys Cloud CX platform. The switch made it easier for students to directly connect with their course instructors, faculty mentors and university staff. The calls are routed over the internet using the Genesys Cloud Voice™ service, which improved call stability and enabled WGU to avoid the hassle and expense of carrier voice services. The shift also benefited WGU’s DevOps team by giving them more control to make changes, as well as contact center agents, who can now work from home. Since implementing the Genesys Cloud CX platform, the contact center has achieved increased productivity and improved call response times by 20%.

## Partnerships that make an impact

Our products put empathy in action to help nonprofits and other organizations efficiently deliver critical—and even life-saving—resources and support. Whether it's advancing efforts to make workplaces more equitable or helping ensure that help is available in times of crisis, we're proud to deploy our technology in innovative and meaningful ways.

## Realizing a vision for tech progress with Lighthouse Works

While technology-driven trends—such as the shift to remote work—have benefited some in the disabled community, they have also created new challenges.

For example, transitioning to digital work can create new obstacles for people who are blind or visually impaired. These groups, who have historically faced challenges in the job market, currently experience an unemployment rate of over 70%.<sup>7</sup> At Genesys, we believe technology can and should do more to provide support. That's the focus of our work to deliver an innovative call center solution in partnership with Lighthouse Works.

Using Genesys' open API, the Lighthouse Works development team has created custom technology that enables people with blindness or vision loss to work in its contact centers without inhibition. During customer inquiries, the technology provides real-time audio cues to agents with advice on how to best respond. This empowers agents to satisfy their customers and effectively field calls—all thanks to a more inclusive technology design.

## Modernizing the National Domestic Violence Hotline's operations to ensure 24/7 support

Over the past 27 years, the National Domestic Violence Hotline has answered more than 6 million calls, chats and texts. Delivering these services are highly trained advocates who empower survivors to make life-changing decisions with dignity

and respect. Since the onset of the COVID-19 pandemic, many factors have caused increased demand for the 24-hour services the hotline provides.

Previously, the hotline operated from a central, on-premise contact center. Its aging infrastructure heightened the possibility of system failures—an outcome that is not an option when lives are at stake. To modernize its operations, the hotline partnered with Genesys to migrate to our Genesys Cloud CX platform. The hotline's vision was to leverage conversational AI and automation in balance with human support to orchestrate survivor-centered experiences that matched the sensitivity and urgency of their needs.

Now, the hotline deploys digital and voice bots powered by Genesys Digital Bot Flows to keep pace with the three-time increase in daily calls, chats and texts. These automated processes make it faster and easier for survivors to anonymously explain their situation, with the context automatically passed on to an advocate who is prepared to step in with personalized resources and support.



"The hotline's digital transformation is an important reminder that customer experience technologies support diverse use cases that extend beyond the traditional contact center. Orchestrating seamless, empathetic experiences between survivors and advocates is enabling them to save more lives every day, with the Genesys Cloud CX platform helping to underpin this mission."

**OLIVIER JOUVE**

**Chief Product Officer at Genesys**

<sup>7</sup>World Services for the Blind, "Employment Barriers for the Blind and Visually Impaired."  
<https://www.wsblind.org/blog/2021/6/16/employment-barriers-for-the-blind-and-visually-impaired>



# Improved uptime and availability

Efficiency, uptime, availability—these are core components of best-in-class CX. When an organization can operate seamlessly and avoid service disruptions, it becomes better positioned to earn and gain customers' trust.

One way we help customers maximize uptime is our Resiliency Operations Center (ROC), which provides special response plays and customized service. Our ROC team works closely with customers to mitigate disruptions by rerouting traffic to our redundant networking sites.

We also support customers by migrating them to cloud-based solutions that make their contact centers more resilient, productive and efficient. Our services are designed to reduce the risk of system failure, spur faster cycles of innovation and expand capacity for growth.

## Helping GoodLeap build a more sustainable future

GoodLeap's platform offers flexible ways for consumers to pay for a range of sustainable products to upgrade their homes, from solar panels to modern HVAC systems and more. Previously, GoodLeap's contact center used Genesys' PureConnect platform to support seven teams with unique call queuing, email and text needs. To make the business more stable and resilient, GoodLeap moved to the Genesys Cloud CX platform.

The shift allowed GoodLeap to build out new functionalities—such as workforce management—while supporting exponential growth. As teams unlocked new features, including predictive dialing, their productivity began to spike. During the first week of deployment, one team increased its calls from about 15,000 to 41,000 in a single day.

<sup>6</sup>Harvard Business Review, "The Loyalty Economy."  
<https://hbsp.harvard.edu/product/R2001B-HCB-ENG?activeTab=overview>

Today, GoodLeap has improved both uptime and visibility and achieved a call abandonment rate of less than 1%. One of the key teams, which works with borrowers to render underwritten decisions, is responsible for a high net promoter score of about 80%. The key is providing agents with the context needed to conduct more productive, efficient calls. Ultimately, these calls lead homeowners to adopt sustainable solutions that help them save money while securing a brighter future for all.

## Delivering a tailored CX solution for TechStyleOS

TechStyleOS is an online fashion retailer serving more than 5 million customers worldwide. To propel its business forward, the company sought to transform its global contact centers. However, its rigid, unstable CX setup created challenges—including several 24-hour bouts of communications downtime—along the way.

After an in-depth search, the company found its platform of choice in the Genesys Cloud CX platform—performing a full global rollout in under 90 days. This provided the retailer with real-time visibility into key performance indicators and the ability to seamlessly build and embed custom solutions and AI. Today, the platform supports personalized experiences across 12 countries and seven languages and has improved uptime by 90%.



# Improved uptime and availability

By switching to the Genesys Cloud CX platform, TechStyleOS has achieved:

**2X  
INCREASE  
IN SELF-SERVICE  
AND CHAT  
DEFLECTION**

**31% FEWER  
ABANDONED CALLS**

**14% RISE  
IN INBOUND  
TRAFFIC ABSORBED  
WITHOUT ADDING  
HEADCOUNT**

**\$250K  
IN SAVINGS  
EXPECTED  
FOR ANNUAL  
LICENSING**

**90%  
IMPROVEMENT  
IN UPTIME**

## **BUILDING ON OUR LONGSTANDING PARTNERSHIP**

Genesys and AWS are doubling down on our commitment to reimagine customer engagement in the digital-first era. This has never been more crucial, as organizations can no longer afford slow innovation cycles and disconnected systems can diminish customer loyalty and trust. Through our new Strategic Collaboration Agreement, we plan to expand joint development and our go-to-market relationship to empower organizations to accelerate their digital transformation and cloud CX strategies.





# COMMITTED TO DEI





# Our DEI strategy

Our focus on empathy and our strong commitment to DEI go hand in hand. We endeavor to provide all our employees a positive and fulfilling workplace experience—one in which their voices are heard, their contributions are valued and their needs are understood.

We employ a holistic DEI approach, focused on the internal and external factors that impact our employees, customers, communities and talent pipeline. By 2030, we aspire to build a workforce as diverse as the markets where we work and to positively impact lives through our work with charitable organizations. To make that happen, we're committed to our strategy to build a more equitable, inclusive culture—within and beyond our company's walls.

From recruitment to development to engagement, we took action to embed DEI principles across our Human Resource (HR) disciplines, within the employee experience and across our business and functional groups.



"This past year was about hitting stride with our DEI work at Genesys, executing against our targeted goals and delivering impactful results. We saw another year of solid growth in the representation of women and people of color across the company, and employee feedback captured from our inclusion index indicates we are also on the right track with our inclusion and belonging objectives."

**ERIC THOMAS**

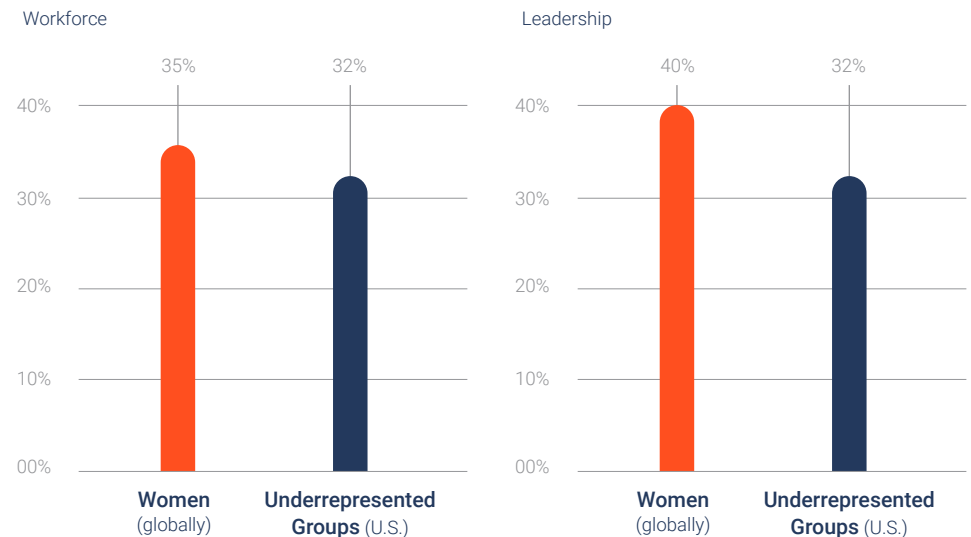
Global DEI Officer at Genesys

## Diversifying our workforce

Our vision for a more equitable and inclusive society is vast, and we recognize we must model this change within. With that in mind, we are making strides in our goal to increase the diversity of our employee base with a focus on women globally, and race and ethnicity within the U.S. We believe these efforts will expand opportunities for talented individuals while helping us to spur innovation, develop inclusive products and meet our customers' unique needs.

By 2030, we want our workforce to be as diverse as the markets where we work.<sup>8</sup> This goal is based on the locations where Genesys has a presence and is designed to align our workforce with available market talent. To achieve this goal, we are working toward the following workforce representation targets by 2030:

## Diversity Goals



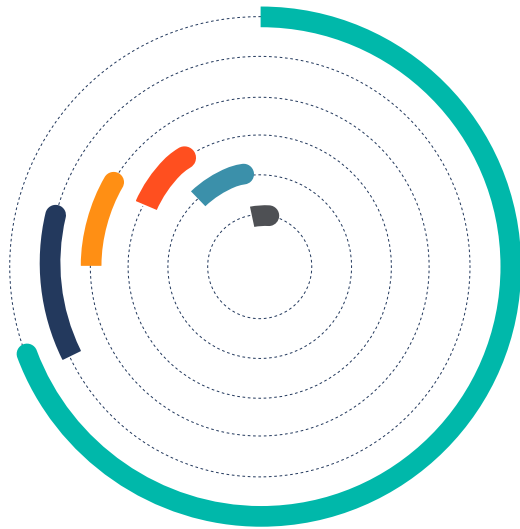
<sup>8</sup>Based on labor market availability and composition.

# Our DEI strategy

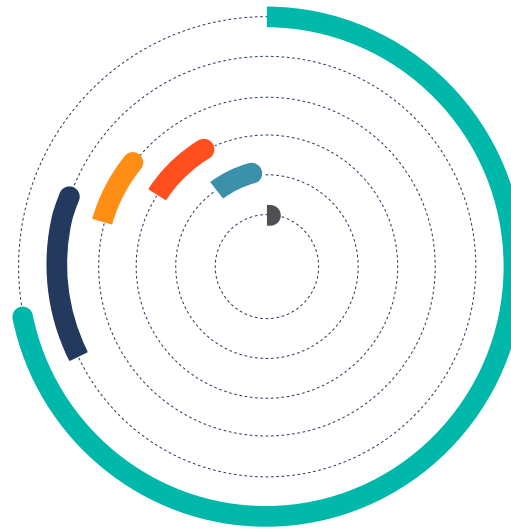
Fueled primarily by new hires, we achieved another year of growth in representation across all targeted demographics in FY23. This included an increase from 21.6% to 24.5% among underrepresented groups in our total U.S. workforce. For the same groups, representation among leadership (defined as director and above) increased from 20.4% to 22.5%. This reflects net gains in representation of 13.4% across the total U.S. workforce and 10.3% in leadership.

## Representation at Genesys<sup>9</sup>

Race/ethnicity representation in U.S. workforce



Race/ethnicity representation in U.S. leadership



**10.3%  
INCREASE  
IN LEADERSHIP  
AMONG  
UNDERREPRESENTED  
GROUPS**

- **White:** 69.4%
- **Undisclosed:** 6.3%
- **Asian:** 11.7%
- **Hispanic:** 5.2%
- **Black:** 5.9%
- **Two or more races:** 1.5%

- **White:** 71.9%
- **Undisclosed:** 5.6%
- **Asian:** 12.3%
- **Hispanic:** 6.5%
- **Black:** 3.5%
- **Two or more races:** 0.2%

<sup>9</sup>Data for calendar year 2022.

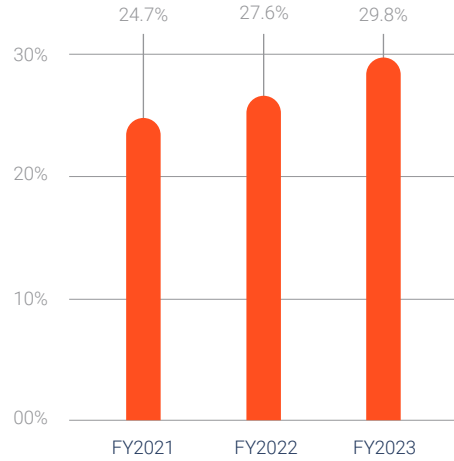


### Women

Global workforce

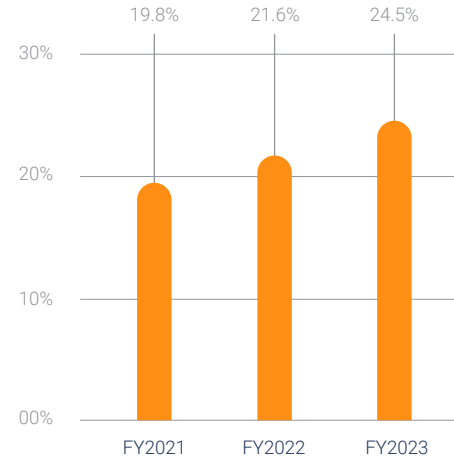


Global leadership

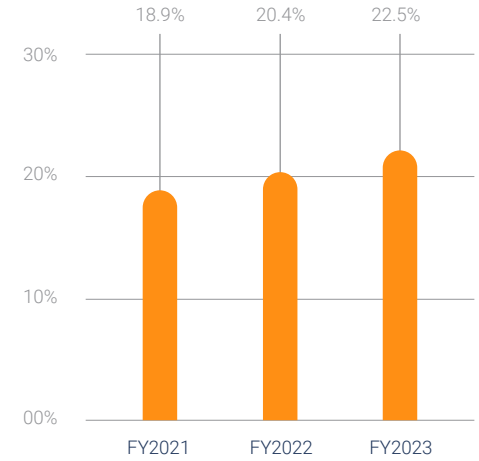


### Underrepresented groups

U.S. workforce

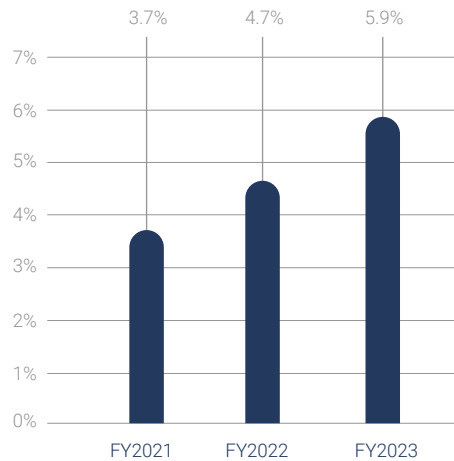


U.S. leadership

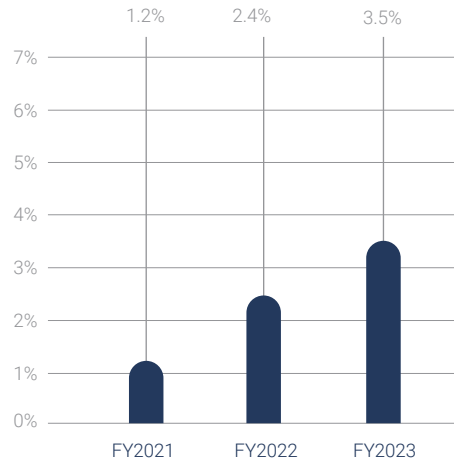


### Black employees

U.S. workforce

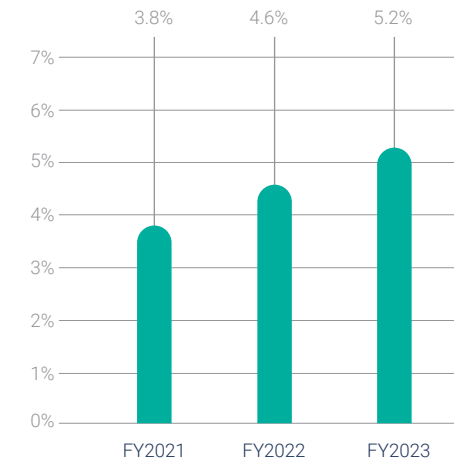


U.S. leadership

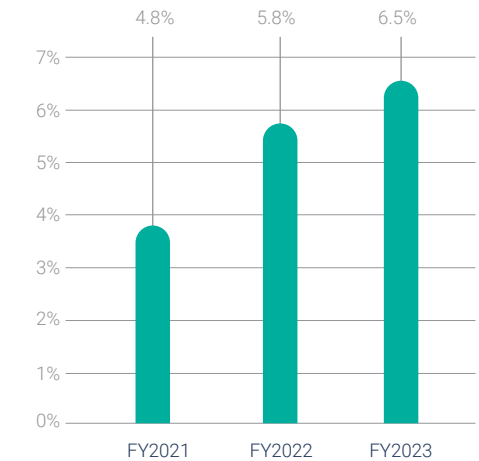


### Hispanic employees

U.S. workforce



U.S. leadership





# Promoting inclusive hiring

When we bring diverse and talented employees together, we believe it has the potential to unlock new potential for success. Studies have shown that diverse teams tend to be more creative, better at tackling complex problems and ideally positioned to reach broader market segments and generate novel ideas.<sup>10</sup> A key component of our DEI strategy is to encourage our recruitment teams to develop diverse candidate slates and hiring managers to be more intentional about hiring diverse talent. This includes creating job descriptions and hiring processes that are inclusive and encouraging for all types of talent.

We also collaborated with our Talent Management team to successfully embed DEI principles into our annual performance management reviews and into the periodic growth and development syncs between people managers and members of their teams. This work was designed to create awareness of how biases can creep into these scenarios. By mitigating these biases, we can create more equitable opportunities for development and growth.

<sup>10</sup> Forbes, "Diversity Confirmed To Boost Innovation And Financial Results."  
<https://www.forbes.com/sites/forbesinsights/2020/01/15/diversity-confirmed-to-boost-innovation-and-financial-results/?sh=1441d490c4a6>



## COMPETENCY-BASED HIRING

Across our functions, we equip our recruiters and hiring managers with competency-based tools to help them mitigate biases and approach the hiring process with objectivity.



## UNCONSCIOUS BIAS TRAINING

All Genesys managers are required to take two unconscious bias trainings focused on recognizing and mitigating workplace biases to create a fair and equitable hiring process. They include DECIDE: The Neuroscience of Breaking Bias and SELECT: Mitigating Unconscious Bias in the Interview Process.



## LEADERSHIP TRAINING

We train our leaders to help them recruit and engage diverse talent, avoid damaging misconceptions and address systemic inequities.



## INCLUSIVE TECHNOLOGY

We use technology to analyze job descriptions for terms that can detract underrepresented applicants. The technology can also block personally identifiable information to promote competency-based hiring.



## DIVERSE RECRUITMENT CHANNELS

To expand our reach to women and people of color, we partner with historically Black colleges and universities, as well as professional organizations that specifically serve underrepresented groups.

## INSPIRE AWARD HONOREES

DEI progress is something we celebrate at Genesys. Our DEI Inspire Recognitions honor outstanding employees who deliver excellence in DEI. We continued these recognitions for the third year in FY23. Our recipients included:



**Changemaker**

**DIANA ENGELBRECHT**

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



**Local S/Hero**

**LUCIANE BARROS**

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



**Bridge Builder**

**ELLA BEN-EZRI**

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

## Creating a culture where everyone belongs

When an employee chooses Genesys, we want them to know they've come to the right place—a place where their leaders and colleagues make them feel included, valued and empowered to do their best work. This goes beyond our policies and processes; we offer opportunities for our employees to have the time, space and resources to build meaningful workplace connections, develop intercultural competencies and engage in DEI causes.

During the past year, we restructured our employee network groups—unifying them under a single, global operating model. We also continued to celebrate DEI excellence among our employees and stepped up our efforts to share our DEI journey with Genesys' global stakeholders. We're proud to highlight the milestones we've achieved and energized to continue this critical work.

### Bringing visibility to our DEI efforts

Part of our DEI strategy is to leverage Genesys' global reach to share our DEI journey with the world. This brings visibility to the importance of DEI in our business and across our industry. It also increases transparency and accountability as we pursue our DEI goals.

### VISIT OUR UPDATED CORPORATE WEBSITE



to see how we're integrating  
[DEI across our organization.](#)

### Gaining insights through our Inclusion Score

Our Inclusion Score uses a multidimensional approach to measure our employees' experiences related to DEI. Through the score, we survey employees about whether they feel a sense of belonging at work and our ability to foster an equitable environment where they can achieve their career development goals.

#### FY23 Inclusion Score snapshot



#### GOAL

Identify potential workplace disparities and pinpoint actions to drive improvements, with a focus on the experience of women and underrepresented groups.



#### METHODOLOGY

Assess the sentiments of belonging, empathy, fairness and equity among different demographics and cohorts, then score those sentiments against Genesys' global employee population.



#### INSIGHTS

We closed gaps in employee sentiment on belonging and fairness, recognizing an 8-point improvement among women and a 5-point gain among underrepresented groups.



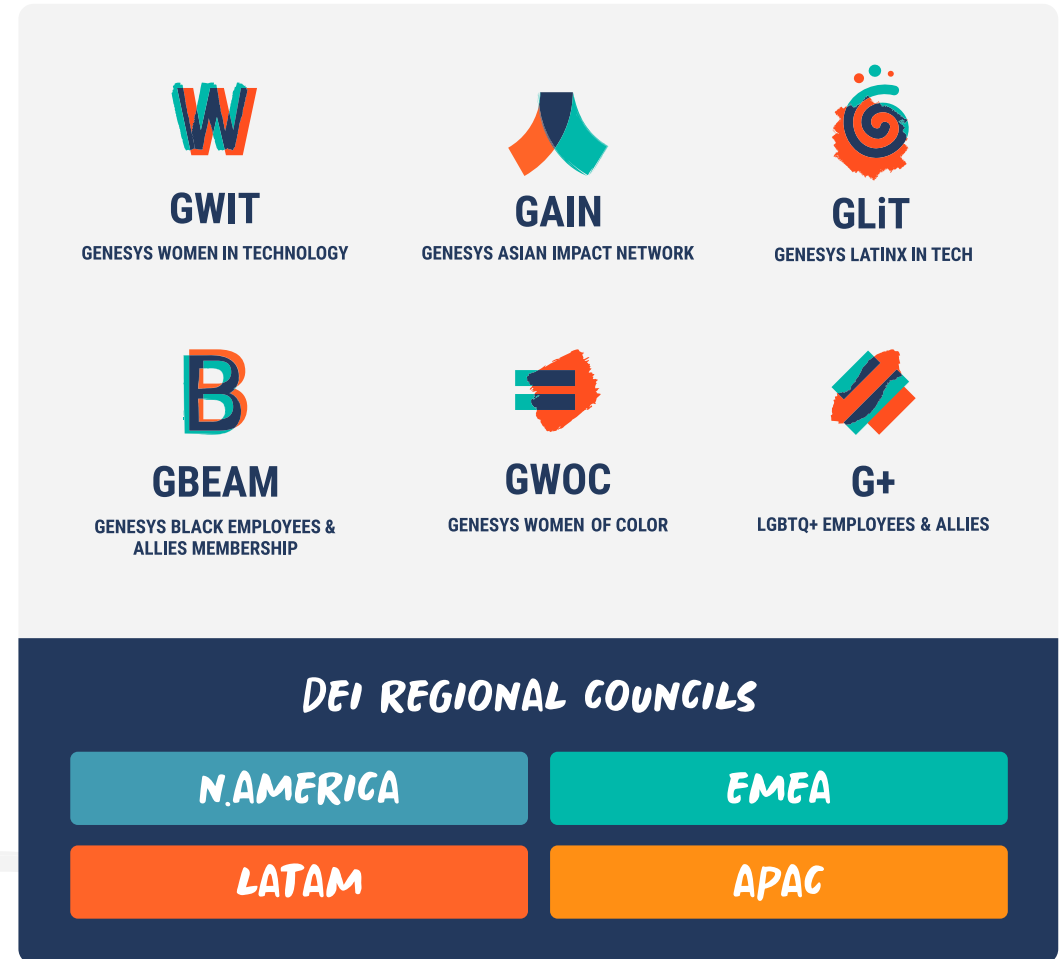
# Training our leaders to drive change

Our leaders set the tone for how we approach our colleagues and work. By training them to exemplify and embed DEI principles, we aim to infuse those principles across our business units, regions and teams.

In 2022, we delivered inclusive leadership learning for our vice president (VP) community with an aim to engage and educate our executive ranks. VPs gained insights into how to model inclusive allyship and leadership, as well as the importance of cascading these principles throughout their organizations.

## Supporting grass-roots employee action

Just as we work with our leaders to help them model inclusive behaviors, we support the grassroots efforts of our employee-led inclusion groups and regional DEI councils. Bringing together members of underrepresented groups and their allies, our six inclusion groups create spaces for community, advocacy and personal and professional development. Their work also aligns with the DEI goals of our organization and our focus on creating a culture strengthened by belonging and empathy. To complement these groups, we have established regional DEI councils that promote cross-cultural understanding and a strong connection to our One Genesys culture. DEI councils are in place in all regions where Genesys does business to help address the cultural nuances of our global workforce while spreading our DEI initiatives worldwide.





In terms of employee engagement, we averaged 10% – 12% across all cultural events. This average aligns with industry benchmarks for employee engagement in corporate DEI efforts. During the year, our GWIT group completed its partnership with Room to Read, a nonprofit organization that helps children in low-income communities develop literacy skills and supports girls as they build skills to succeed in school and navigate key life decisions. Throughout their partnership, GWIT sponsored 114 girls in Sri Lanka, Cambodia, India and Bangladesh; submitted more than 130 “read alouds”; and donated nearly \$35,000.

Meanwhile, our GBEAM group raised over \$22,000 to support partner organizations including the National Compassion Fund and Victims First Inc. This support was directed to those impacted by the 2022 Buffalo, New York, tragedy; the Global Mentorship Initiative; Hack The Hood; 100 Black Men of Indianapolis; the Black Youth Helpline; and Jackson State University in response to the Jackson Mississippi Water crisis.

## FY23 EMPLOYEE INCLUSION GROUP HIGHLIGHTS

**10-12%  
ENGAGEMENT**

across all  
cultural events

**~\$35K  
DONATED  
BY GWIT**

through their partnership  
with Room to Read

**\$22K+  
RAISED BY  
GBEAM**

to support DEI-  
focused causes and  
organizations





# INVESTING IN OUR TALENT





# Success starts with shared values

As a global organization, our values keep us aligned. They guide us toward progress, shape the way we do business and remind us who we are. The One Genesys culture means we embrace empathy, we fly in formation and we're not afraid to go big. This creates a roadmap that is designed to propel us toward success—the Genesys way.

## Becoming a talent destination

Our people are the heart of our company—infusing empathy and innovation into every experience we create. To expand our impact, we are dedicated to attracting and developing stand-out talent.

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

We seek out employees who are driven to make a difference and invest in the training, resources and opportunities needed to help them evolve and thrive. We provide both independence—empowering them to carve their own paths and take ownership of their work—and an environment that is collaborative, empathetic and inclusive. Our goal is to foster a growth mindset that encourages our employees to stay curious and inspired. To help them get there, we leverage educational resources, development programs and performance-based feedback.

In FY23, we focused on educating all employees on our One Genesys values to help them understand our company culture and how they can put these values into action. We provided a deep dive into our corporate strategy and our company's goals for the future, giving our employees visibility into how their roles align with our shared success.



## EMBRACE EMPATHY

- Listen and learn
- Have authentic conversations
- Include and empower



## FLY IN FORMATION

- Prioritize the essential
- Align the team
- Grow together



## GO BIG

- Inspire bold moves
- Innovate and transform
- Deliver excellence

# Success starts with shared values

At the strategy level, we began the foundational work to create a new Global Career Framework. We plan to continue to expand on this framework in the future—further aligning it with our strategy and goals. Our other training and development initiatives included:

## Empower learning series

We provided a six-week, virtual learning series for our Leadership Community focused on topics including:

"LEADING TEAMS THROUGH CHANGE" AND "INCLUSIVE LEADERSHIP"

## Putting development at the forefront

Productive employee development is a two-way endeavor: It requires personal determination, along with thoughtful coaching and leadership support. In FY23, we designated an entire quarter to employee growth and development, with programming focused on a robust “Sync” discussion between employees and their managers.

Throughout the quarter, we led workshops—both in-person and virtually—to guide managers on best practices for having productive development discussions

## Updated global new hire training

We enhanced our global new-hire training to make the experience more of a journey and strengthen the connection between our people, values and guiding principles. This included: immersive learning experiences, new hire curriculum for managers and creating community and belonging from day one.

## Recognition training and ADKAR Leading Teams

We rolled out new training to all managers on the importance of employee recognition and how to take care of themselves and their teams. This helped to support our people managers to provide guidance and support on the well-being of their people, how to manage stress, and how to use positive messaging and celebrate small wins. We also launched ADKAR (awareness, desire, knowledge, ability and reinforcement) “Leading Teams through Change” courses—including a course for our people managers and a special version for all employees—to support them through the many changes and challenges we faced throughout the fiscal year.

with their teams. We also held company-wide webinars for all employees, which provided guidance and tools on how they can help shape their development goals and growth. The webinars included tips for giving and receiving feedback and key steps to elevate performance. **Our goal:** Empower employees to reach for new heights in their careers.

# Employee engagement and satisfaction

Delivering exceptional experiences is what we do at Genesys—not just for customers and their employees but also for our own dedicated employees worldwide. We aim to create an environment where employees feel energized, creative and supported, both in their work and personal lives. Our outlook is that people tend to perform their best when they have an overall sense of well-being, feel heard and are highly engaged. This also tends to fuel recruitment, boost retention and foster innovation, making it a worthwhile investment for both our business and our teams.

## Listening to and learning from our people

Our empathetic mindset keeps us focused on listening to our employees and using their insights to create a workplace where they can thrive. We tune into employee feedback through our annual Employee Engagement and Employee Experience surveys. We launched additional pulse surveys—administered on a quarterly basis—throughout the fiscal year. These follow-up surveys help us stay current on how employees are feeling about their workplace and what we can do to improve.





## 2023 EMPLOYEE EXPERIENCE SURVEY HIGHLIGHTS

Completed in February 2023

Strong participation rate of 80%

### High survey scores:

- ✓ Understanding Genesys' plans for future success
  - ✓ Acceptance by managers and coworkers
- ✓ Flexibility to meet needs of both work and personal life
  - ✓ Manager effectiveness

Insights from 6,600+ comments that continued to illustrate that employees feel:

- ✓ Valued
- ✓ Supported
- ✓ Like they belong



Throughout the year, we also used the Employee Experience Index™ to measure employees' end-to-end experience, from initial recruitment through onboarding to the work and offboarding phases. Additionally, after reviewing our Employee Engagement Survey results from FY23, we identified professional development as an opportunity for improvement. In response, we launched Growth & Development Syncs and Personas for employees and managers. We also updated our internal mobility guidelines.

### IN FY23, WE CONDUCTED OUR THIRD EMPLOYEE SUSTAINABILITY SURVEY



to help raise awareness about sustainable living and deepen our understanding of the environmental impact of our employees working from home. Learn more about what we found and how we engage employees in our sustainability efforts.



## PUTTING EMPLOYEE WELL-BEING AT THE CENTER



of our workplace has long been our approach, and the COVID-19 pandemic underscored the need to do even more. In FY23, we integrated our approach with the ongoing wellness opportunities we provide to our employees.

## Promoting employee well-being

We believe in treating our employees with dignity and respect, which means demonstrating that we value their contributions, and appreciate their holistic needs. We strive to enhance our employees' overall well-being, as well as that of their families, to create a culture of empathy and care.

To enhance our employee experience, we offer the great benefits and perks of a larger tech company, plus the flexibility to strike a balance between life and work. For example, through our Workplace of the Future program, we empower employees to develop a customized plan with their managers to determine their preferred working situation—office-based, flexible or fully virtual—and their primary working hours. We also deliver a variety of innovative mental- and physical-health resources, including the following, which we provided in FY23:

- Flexibility in the form of August “Free” Fridays, a Mental Health Day for all employees during October and additional time off dedicated to “End-of-Year Wellness”
- Additional wellness resources provided during our Social Wellness Month, created in partnership with our Sustainability and DEI teams
- Webinars focused on mental health and well-being for parents
- Tutoring options for employees with school-aged kids
- Reimbursements for home-office equipment to enable comfortable, effective and safe remote work
- Lyra well-being and mental health support, which includes training, counseling and wellness tips to help our employees navigate work in a virtual-first climate
- Additional resources—such as a Lyra alcohol recovery program, financial wellness tools and a physical wellness initiative—that are specific to our U.S. employees.

# Amplifying our impact

Embrace empathy. Fly in formation. Go big. These values go beyond guiding our work—they drive us to uplift the communities where Genesys is based. Our Impact Together program provides an opportunity for employees to embody our values by offering their energy, time and goodwill. It's a way for us to work side by side with our colleagues and make our One Genesys culture even stronger—all in an effort to positively impact our neighbors' lives.



## TO FURTHER SUPPORT UNDERSERVED COMMUNITIES

We encourage our employee inclusion groups and regional DEI councils to partner with organizations that align with each group's overarching vision and mission. Learn more about how our employee networks made a positive community impact in FY23.

Impact Together is employee-driven and employer-supported, meaning the causes that are important to our employees are important to us. We also provide opportunities for employees to make their impact go even farther by participating in matching opportunities, Dollars for Doers, corporate volunteer and giving initiatives and volunteer time off.

## THROUGH GENESYS CLOUD

In FY23, our technology orchestrated over 40 million positive experiences for charitable organizations.



# Our global impact

## Hungary

For the second year of Genesys' global food drive, our Hungary office partnered with the Hungarian Food Bank Association to help raise funds and prepare meals. In the past two years, the team in Hungary has placed first and third in fundraising for the food drive, donating their own funds and earning corporate rewards to help hungry people in their community. Employees also volunteered at the food bank for the International Day of Service, preparing more than 16,000 canned goods for partnering organizations. The food bank is incredibly proud and grateful to call Genesys a community partner.

## Ukraine

When the conflict in Ukraine began, Peter Faust of the Genesys team in Frankfurt, Germany, joined an effort to bring food and medical supplies to those in need. Peter had a license to drive large trucks from his days of military service, so friends asked him to join a large convoy as one of the drivers. The group began in Germany and traveled more than 745 miles across Poland to the border with Ukraine, delivering more than 100 tons of food and medical supplies before driving refugees back with them into Poland and Germany. Peter continued his commitment, making a total of six trips to the border.



# Our global impact

## India

The Genesys team in India has been providing essential support and infrastructure to the students at Government School Nazarathpet since 2019. Identified through an adopt-a-school campaign, the program has encouraged Genesys employees to provide essential items like classroom tables and chairs, hygiene needs and, notably, computers.

“The goal of the campaign is to provide long-term support to the school and create a transformation in terms of infrastructure, competency development and cultural initiatives. The committee aims to revamp the school’s water-treatment plant, provide high-speed internet access and promote extracurricular activities involving Genesys employees who’d like to volunteer.”



**VIJAY KRISHNA**

Senior Manager, CSS





# Our global impact

## Indiana, Massachusetts and North Carolina, U.S.

For 25 years, Rise Against Hunger has been nourishing communities and providing resources for disaster relief. The organization targets specific geographic regions where access to diverse and nutritious food is limited—addressing hunger where the help is needed most. In FY23, our North American offices in Boston, Indianapolis and Raleigh-Durham partnered with Rise Against Hunger to pack nearly 50,000 meals for hungry people worldwide.

## Indiana, U.S.

Since 1976, Habitat for Humanity has helped millions of people improve their living conditions. In FY23, employees from Genesys' Indianapolis, Indiana, office partnered with the organization to bring a local family new hope. More than 100 Indianapolis employees pitched in to support the family of four by building the walls of their new home.

“Genesys Indy helped make a dream a reality for single mom, Cecily, a mother to three boys who has dreamed of owning a home.”



### JOI RILEY

Engagement Coordinator and  
Global Site Reporting







# OPERATING ETHICALLY AND RESPONSIBLY



# Corporate governance

Our CEO and Board of Managers oversee our operations and corporate governance. The Board of Managers includes representatives from the private equity firms Hellman & Friedman and Permira, which collectively own a majority stake in our company.

## United by our values

By maintaining a strong moral compass, we set the stage for environmentally and socially responsible growth. Our employees live and work across numerous political borders, in a variety of cultures and a range of diverse legal frameworks—and we are united in our commitment to do business the right way.

At Genesys, this means conducting our business in a way that is ethical, lawful and honest. To support this commitment, we require all employees to complete an annual, global 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 outlines our commitment to maintaining our customers' trust, loyalty and respect. This commitment drives us to design and deliver innovative, high-quality, secure and reliable products and services and avoid corrupt, illegal, dishonest or deceptive business practices. In FY23, we made updates to our Code of Conduct to further elaborate on our core values and principles.

We encourage employees to speak up if they experience or suspect harassment, a potential violation of our Code of Conduct, or any other Genesys policy or governmental law. Several avenues are available for reporting violations, including contacting a manager, our human resources or legal departments, our chief compliance officer, or the Compliance Helpline, which is available 24 hours a day, seven days a week, and is hosted by a third party.

We do not tolerate intimidation, disadvantage, or reprisal against any employee who makes a report in good faith. Reports may be submitted anonymously—where allowed by law—and, consistent with the law and Genesys policy, all information provided is kept strictly confidential. Reports of violations are investigated and, if appropriate, reviewed in detail by the Genesys Ethics and Compliance Team, Ethics and Compliance Oversight Committee and Audit Committee.

## Anti-corruption

Our Anti-Corruption Policy makes clear that Genesys does not offer or accept bribes or kickbacks and does not tolerate corruption in any of our business dealings. It applies to all Genesys employees and third parties with whom we engage. The policy aligns with anti-corruption laws including the U.S. Foreign Corrupt Practices Act, the U.K. Bribery Act, the OECD Convention on Combating Bribery of Public Officials in International Business and the U.N. Convention Against Corruption.

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

## Export compliance

We have strict procedures in place to facilitate compliance with export control rules and laws of the countries where we do business, including robust internal steps designed to ensure that our products are properly classified for export, the parties involved in export transactions are properly screened and all applicable export authorizations are accurate and obtained in a timely manner. When necessary,

# Corporate governance

We engage third parties to provide additional assurance that we are operating in compliance with applicable rules and laws.

## Anti-harassment

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



## SALES, SERVICES AND OPERATIONS IN RUSSIA

In Mid-March 2022, in response to the unjustified attack on Ukraine and the implications of the conflict to Eastern Europe, Genesys made the decision to halt all sales and operations in Russia and Belarus. Genesys also decided that, in addition to sales and operations, to suspend services and support for partners and customers in those regions.

## GOVERNANCE POLICIES

We have implemented the following governance policies, which apply to all employees, temporary workers, contractors and consultants around the world. In FY23, we updated our Code of Conduct, Supplier & Business Partner Code of Conduct, and Anti-Corruption Policy, and added a new policy on modern slavery.

- Genesys Code of Conduct
- Genesys Supplier & Business Partner Code of Conduct
- [Supplier Diversity Statement](#)
- Genesys Anti-Corruption Policy
- Modern Slavery Policy
- Whistleblower Policy



# Responsible Procurement

## OUR RESPONSIBLE AND SUSTAINABLE PROCUREMENT GUIDELINES



aim to conserve natural resources through the promotion and purchase of recycled, recyclable and renewable materials. We also conduct our Sustainable Procurement course, which helps guide the Sourcing and Procurement team in fair competition, green purchasing and supplier diversity.

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

### Environmentally preferable purchasing

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

- Our preference is to purchase at least ENERGY STAR TM Certified & Alternative Low Power Mode (ALPM) computer equipment. Other computer equipment attributes include recycled tin and fiber-based packaging containing recycled materials.

- We seek to source sustainable Genesys branded products for our online catalog, which are produced with recycled content and renewable materials such as bamboo and fibers.

### Doing more, together

We hold all our suppliers to the same high standards with which we operate our own business. Our updated Supplier and Business Partner Code of Conduct sets forth our ESG expectations for our suppliers and is included in contracting. Third parties are also expected to conduct their own internal risk assessments in accordance with this Code of Conduct, along with providing 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 various criteria, including regulatory and legal compliance, geopolitical, country, privacy, financial and information security risks. Additionally, in FY23, we've conducted new targeted ESG assessments within our supplier base.



As part of our efforts to prioritize diversity across supplier partnerships, we are a member of the Supplier Diversity Coalition, a group of technology companies that prioritizes diversity across supplier partnerships. Through this initiative, we survey

our suppliers to not only track minority ownership, but to also gain insights into the representation including women, racial minorities and LGBTQ individuals within each supplier's employee base, leadership team and board of directors. We review this data when making decisions about vendor selection and contract renewals, while continuing to evolve our supplier diversity categories. Please see the Supplier Diversity Statement for details (in the Corporate governance policies section).

# Privacy and security

We understand the importance of data privacy and security to maintain our customers', suppliers', business partners' and employees' trust. As part of this process, we continually adopt and upgrade our safeguards as cybersecurity threats evolve.

We have identified key region-specific information security standards to bolster the security of our platforms around the world. Where required, we also expand the scope of the globally recognized standards to which we are certified to include areas with a significant operational presence. We also monitor and comply with various data privacy regulatory frameworks across the globe, 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 others.

We also cooperate with the ISO 27018 audits, which contain privacy controls.

The privacy team works closely with the various internal business units to ensure "privacy by design" is embedded in our processes and offerings. In addition to this review process, employees are given data privacy training to ensure that privacy is a key part of the development process.

Role	Responsibilities
<b>Chief Privacy Officer (CPO)</b>	Oversees our companywide data privacy program, monitors its effectiveness and advises on global privacy laws and requirements
<b>European Data Protection Officer (EDPO)</b>	Helps ensure that Genesys meets all requirements of European data protection law
<b>Business unit security teams</b>	Represent the various software and platforms that our customers use, headed by a vice-president-level position
<b>Chief Information Security Officer (CISO)</b>	Works closely with business unit security teams to help bolster the company's overall information security capabilities
<b>Information security team</b>	Works with the CISO and business unit teams to provide services in vulnerability management, security architecture, third-party risk management, guidance on risk and compliance, penetration testing and code scanning/review, and to train developers in secure coding principles and security practices
<b>All Genesys employees</b>	Participate in annual training to review key principles and tenets involving cybersecurity, privacy and compliance

"We look to the principles of GDPR to guide how we process personal data and apply those across our global customer base. We have a duty to not only our customers, but to our customers' customers, to protect their personal information and ensure it's processed in way that is fair, transparent and secure."



**WILLIAM DUMMETT**

Chief Privacy Officer

# Empathy through ethical AI

Genesys uses AI to deliver empathetic experiences for customers and employees at scale. AI and automation tools can make contact center agents' jobs easier—growing customer loyalty and boosting revenue along the way. Over the past year, new forms of AI, including large language models, have received significant interest due to both the exciting possibilities and ethical questions they present. Genesys is committed to seeking practices that aim to leverage our AI technology is built, used and applied in a way that is responsible and fair.

Five years ago, we launched an AI Ethics program in an effort to hold us accountable to our commitment and to develop products that minimize bias and don't diminish the data rights or privacy of individuals or communities. From there, we formed an AI and Ethics Roundtable representing teams who create our AI models, including data scientists, researchers and engineers. The roundtable also includes experts from our marketing, product management and legal departments, whose main objective is to communicate our AI Ethics guidelines to partners, customers and employees. We evolved these guidelines in FY23 to align with our core values. Our updated guidelines include:

Building on the work of the AI and Ethics Roundtable in 2021 and 2022, we evolved Genesys' AI Ethics guidelines to align with our core values. We believe it is critical that the value creation opportunities offered by AI are considered together with empathy toward users (customers and agents). We also believe that applications of AI must provide a sufficient level of transparency, measure and reduce bias where possible, and build on privacy as a core principle. Our efforts toward ethical AI resulted in the creation of a



## **BALANCE VALUE CREATION WITH EMPATHY**

Genesys is 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.



## **INCORPORATE PRIVACY BY DESIGN PRINCIPLES**

Genesys is committed to the core principles of privacy by design, protecting an individual's right to privacy from the outset.



## **UNDERSTAND AND REDUCE BIAS**

Genesys is committed to understanding and reducing bias in AI models to support ethically fair decision-making.



## **BE TRANSPARENT**

Genesys is committed to ensuring stakeholders understand the underlying decision-making processes.

cross-functional Genesys AI Ethics Board that is responsible for the Genesys AI governance framework and tasked with overseeing the company's compliance with the rapidly evolving AI regulations worldwide. We have benefited from this proactive approach, especially in light of the very recent growth in popularity of Large Language Models (LLM) through applications such as ChatGPT that raise many key questions about AI Ethics, handling personal data or explainability.





# APPENDIX





# About this report

This report includes updates on our sustainability strategy, performance and related metrics, covering our fiscal year 2023, which is the period from Feb. 1, 2022, to Jan. 31, 2023, with additional information on activities, where appropriate, through April 2023. Unless indicated or the context requires otherwise, all metrics cover our fiscal year 2023.

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, TCFD Framework and SASB. We obtained limited assurance from Apex Companies, LLC, a third-party service provider, for select sustainability metrics.

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

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



## Forward-looking statements

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

Important factors that could cause actual results to differ materially from such plans, goals, targets, estimates or expectations include, among others: changes in economic, political and business conditions; pandemics (including the COVID-19 pandemic), global hostilities or natural disasters that disrupt normal business operations or other events beyond our control and actions by governments, businesses and individuals in response to the situation; 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, and we undertake no obligation to update these forward-looking statements to reflect subsequent events or circumstances.





# GRI Index

<b>Statement of Use</b>	Genesys has reported the information cited in this GRI content index for the period February 1, 2022 to January 31, 2023 with reference to the GRI standard.	
<b>GRI 1 used</b>	GRI 1: Foundation 2021	
<b>GRI Standard/Other Source</b>	<b>Disclosure</b>	<b>Location/Response</b>
<b>General Disclosures</b>		
<b>GRI 2: General Disclosures 2021</b>		
<b>The organization and its reporting</b>		
2-1	Organizational details	Genesys Telecommunications Laboratories Inc. Menlo Park, CA, USA
2-2	Entities included in the organization's sustainability reporting	Genesys is an incorporated, privately-owned company and the sole entity included in sustainability reporting.
2-3	Reporting period, frequency and contact point	February 1, 2022-January 31, 2023 Annually <a href="mailto:sustainability@genesys.com">sustainability@genesys.com</a>
2-4	Restatements of information	Any restated information can be found in the footnotes of our Sustainability Report.
2-5	External assurance	Apex, our third party auditor, assessed and verified our GHG emissions in FY23.
<b>Activities and workers</b>		
2-6	Activities, value chain and other business relationships	About Genesys
2-7	Employees	About Genesys
<b>Governance</b>		
2-9	Governance structure and composition	Genesys Leadership <a href="https://www.genesys.com/company/leadership">https://www.genesys.com/company/leadership</a>
2-10	Nomination and selection of the highest governance body	<a href="#">Corporate governance</a>
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 Operating Committee and oversees business strategy for the company, which includes climate-related policies and strategy. As sustainability is a strategic business KPI, 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 metrics by which the company evaluates its business performance (the other three being growth, profitability, and experience).
2-13	Delegation of responsibility for managing impacts	As a privately held company, Genesys maintains an Operating Committee (which in essence functions like a board of directors). The Operating Committee is chaired by our CEO and made up of experienced, external experts who serve as Committee Members. At least twice per year, the company's Global Sustainability Officer presents a formal update to the Operating Committee on progress towards Genesys 2030 sustainability targets and annual performance milestones.
2-14	Role of the highest governance body in sustainability reporting	The Chief Sustainability Officer (CSO) is a member of the Genesys leadership team, reporting to the EVP, Chief Strategy and Operations Officer, who reports to the Chief Executive Officer (CEO). The CSO oversees the implementation of our sustainability strategy, integrates sustainability throughout our company, and monitors our environmental and social performance. The CSO leads the internal sustainability team and works closely with an internal Sustainability Council composed of representatives from 11 business functions. The CSO and council work together to create sustainability initiatives and policies, track ESG developments, and manage sustainability communications with employees, investors and other stakeholders.



# GRI Index

2-15	Conflicts of interest	Corporate governance
2-17	ollective knowledge of the highest governance body	Genesys Leadership <a href="https://www.genesys.com/company/leadership">https://www.genesys.com/company/leadership</a>
2-19	Remuneration policies	Our Board of Managers is compensated based, in part, on overall company performance and effective management of our four pillars that include many aspects of sustainability, growth, profitability, and experience.
2-20	Process to determine remuneration	
<b>Strategy, policies and practices</b>		
2-22	Statement on sustainable development strategy	CEO Letter
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 Supplier & Business Partner Code of Conduct Supplier Diversity Statement Whistleblower Policy AI Ethics Guidelines  All Policies: <a href="https://www.genesys.com/company/legal">https://www.genesys.com/company/legal</a> AI Ethics Guidelines: <a href="https://www.genesys.com/collateral/ai-ethics-guidelines">https://www.genesys.com/collateral/ai-ethics-guidelines</a>
2-24	Embedding policy commitments	Corporate governance Responsible procurement Privacy and security
2-25	Processes to remediate negative impacts	Whistleblower Policy <a href="https://www.genesys.com/media/Whistleblower-Policy-April-21-v2.pdf">https://www.genesys.com/media/Whistleblower-Policy-April-21-v2.pdf</a>
2-25	Mechanisms for seeking advice and raising concerns	Whistleblower Policy <a href="https://www.genesys.com/media/Whistleblower-Policy-April-21-v2.pdf">https://www.genesys.com/media/Whistleblower-Policy-April-21-v2.pdf</a>
<b>Stakeholder engagement</b>		
2-29	Approach to stakeholder engagement	Integrating sustainability across Genesys
<b>Material topics</b>		
GRI 3: Material Topics 2021	Approach to stakeholder engagement	
3-1	Process to determine material topics	Integrating sustainability across Genesys
3-2	List of material topics	Integrating sustainability across Genesys
3-3	Management of material topics	Integrating sustainability across Genesys
<b>GRI 200: Economic</b>		
<b>GRI 205: Anti-corruption</b>		
3-3	Management of material topic	Corporate governance



# GRI Index

205-1	Operations assessed for risks related to corruption	Corporate governance Responsible procurement
205-2	Communication and training about anti-corruption policies and procedures	Corporate governance
<b>GRI 300: Environmental</b>		
<b>GRI 302: Energy</b>		
3-3	Management of material topic	Advancing Environmental Sustainability
302-1	Energy consumption within the organization	Advancing Environmental Sustainability 2022 CDP Climate Change, C8.2a
302-2	Energy consumption outside of the organization	Advancing Environmental Sustainability
302-3	Energy intensity	Total Energy Consumed: 19,424 MWh (Source: CDP, C8.2a) Total Customers: 7,000 (Source: About Genesys) Energy Intensity Ratio: 2.77 MWh/customer
302-4	Reduction of energy consumption	Advancing Environmental Sustainability
302-5	Reductions in energy requirements of products and services	Advancing Environmental Sustainability
<b>GRI 305: Emissions</b>		
3-3	Management of material topic	Advancing Environmental Sustainability
302-1	Direct (Scope 1) GHG emissions	Advancing Environmental Sustainability
302-2	Energy indirect (Scope 2) GHG emissions	Advancing Environmental Sustainability
302-3	Other indirect (Scope 3) GHG emissions	Advancing Environmental Sustainability
302-4	GHG emissions intensity	2022 CDP Climate Change, C6.10
302-5	Reduction of GHG emissions	Advancing Environmental Sustainability
302-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	Omission: Genesys does not emit significant air emissions due to the nature of its business model.
<b>GRI 400: Social</b>		
<b>GRI 404: Training and Education</b>		
3-3	Management of material topic	Investing in our Talent
404-1	Average hours of training per year per employee	In FY23, we offered the following training hours to our employees: All employees: 22 hours per employee Managers: 28 hours per manager VP Level & Above: 20 hours per leader
404-2	Programs for upgrading employee skills and transition assistance programs	Investing in our Talent





# GRI Index

404-3	Percentage of employees receiving regular performance and career development reviews	95% of employees received an annual performance review in FY23.
<b>GRI 405: Diversity and Equal Opportunity</b>		
3-3	Management of material topic	Advancing Environmental Sustainability
405-1	Diversity of governance bodies and employees	Diversifying our workforce
<b>GRI 406: Non-discrimination</b>		
3-3	Management of material topic	<p>Creating a culture where everyone belongs  Corporate governance  Code of Conduct  Whistleblower Policy</p> <p>Code of Conduct: <a href="https://www.genesys.com/company/legal/code-of-conduct">https://www.genesys.com/company/legal/code-of-conduct</a>  Whistleblower Policy: <a href="https://www.genesys.com/media/Whistleblower-Policy-April-21-v2.pdf">https://www.genesys.com/media/Whistleblower-Policy-April-21-v2.pdf</a></p>
<b>GRI 413: Local Communities</b>		
3-3	Management of material topic	Using our Product for Good Amplifying our impact
413-1	Operations with local community engagement, impact assessments, and development programs	Using our Product for Good Amplifying our impact
413-2	Operations with local community engagement, impact assessments, and development programs	Using our Product for Good Amplifying our impact
<b>GRI 418: Customer Privacy</b>		
3-3	Management of material topic	Privacy and security



# SASB Index

SASB Index					
Topic	Accounting Metric	Category	Unit of Measure	Code	2023 Response
<b>Environmental Footprint of Hardware Infrastructure</b>	Total energy consumed, percentage grid electricity, percentage renewable energy	Quantitative	Gigajoules, percentage (%)	TC0102-01	Our GHG Footprint
	Total water withdrawn, percentage recycled, percentage in regions with High or Extremely High Baseline Water Stress	Quantitative	Cubic meters (m3), percentage (%)	TC0102-02	
	Description of the integration of environmental considerations to strategic planning for data center needs	Discussion and Analysis	n/a	TC0102-03	Advancing Environmental Sustainability
<b>Data Privacy &amp; Freedom of Expression</b>	Discussion of policies and practices relating to collection, usage, and retention of customers' information and personally identifiable information	Discussion and Analysis	n/a	TC0102-04	Privacy and Security
	Percentage of users whose customer information is collected for secondary purpose, percentage who have opted-in	Quantitative	Percentage (%)	TC0102-05	
	Amount of legal and regulatory fines and settlements associated with customer privacy	Quantitative	U.S. dollars (\$)	TC0102-06	
	Number of government or law enforcement requests for customer information, percentage resulting in disclosure	Quantitative	Number, percentage (%)	TC0102-07	
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Discussion and Analysis	n/a	TC0102-08	
<b>Data Security</b>	Number of data security breaches and percentage involving customers' personally identifiable information	Quantitative	Number, percentage (%)	TC0102-09	
	Discussion of management approach to identifying and addressing data security risks	Discussion and Analysis	n/a	TC0102-10	Privacy and Security
<b>Recruiting &amp; Managing a Global, Diverse Skilled Workforce</b>	Percentage of employees that are (1) foreign nationals and (2) located offshore	Quantitative	Percentage (%)	TC0102-11	
	Employee engagement as a percentage <sup>vi</sup>	Quantitative	Percentage (%)	TC0102-12	Employee Engagement and Satisfaction
	Percentage of gender and racial/ethnic group representation for: (1) executives and (2) all other	Quantitative	Percentage (%)	TC0102-13	Diversifying our Workforce
<b>Managing Systemic Risks from Technology Disruptions</b>	Number of (1) performance issues and (2) service disruptions; total customer downtime	Quantitative	Number, Days	TC0102-14	
	Discussion of business continuity risks related to disruptions of operations	Discussion and Analysis	n/a	TC0102-15	Improved Uptime and Availability



# SASB Index

SASB Index					
Topic	Accounting Metric	Category	Unit of Measure	Code	2023 Response
Intellectual Property Protection & Competitive Behavior	Number of patent litigation cases, number successful, and number as patent holder	Quantitative	Number	TC0102-16	
	Amount of legal and regulatory fines and settlements associated with anti-competitive practices <sup>XVII</sup>	Quantitative	U.S. dollars (\$)	TC0102-17	





# TCFD Index

Disclosure Focus Area	Recommended Disclosure	2022 Response	2022 Reference
<b>Governance</b>			
<b>Disclose the organization's governance around climate-related risks and opportunities.</b>	a) Describe the board's oversight of climate-related risks and opportunities.	Although Genesys is a privately held company, Genesys' Chief Executive Officer (CEO) serves as chairman of the company's Operating Committee and oversees business strategy for the company, which includes climate-related policies and strategy. As sustainability is a strategic business KPI, 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 metrics by which the company evaluates its business performance (the other three being growth, profitability, and experience). Genesys maintains an Operating Committee (which in essence functions like a board of directors). The Operating Committee is chaired by our CEO and made up of experienced, external experts who serve as Committee Members. At least twice per year, the company's Global Sustainability Officer presents a formal update to the Operating Committee on progress towards Genesys 2030 sustainability targets and annual performance milestones.	Introduction> Integrating sustainability across Genesys Introduction> Sustainability governance 2022 CDP Climate Change, 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.	Integrating sustainability across Genesys 2022 CDP Climate Change, C1.1a-1.3a
<b>Strategy</b>			
<b>Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy and financial planning.</b>	a) Describe the board's oversight of climate-related risks and opportunities.	<u>Risks &amp; Opportunities:</u> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Legal: As a global company, Genesys is open to any 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>	Integrating sustainability across Genesys 2022 CDP Climate Change, C1.1a-1.3a



# TCFD Index

Disclosure Focus Area	Recommended Disclosure	2022 Response	2022 Reference
<b>Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy and financial planning.</b>	b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• R&amp;D Investments: Genesys R&amp;D directly supports our best-in-class cloud service offerings, which are directly tied to our environmental targets and footprint reduction strategy.</li> <li>• 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.</li> </ul>	Advancing Environmental Sustainability 2022 CDP Climate Change, 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	Genesys is young in its sustainability journey and has focused its environmental sustainability efforts on strategic planning and developing its carbon inventory. The company anticipates completing climate-related scenario analysis to inform its strategy in the next two years.	Advancing Environmental Sustainability 2022 CDP Climate Change, C3.1-3.4
<b>Risk Management</b>			
<b>Disclose how the organization identifies, assesses and manages climate-related risks.</b>	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.	Advancing Environmental Sustainability 2022 CDP Climate Change, C2.1-2.4a
	b) Describe the organization's processes for managing climate-related risks.		Advancing Environmental Sustainability 2022 CDP Climate Change, C2.1-2.4a
	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: <ol style="list-style-type: none"> <li>1) Committing to Science-Based Targets Initiative (SBTi)</li> <li>2) Joining Rubicon Carbon's launch coalition</li> <li>3) Signing the Climate Pledge</li> <li>4) Reducing emissions through our products and services</li> <li>5) Decarbonizing our operations</li> </ol>	Advancing Environmental Sustainability 2022 CDP Climate Change, C2.1-2.4a
<b>Metrics and Targets</b>			
<b>Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities.</b>	a) Describe the organization's processes for identifying and assessing climate-related risks.	<p>As defined by the internationally recognized GHG Protocol's standards, we consider our GHG impact in the context of:</p> <ul style="list-style-type: none"> <li>• Scope 1 emissions: Direct emissions generated from our own assets.</li> <li>• Scope 2 emissions: Indirect emissions generated by the energy production of utilities.</li> <li>• Scope 3 emissions: All other indirect emissions including, but not limited to, activities occurring within our supply chain and from product use.</li> </ul> <p>Additionally, we use our emissions metrics to pursue our goal to become carbon neutral by 2030. Our emissions metrics give us the ability to remain on track to achieving our goal.</p>	Advancing Environmental Sustainability Integrating Sustainability Across Genesys 2022 CDP Climate Change, C4.1a-4.3c



# TCFD Index

Disclosure Focus Area	Recommended Disclosure	2022 Response	2022 Reference
<p><b>Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities.</b></p>	<p>b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.</p>	<p>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.</p>	<p>Advancing Environmental Sustainability 2022 CDP Climate Change, C5.2-5.3, C6.1-6.10</p>
	<p>c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.</p>	<p>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.</p>	<p>Advancing Environmental Sustainability Integrating Sustainability Across Genesys 2022 CDP Climate Change, C4.1a-4.3c</p>



# U.N. SDG Index

U.N. SDG	Genesys material topic	How we contribute
 <b>5</b> GENDER EQUALITY	<b>Goal 5: Gender equality</b> <ul style="list-style-type: none"> <li>• Workforce DEI</li> </ul>	<ul style="list-style-type: none"> <li>• Committing to DEI</li> </ul>
 <b>8</b> DECENT WORK AND ECONOMIC GROWTH	<b>Goal 8: Decent work and economic growth</b> <ul style="list-style-type: none"> <li>• Workforce DEI and workforce engagement and well-being</li> </ul>	<ul style="list-style-type: none"> <li>• Investing in top talent</li> <li>• Caring for our planet</li> <li>• Committing to DEI</li> </ul>
 <b>10</b> REDUCED INEQUALITIES	<b>Goal 10: Reduced inequalities</b> <ul style="list-style-type: none"> <li>• Workforce DEI</li> </ul>	<ul style="list-style-type: none"> <li>• Committing to DEI-focused giving through Impact Together</li> </ul>
 <b>11</b> SUSTAINABLE CITIES AND COMMUNITIES	<b>Goal 11: Sustainable cities and communities</b> <ul style="list-style-type: none"> <li>• Community impact</li> </ul>	<ul style="list-style-type: none"> <li>• Sustainability Ambassadors</li> <li>• Giving back through Impact Together</li> <li>• Supporting inclusive communities</li> </ul>
 <b>13</b> CLIMATE ACTION	<b>Goal 13: Climate action</b> <ul style="list-style-type: none"> <li>• Climate change management</li> <li>• Customer carbon reduction</li> <li>• Operational energy and emissions</li> </ul>	<ul style="list-style-type: none"> <li>• Doing our part to mitigate climate change</li> </ul>

### **About Genesys**

Every year, Genesys® orchestrates billions of remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a Service<sup>SM</sup>, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement.

By transforming back-office technology to a modern revenue velocity engine Genesys enables true intimacy at scale to foster customer trust and loyalty.