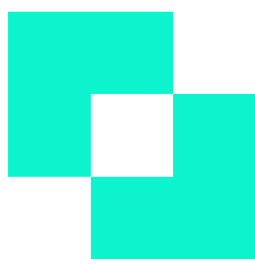
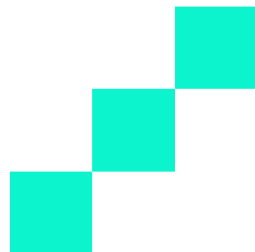


**syniverse**<sup>®</sup>



# Syniverse Labor and Human Rights Report





## 1 Introduction

Syniverse Technologies was founded in 1987 and is headquartered in Tampa, Florida, United States of America. At the end of 2019, Syniverse had 1723 employees located in 28 countries around the world.

Syniverse is committed to providing a safe and healthy work environment free from harassment or discrimination of any kind. During its 33 years of existence, Syniverse has always established and implemented policies and procedures designed to encourage and ensure a work environment that meets this commitment. Beginning in 2020, Syniverse has decided to report Key Performance Indicators in several areas it has deemed important to creating its desired work environment. Syniverse believes it is important to publicly report on these Key Performance Indicators to demonstrate to both internal and external stakeholders the labor and human rights values Syniverse believes are important, the current state of its programs to promote these values, and improvements Syniverse plans to make, and over time, the progress Syniverse makes toward these improvements.

## 2 Material Labor and Human Rights Topics

Syniverse is a leading software and service provider in the telecommunications industry. Based upon a review of certain of its customers' Corporate Social Responsibility ("CSR") reports, a review of the Sustainability Accounting Standard Board Materiality Map and the Global Initiative Report (GRI) on Defining Materiality, and a review of the CSR report of its private equity owner, Syniverse has chosen three areas relating to Labor and Human Rights that it believes are most relevant and where Syniverse can make the largest contributions. These three areas are:

- Career Management and Training
- Diversity, Discrimination and Harassment
- Employee Health and Safety

## 3 Scope of Report

While Syniverse has employees in 28 countries around the world, approximately 82% of its employees work from offices in seven countries. These offices are located in Tampa, Florida; San Jose, Costa Rica; London, United Kingdom; Luxembourg; India (which includes the offices in Bangalore, Hyderabad, Gurgaon and Mumbai) and mainland China (which includes the offices in Beijing and Xi'an). In this report we provide information regarding all Syniverse employees, regardless of location (referred to as "All Employees"), as well as, where available, information for the locations noted above.



## 4 KPIs for Career Management and Training

Syniverse chose to focus on Career Management and Training because it believes that developing its employees will benefit both the employees and Syniverse customers.

### Training Hours.

Syniverse provides training for its employees' personal and professional needs through its on-line training tool known as Syniverse U. One hundred percent of its employees globally have access to this training tool through their company-provided computer. Syniverse U contains an extensive library of over 3,000 training videos on a variety of topics including Syniverse products, security and privacy awareness, technology tools such as WebEx and Zoom and professional management skills. In 2019 Syniverse required 100% of its employees to complete mandatory training on the following topics: Security, Privacy, the Code of Business Conduct, and Anti-Bribery and Corruption. Employees located in certain states in the United States and all newly hired employees world-wide were also required to complete mandatory training on Workplace Harassment.

Set forth below is a chart showing the total number of training hours completed in 2018 and 2019 by All Employees, and training hours completed by employees at its Tampa, Florida; Costa Rica; United Kingdom; Luxembourg; India and China offices. The chart also shows the average number of training hours per employee at each location.

	All Employees	Tampa, Florida	Costa Rica	United Kingdom	Luxembourg	India	China
Total Number of Training Hours Completed							
2018	21,327	6,438	1,378	536	726	8,072	1,023
2019	16,550	6,029	889	546	875	4,043	665
Average Number of Training Hours Completed Per Employee							
2018	11.0	11.9	11.8	10.5	7.7	12.8	7.5
2019	9.6	12.2	6.8	11.1	9.3	7.8	5.1



## Performance Feedback.

Syniverse believes that providing employees with fair and accurate feedback on their performance at least annually allows employees to focus on areas of improvement and ultimately become more effective in their careers, whether at Syniverse or at another company. Syniverse uses a software tool known as Workday to enable employees and managers to agree on objectives at the beginning of each year and to review the employee’s performance with respect to these objectives at the beginning of the following year. The system requires employees and managers to comment on performance with respect to each objective and results in an overall performance rating ranging from “Needs Improvement” to “Exceeds” that can be electronically forwarded to the employee and to human resources. One hundred percent of all employees have access to the Workday tool through their company-provided computer. Once both the employee and the manager have completed the review in Workday, face-to-face meetings are encouraged to discuss the review and retention factors.

Set forth below is a chart showing the percentage of employees who received a formal performance review using the Workday tool in 2018 and 2019 by All Employees, and by employees at its Tampa, Florida; Costa Rica; United Kingdom; Luxembourg; India and China offices.

	All Employees	Tampa, Florida	Costa Rica	United Kingdom	Luxembourg	India	China
Percentage of Employees who Received Formal Performance Review through Workday							
2018	91.37%	95.00%	95.69%	94.12%	87.63%	94.74%	94.16%
2019	95.88%	95.35%	92.31%	91.84%	95.74%	97.30%	96.18%



## Career Management and Retention.

Syniverse believes that it can provide better service to its customers if it is able to retain its employees. Syniverse believes that a key to retaining its most talented employees is to provide these employees with new opportunities and a successful career path. Syniverse performs a succession planning exercise each year to identify employees who demonstrate high performance and employees with high potential as possible successors to all vice president level and above roles within the company. This exercise provides high performing employees and employees with high potential with a career path and provides the company with “bench strength” and the ability to fill important roles quickly in the event of a vacancy.

Set forth below is a chart showing the number of employees identified as a possible successor to a more senior role as part of the Succession Planning exercise and the percentage of these employees retained by the company in 2018 and 2019. Successors are chosen from the pool of All Employees and are not location specific.

	All Employees
Total Number of Employees Identified as Possible Successors	
2018	190
2019	176
Percentage of Identified Successors Retained	
2018	83.68%
2019	98.86%

## 5 KPIs for Diversity, Discrimination and Harassment

Syniverse chose to focus on Diversity, Discrimination and Harassment because it believes diversity and inclusion are the drivers that fuel innovation and transformation. We work to create an inclusive work force where all employees contribute and can harness their full potential. We embrace differences of opinion, perspective, background and experience to succeed in an ever-changing industry and world. Syniverse believes that its policies on diversity, discrimination and harassment enable it to provide better service to its customers around the globe.



## Ethnic Diversity.

Syniverse believes that its workforce is very diverse. Set forth below is a chart showing Syniverse's entire global workforce by self-reported ethnic group as of December 31, 2019.

Ethnic Group	Number of Employees
American Indian/Alaska Native	2
Asian	482
Black or African American	62
Hispanic or Latino	165
Native Hawaiian or Other Pacific Islander	2
Two or More Races	15
Other	39
White	476
Not Self-Reported	480

## Gender Diversity.

Set forth below is a chart showing the percentage of the Company's workforce that was female as of December 31, 2018 and 2019 by All Employees and by employees at its Tampa, Florida; Costa Rica, United Kingdom, Luxembourg, India and China offices.

	All Employees	Tampa, Florida	Costa Rica	United Kingdom	Luxembourg	India	China
Percentage of Employees who are Female							
2018	26.61%	30.19%	19.83%	33.33%	36.08%	18.98%	37.96%
2019	27.10%	32.12%	20.00%	38.78%	34.04%	18.34%	41.22%



## Gender Diversity at Executive Level.

Set forth below is a chart showing the percentage of the workforce in executive positions (Vice President level and above) that are female. The data is shown as of December 31, 2018 and 2019 by All Employees, and for employees at its Tampa, Florida; Costa Rica; United Kingdom; Luxembourg; India and China offices. The chart also shows the percentage of the Directors that are female for the companies that employ people at these locations. The data is shown as of December 31, 2019.

	All Employees	Tampa, Florida	Costa Rica	United Kingdom	Luxembourg	India	China
Percentage of Workforce in Executive Positions that is Female							
2018	16.67%	14.81%	N/A*	N/A*	16.67%	0%	50.00%
2019	16.67%	16.67%	N/A*	0%	14.29%	0%	50.00%
Percentage of members of the Boards of Directors that are Female							
2019		11.11%	50.00%	33.33%	28.56%	14.28%	50.00%

\* There are no executive positions in this location.

## 6 KPIs for Employee Health and Safety

Syniverse chose to focus on Employee Health and Safety because it is committed to providing a safe environment for its employees and helping improve their overall health and wellness. Syniverse promotes the health and safety of its employees by maintaining safe facilities where its employees can work, contributing to the cost of health care insurance for its employees and surveying its employees to monitor employee satisfaction.

### Health Care.

Syniverse believes that one of the most important things it can do to contribute to the health and safety of its employees is to ensure that they have insurance to pay for the cost of healthcare treatment when needed. In the United States, Costa Rica, the United Kingdom, India and China Syniverse provides its full-time employees with access to group health insurance and pays a portion of the cost of such insurance. In Luxembourg, healthcare is provided by the Luxembourg government. Both Syniverse and the employee contribute to the



National Health Fund (Caisse Nationale de Sante – CNS). Set forth below is a chart showing the percentage of employees who are eligible to enroll in company subsidized health care coverage. Data in the chart is for 2018 and 2019 and is provided for All Employees and for employees in its Tampa, Florida; Costa Rica; United Kingdom; Luxembourg; India and China offices.

	All Employees	Tampa, Florida	Costa Rica	United Kingdom	Luxembourg	India	China
Percentage of Employees Eligible for Company Subsidized Healthcare Coverage							
2018	100.00%	100.00%	100.00%	100.00%*	100.00%**	100.00%	100.00%
2019	100.00%	100.00%	100.00%	100.00%*	100.00%**	100.00%	100.00%

\* Healthcare is provided by the UK government. Syniverse provides supplemental private insurance.

\*\*Healthcare is provided by the Luxembourg government. Syniverse contributes to the National Health Fund.

## Wellness.

Syniverse provides numerous voluntary programs for employees that foster the mental or physical well-being of its employees. For example, in Tampa, all of its employees can schedule a 15-minute check-up with health care professionals who visit the Company’s site to check blood pressure, weight, and other factors designed to measure the overall health of an employee. Employees who complete this check-up and a follow up consultation with a health care professional save money on the employee contribution to health care insurance. The wellness benefits vary from country to country.

Set forth below is a chart that shows whether or not the Company offered some type of wellness benefit at its offices in Tampa, Florida; Costa Rica; United Kingdom; Luxembourg; India and China during 2018 and 2019.

	Tampa, Florida	Costa Rica	United Kingdom	Luxembourg	India	China
Did the Company Offer Any Wellness Benefits at this Location						
2018	Yes	Yes	No	No	Yes	Yes
2019	Yes	Yes	No	No	Yes	Yes





## Employee Satisfaction.

Syniverse believes that another key factor in an employee’s health and wellness is satisfaction with his or her job at Syniverse. At least once each year Syniverse conducts an on-line employee survey of its entire employee base. The survey consists of numerous questions, but one question is considered to be an indicator of the employee’s overall satisfaction with working at Syniverse. This question is whether an employee would recommend working at Syniverse to a friend. Set forth below is a chart showing the overall participation rate of employees taking the survey and the percentage of employees who answered the overall satisfaction question with an answer of “Likely” or “Very Likely”. Data in the chart is for 2018 and 2019 and is provided for All Employees and for employees in its Tampa, Florida; Costa Rica; United Kingdom; Luxembourg; India and China offices.

	All Employees	Tampa, Florida	Costa Rica	United Kingdom	Luxembourg	India	China
Percentage of Employees Who Completed the Survey							
2018	88%	77%	93%	100%	97%	93%	100%
2019	72%	53%	61%	81%	78%	84%	100%
Percentage of Employees Who Answered the Overall Satisfaction Question with “Likely” or “Very Likely”							
2018	73%	69%	74%	73%	62%	75%	91%
2019	73%	70%	73%	66%	63%	70%	87%

## 7 Conclusion

Syniverse is dedicated to providing its employees with a safe working environment free from discrimination and harassment that empowers its employees to outperform its customers’ expectations. Syniverse believes that by focusing on the areas outlined in this Report it can achieve this goal. Syniverse also believes that reporting on these Key Performance Indicators each year will encourage continuous improvement.

*Laura E. Binion*

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