

# 2021 Corporate Responsibility Report

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Fiscal Year February 2020 – January 2021



# MAVENIR CORPORATE RESPONSIBILITY REPORT 2021

## ABOUT MAVENIR

A proven expert in network transformation, Mavenir helps Communications Service Providers (CSPs) transform network economics by embracing disruptive and innovative technology and business models, delivering service agility, flexibility and velocity, and driving NFV evolution to achieve web-scale economics.

Mavenir's cloud-native, web-scale architectures foster new service models, open interfaces, and rapid innovation across the entire network.

Mavenir offers fully virtualized 5G-ready cloud-native software solutions across every layer of the mobile network stack, bringing cloud technologies to telecommunications.

Mavenir, with over 4,450 employees and contractors in 2020, servicing 250+ CSPs in over 120 countries, is building the future of networks, focusing on the vision of a single, software-based automated network that runs on any cloud. As the trusted partner to customers around the globe, Mavenir is transforming the way the world connects – realizing new services and the promise of 5G and beyond.



**Global Force**  
4450+ EMPLOYEES &  
CONTRACTORS IN 2020



**SUPPORTING 250+**  
CUSTOMERS



**IN 120 COUNTRIES**  
ACROSS 6 CONTINENTS

For more information, visit [mavenir.com](https://mavenir.com)  
or email [contactus@mavenir.com](mailto:contactus@mavenir.com)

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Message from Mavenir CEO,

# Pardeep Kohli

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Mavenir has always been a telecom industry disrupter, virtualizing the mobile core and being the first to market with innovative solutions such as VoWiFi, VoLTE, and RCS Business Messaging. Today, Mavenir is building the future of networks and pioneering advanced technology towards a single, software-based automated network that runs on any cloud. At Mavenir we embrace new technology and use it to drive break throughs in the telecom industry. It is a fundamental tenant of our company – to transform and invent. We have driven virtualization of the RAN and Packet Core and are pioneering efforts to open the RAN. Technology has made this disruption possible, and we are boldly using it to create the future of networks, with a software driven network that supports all generations.

Our Corporate Sustainability Report spotlights the innovative and ongoing actions we are taking to ensure a healthy and diverse workforce, promote community involvement, and advance environmental performance. Highlights include increasing the use of renewables in our operations and lowering carbon intensity while investing in breakthrough technologies. Mavenir’s commitment has never been stronger and we are fully engaged to protect our workforce and the future of our communities and the environment.

A handwritten signature in black ink that reads "Pardeep Kohli". The signature is written in a cursive, flowing style.

Pardeep Kohli  
President and Chief Executive Officer

[GRI 102-14]

# Mavenir Profile



## MAVENIR OVERVIEW

Mavenir is building the future of networks and pioneering advanced technology, focusing on the vision of a single, software-based automated network that runs on any cloud. As the industry's only end-to-end, cloud-native network software provider, Mavenir is transforming the way the world connects, accelerating software network transformation for 250+ Communications Service Providers in over 120 countries, which serve more than 50% of the world's subscribers.

[GRI 102-1, 2]

We do not currently use or apply the Precautionary Principle or approach, as our operations and products have little, or no, potential for causing harm to the environment.

[GRI 102-11]

Mavenir is a privately held company with its global headquarters in Richardson, TX. Mavenir has operations in over 40 countries globally – key offices are in Richardson, TX, USA; Bangalore, India; Ra'anana, Israel; Brno, Czech Republic; Shanghai, China; Reading, UK.

[GRI 102-3, 4, 5]

## SCALE OF THE ORGANIZATION

For Mavenir's 2020 fiscal year, there was a combined workforce of approximately 4,450 employees and contractors globally. The organization has operations in over 40 countries globally, producing 100+ products in various configurations of solutions in 35 different product categories.

[GRI 102-6, 7, 8]

## MAVENIR GLOBAL WORKFORCE (YEAR END 2020)

By Gender	
Male	3,729
Female	716
Blank	9
<b>Total</b>	<b>4,454</b>

By Region	
NA	534
LATAM	32
EMEA	795
APAC	3,093
<b>Total</b>	<b>4,454</b>

	Type by Gender	
	Full Time	Part Time
Male	3,716	13
Female	703	13
Blank	9	
<b>Total</b>	<b>4,428</b>	<b>26</b>

## MAVENIR ASSOCIATIONS

Mavenir is part of a large ecosystem of associations, including the following:



[GRI 102-13]

For a complete list, please visit [mavenir.com](https://mavenir.com).

Mavenir supports relevant corporate social responsibility initiatives, and has subscribed to or reported into the following economic, environmental, and social charters' principles:

- 1) EcoVadis since 2016
- 2) CDP since 2018
- 3) Quest Sustainability since 2018
- 4) Global Reporting Initiative since 2020 (reporting on 2019 fiscal year)
- 5) UN Global Compact 2021

[GRI 102-12]

## MAVENIR SUPPLY CHAIN

Mavenir Supply Chain and Procurement manage over 2,500 active suppliers around the world through economic and efficient management of the flow of goods and services, as well as effective screening processes of suppliers on topics including human rights, health and safety, and environmental practices. Supplier diversity is included in our management process; women-owned business suppliers are one example.

There have been no significant changes to the organization or our supply chain since early 2020.

[GRI 102-9, 10]



## MAVENIR STRATEGY

Mavenir regularly reviews the impacts, risks, and opportunities associated with its operations and products. Mavenir's impact and risk to the environment are minimal. Where we do supply hardware to customers, we work with suppliers and customers to ensure the ultimate disposal of this equipment is managed according to local and regional legislation.

Mavenir products are evolving to enable customers to reduce footprint and decrease economic and environmental impacts.

The main impact of Mavenir operations on the environment relates to electricity consumption and travel. Both are reviewed annually to ensure the financial and environmental impacts are considered.

### Health and Safety Progress

In 2020, Mavenir's focus centered on the COVID-19 pandemic and its effects on the business, implementing an aggressive safety program led by the COVID task force where work from home initiatives were put in place and critical locations staffed by essential personnel were monitored closely. A global effort to purchase and provide adequate PPE for every location was launched, Mavenir also organized vaccination drives in key employee locations in India, in addition to safety protocols and procedures. Mavenir's employee assistance program (EAP) and emergency hotline information included COVID-related needs and are always readily available to all those in need of support, especially for circumstances involving mental health, isolation, and illness.

## Social and Ethical Progress

Mavenir has zero tolerance for sexual harassment.

We provide a prevention of sexual harassment course for awareness and understanding, and no cases were reported in 2020.

## Employee Engagement

In early 2020, Mavenir's CSR Program Charter 2020-2021 proudly supported several causes and initiatives throughout the world, including, but not limited to:

- NGO Thuvakkam – Best Out Of Waste – event showing how waste can be converted into useful resources.
- Goodera – Inspire Learning For Kids – developing digital learning aids and enhancing the quality of resource material, which will enrich education for the underprivileged children for subjects like Science, Mathematics, English, and more.
- Bhumi – “Teach English” program was organized for Mavenir employees to teach English to underprivileged children, by giving them the tools they need to lift themselves out of poverty and lead a successful life.
- Akshara Foundation (NGO) supports two blocks (North-1 and North-2) in Bangalore District that have nearly 170 government primary schools and about 6,800 children.

An all-employee survey was initiated with respect to the Volunteering Portal Launch Event, and results collated during fiscal year 2020. A high-level summary from the CEO indicated:

- you told us preparations were done well & everything happened seamlessly
- you told us it was great to learn how to create resources out of waste materials
- you like the proactiveness and initiatives by the whole team for the awareness of the event

## Environmental Progress

Mavenir's environmental impact is limited to direct-office use, and a few key suppliers. We started measuring our operations carbon emissions in 2017, with our baseline year collated in 2018, and this is when we set environmental goals.

We evaluated our key suppliers against various criteria, including environmental aspects such as ISO 14001 certification.

## ETHICS & INTEGRITY



### Mavenir's Mission

Building the future of networks with cloud-native software that runs on any cloud and transforms the way the world connects.



### Mavenir's Vision

#### Trust the Future

One Network. Any Cloud. All Software.

### Mavenir's Brand Values

**UNITED:** One Company; One Team; One Unified Vision

**HONORABLE:** Integrity; Respect; Commitment

**PASSIONATE:** Customer Success; Innovation; Winning

**FEARLESS:** Courageous; Bold; Determined

### Mechanisms for advice and concerns about ethics

The Company encourages all employees and third parties to speak up when they suspect some activity or behavior by anyone within the Company, or acting on behalf of the Company, that is not reflective of the spirit and tone of the Code of Conduct. The opportunity to address potential problems helps ensure that we can fulfill the expectations of the Code of Conduct, protect our brand and reputation, and create a productive and fulfilling work environment. We are continually seeking to improve our environment and business processes, including our ethics and compliance procedures and results.

The Company provides many venues for reporting concerns or seeking guidance (including anonymously):

#### ETHICS ADVICELINE:

1-888-278-3178 (toll-free within North America with additional toll-free numbers in other global sites)

#### INTERNET:

[www.mavenir.ethicspoint.com](http://www.mavenir.ethicspoint.com)

[GRI 102-16]



## GOVERNANCE

Mavenir's leadership team, comprised of leaders from all over the world, including our CEO, CFO, Chief Legal Officer, CIO and Chief People Officer, supports Mavenir's efforts and commitment to economic, environmental, health and safety for our employees and their communities. The leadership team's diverse leadership brings together a collective knowledge and guidance that help us set and meet our goal to make a positive impact for the people and the world that surrounds us.

[GRI 102-18, 20, 22, 23, 24]

Mavenir's corporate performance is reviewed with Mavenir's Board, investors, and employees in regular communications. The leadership team collaborates on developing and honing corporate strategies, including an enhanced awareness for risk management, conflicts of interest, child labor laws, employee rights, and safety. Because of the nature of Mavenir's business, with low risk to environmental health and safety, and with the leadership team's oversight, Mavenir has never had a critical incident to report. In the event of a critical situation, a remediation team of leaders would be assembled by the leadership team to take the necessary actions and follow up with regular progress reports.

[GRI 102-21, 25, 28, 30, 31, 33, 34]

Corporate Social Responsibility (CSR) Committee is comprised of the heads of the Environmental Health and Safety (EHS) and Quality departments, which oversee the decision-making

on economic, environmental, and social topics which in turn are shared with the leadership team for their opinions, knowledge, and approvals. The CSR committee is responsible for compiling and approving the sustainability report for each location around the globe. The CSR team enlists the global site leads, HR managers, and EHS administrators to enforce and implement the EHS policies and procedures, as well as communicate issues and successes back to the committee. The CSR committee also, in conjunction with the HR team, introduces social responsibility training and environmental awareness via Mavenir University, a proprietary training forum available to employees.

[GRI 102-19, 26, 27, 29, 32]

Remuneration policies for senior executives in Mavenir are determined by the Compensation Committee in keeping with local regulations in each country and local market practices. The Compensation Committee includes the Executive Chairman and other members from the Board of Directors.

[GRI 102-35, 37]

The Compensation Committee takes into consideration information from recently published reliable market data to determine the remuneration of senior executives. Sources of market data are independent of management.

[GRI 102-36]

As a private company, Mavenir does not publish externally the remuneration of senior executives.

[GRI 102-38, 39]

# Reporting Principles



## STAKEHOLDER ENGAGEMENT

Our leadership solicits input from multiple stakeholders, including employees at all levels, the Mavenir Board, channels, customers, suppliers, and other key stakeholders. We collate input related to sustainability and use this to ensure that we focus on the most relevant material topics and key performance indicators (KPIs). The need to produce this report has been driven by customer feedback on Mavenir CSR performance during 2020.

Stakeholders	Engagement & Dialogue
Customers & Channels	Regular meetings and discussions with teams, feedback through tools where available, web resources, conference calls
Mavenir Board	Regular meetings and discussions, reports
Employees	Engagement surveys, internal media, interviews, all-staff communications
Suppliers	Sustainability surveys and audits

[GRI 102-40, 42, 43, 44]

At the end of FY2020, 1.5% of Mavenir’s workforce was covered by collective bargaining agreements, Israel – 73 employees.

[GRI 102-41]

## SUSTAINABILITY CONTEXT

Mavenir believes in appropriate environment management. Mavenir, as primarily a software company with some hardware manufacture, has low environmental impact.

We follow the ISO 14001 best practices and include environmental factors in our continuous improvement initiatives. Our primary suppliers are ISO 14001 certified, and have active objectives to reduce electric consumption, improve recycling, and improve monitoring.

We participate in several annual assessments from third party organizations, including:

- EcoVadis – since 2014. Results shared with 22+ customers.

- Quest Sustainability – since 2017
- Carbon Disclosure Project (CDP) – since 2018
- United Nations (UN) Global Compact 2021

Mavenir is continuing to develop products that reduce footprint for our customers, and therefore, have a positive impact on various climate-related aspects for our customers.

Our staff are located in over 40 locations globally, so travel is an important part of our business. We are actively requiring staff to reduce travel to purely business-critical trips and to use remote communication methods as the default communication method.



Mavenir has collated scope 1 and 2 greenhouse gas consumption for fiscal year 2020, and compared the results against fiscal year 2019. As our primary consumption is office electricity, where Mavenir rents office space, we are working with the facility managers to impact the electricity consumed and where it is purchased from. Where we own and manage the facility ourselves, we have already switched to green suppliers for electricity.

In 2020, we are looking to improve various aspects of our sustainability context:

- Requiring our key suppliers to provide a CSR report annually, which we will review
- Defining improvement measures to impact our Scope 1 and 2 greenhouse gas consumption

## REPORTING PRACTICE

As Mavenir is a privately held company, we do not share financial information publicly.

[GRI 102-45]

As a global software company, Mavenir is exposed to risks at several levels. We are governed by functional teams, which work together to agree on a sustainability strategy, and maintain appropriate checks and balances designed to minimize social, environmental, physical and ethical risks. Corporate Social Responsibility discussions across all functions occur on a regular basis to ensure our goals and performance are reviewed and appropriate actions for improvement agreed.

[GRI 102-46]

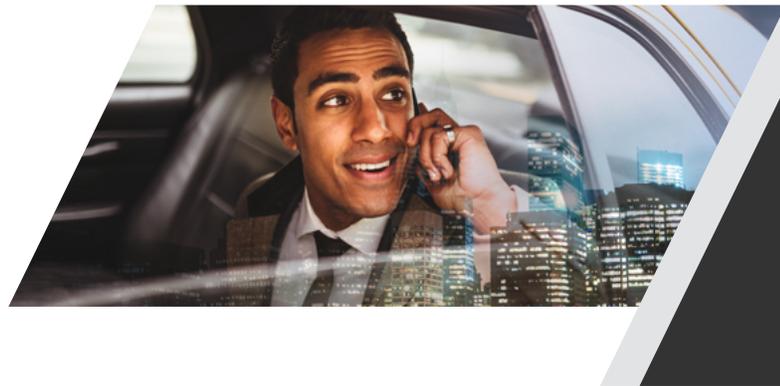
Details of performance in this report relate to the 2020 fiscal year, which started February 1, 2020 and ended January 31, 2021, and has no restatements or changes in this reporting. This annual report has been prepared in accordance with the GRI Standards: Core Option.

[GRI 102-48, 49, 50, 51, 52, 54]

For any questions about this report or its content, please contact [compliance@mavenir.com](mailto:compliance@mavenir.com).

[GRI 102-53]

# Material Topics



## ASSESSMENT

We conduct material assessments periodically to review the sustainability issues we face, capture input from our stakeholders, shape our strategy, and clarify where to focus our resources and reporting. We considered a wide range of economic, environmental, and social topics, and reviewed internal documents, researched web resources, and considered best practice within our industry group, as well as other emerging trends in sustainability. We have set short-term and long-term goals related to several of our most relevant and/or material topics/aspects/issues to manage performance and track progress.

[GRI 103-1, 2, 3]

Category / Sub-Category	GRI	Topic / Aspect / Risk / Opportunity	Boundary	Communication
Economic	102	Company revenue	Both, within & outside	As Mavenir is a privately held company, we do not share financial information publicly
Environmental	305	Greenhouse gas emissions	Both, within & outside	Sustainability Report
	302	Energy consumption	Both, within & outside	Sustainability Report
	307	Environmental	Outside organization	Sustainability Report
Social – Society	205	Anti-corruption program	Within organization	Sustainability Report
	102	Philanthropy	Both, within & outside	Sustainability Report
Social – Human Rights	408	Child labor	Both, within & outside	Sustainability Report
	409	Forced or compulsory labor	Both, within & outside	Sustainability Report
Social – Labor Practices	401	Employee retention / turnover	Within organization	Sustainability Report
	403	Work injuries, fatalities	Within organization	Sustainability Report
	406	Diversity and inclusion	Within organization	Sustainability Report
Supplier Responsibility	102	Supplier diversity	Outside organization	Sustainability Report
		Supply chain evaluation	Outside organization	Sustainability Report

[GRI 102-47]



## ANTI-CORRUPTION

Mavenir enforces a zero-tolerance policy for bribery or corruption of any kind. All staff are required to take annual training about anti-corruption, and compliance is tracked. There have been no unaddressed incidents of corruption identified during the reporting period.

[GRI 205-1]

## ENERGY & EMISSIONS

Mavenir’s facilities are not owned, but are leased or rented space within buildings. We are able to track energy consumption for about 80% of our staff within these buildings.

Mavenir has not yet tracked energy consumption or GHG emissions associated with suppliers.

Mavenir does not emit other significant air emissions, such as ozone-depleting substances (ODS), nitrogen oxides (NO<sub>x</sub>) or sulfur oxides (SO<sub>x</sub>).

[GRI 305-6, 7]

## Management Approach

### Energy consumption for Mavenir-operated facilities

We have two sources of energy consumed in Mavenir-operated facilities – electrical consumption, which is purchased from 100% green sources, and diesel, used for the generator – which is only used when absolutely necessary.

### Energy consumption for third-party-operated facilities

When we use a facility that is operated by a third party, we have limited control of where the electricity is purchased from. For many of the facilities, the electricity consumption directly attributable to Mavenir office space is available, and in these cases, we collate information annually.

[GRI 302-1]

## 2020 Report Statement

	Total Consumption	GHG Impact (Co2e Tonnes)	Co2e/Staff Member
Scope 1 Diesel	1601.14 Gallons	16.32	n/c
Scope 2 Electricity – Facilities	17,615.7 MWh	8,177.46	1.8180207
Scope 2 Electricity – Data Centers	1563.1379 MWh	859.256	0.1910307
Scope 3 Travel	2,663 Trips	692	0.1537494

[GRI 305-1, 2, 3, 4]

Diesel consumption increased 190% (CO<sub>2</sub>e Tons) over 2019 due to power outages, while a 79% decrease in travel is attributed to the pandemic.

### Reduction of energy consumption: Energy Star rated

All our new equipment is Energy Star rated. We do not track this formally, but do consider energy consumption when we purchase new IT and development/test equipment.

### Reduction of energy consumption: Server Virtualization

Mavenir solutions are fully compatible with virtualized hardware and platforms.

[GRI 305-5]

Virtualization brings significant environmental benefits, including reduction in e-waste, energy consumption and data center footprint.

Hosting applications on large, energy-efficient servers requires fewer physical machines, networking gear, and other infrastructure, versus traditional discrete hardware-based solutions. This reduces both energy consumption and the physical footprint requirements.

E-waste reductions are similarly achieved, with fewer servers being obsoleted and discarded with each new generation of hardware.

Our IT, Development, and Test systems use virtual and cloud-based systems for many business needs, including email, databases, and product test infrastructure.

Our customers are evolving to virtualized solutions. Mavenir fully supports these activities and is well-positioned to meet their requirements. We work closely with virtual system providers to ensure that our products are optimized for our customers' virtual and cloud-based platforms.

## ENVIRONMENTAL

Mavenir provides software to our customers. While we also manufacture some hardware, most of the hardware we provide to customers is purchased from a third-party company. Our direct environmental impact is limited to general office activities, such as use of paper, water, etc.

Where we purchase hardware for a customer, we ensure that the environmental aspects of that hardware are appropriately managed by the supplier.

For our office space, we work with the office management company to recycle as much as possible.

Mavenir has not received any fines or sanctions for non-compliance with environmental laws and/or regulations.

[GRI 307-1]





## EMPLOYMENT

Reported for Mavenir direct employees and contractors. All staff are managed using defined processes.

### 2020 Report Statement

FY2020 New Employees and contractors — 32% increase over FY2019

by Region	Headcount Increase
APAC	1007
EMEA	137
NA	91
LATAM	1
<b>Total</b>	<b>1,236</b>

by Gender	Headcount Increase
Female	164
Male	1,068
Blank	4
<b>Total</b>	<b>1,236</b>

by Age Group	Headcount Increase
30 to 50	850
over 50	87
under 30	299
<b>Total</b>	<b>1,236</b>

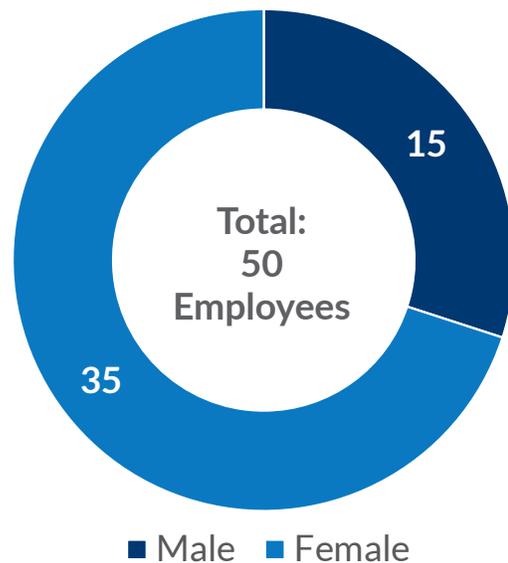
[GRI 401-1]

## Healthcare Benefits

High-quality, affordable healthcare with insurance and disability programs are available to all employees. Parental Leave and a robust 401(k) or other local pension plans are also included in the employee benefits package.

[GRI 401-2]

### Employees on Parental Leave



[GRI 401-3]



## OCCUPATIONAL HEALTH & SAFETY

Reported for Mavenir direct employees and contractors.

### 2020 Report Statement

Mavenir's Occupational Health & Safety (OHS) management system provides structure for identifying, regulating, and minimizing the risks associated with the locations in which we operate. Besides performing regular management-system assessments, we also perform internal and third-party compliance audits and inspections annually. The goal of these assessments is to identify and correct site-specific issues, and to educate and empower employees to implement corrective actions.

[GRI 403-2]

Our OHS management system is based on the International Standards Organization (ISO) 45001 standards. Currently we maintain ISO 45001 certification in our UK location.

[GRI 403-1, 8]

In several locations, mandated and non-mandated health and safety committees work with management to provide a risk-free and safety-compliant workplace for all employees. General safety training is given to all staff at hiring.

[GRI 403-4, 5, 6]

Being that we are primarily a software company with some hardware manufacture, there is a low-risk environment throughout the company. To date, there have been no deaths, ill health, or serious injuries. When third-party customers or suppliers are involved, we make sure they have either a health and safety policy or management system in place.

[GRI 403-7, 9, 10]

As stated in our corporate EHS policy, we are committed to preventing injury and ill health of staff, and to investigating, understanding, and mitigating potential health and safety hazards and risks.

Safety and wellness are among our top priorities, and Mavenir provides comprehensive resources that help our employees thrive, with a full benefits package available to all.

[GRI 403-3]



## TRAINING & EDUCATION

Reported for Mavenir staff and contractors. Training, performance, and career development are managed using internal tools and processes.

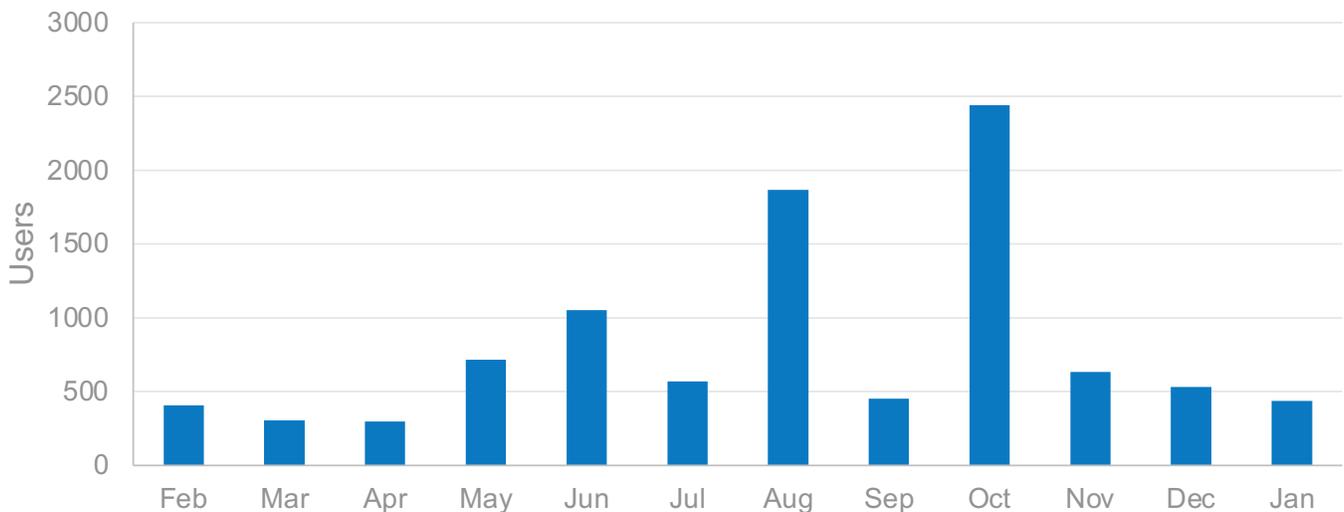
### 2020 Report Statement

All our staff are required to receive annual performance and career development reviews, and we carefully monitor compliance.

Mavenir maintains a proprietary system called Mavenir University, where staff are able to access internal and external training material to enhance their skills. Currently, we include LinkedIn

Learning for the external training material, also tracked within Mavenir University. The graphic below indicates the number of staff accessing courses through Mavenir University, staff can also access training outside of this system for topic-specific training as required. From the training tracked within Mavenir University, staff have an average of 12 hours training per year, and over 96% of all staff are accessing training. The number of different courses accessed through Mavenir University was 320, of which 10 are mandatory.

Mavenir University – Staff Training



[GRI 404-1, 2, 3]

## NON-DISCRIMINATION

Reported for Mavenir staff and contractors.

### 2020 Report Statement

There have been no reported incidents of alleged discrimination within Mavenir during the reporting period.

[GRI 406-1]

## CHILD LABOR

Reported for Mavenir staff and contractors.

### 2020 Report Statement

Mavenir employees are employed under appropriate international law, and no children are employed for any work.

The contract with our suppliers includes clauses to help ensure they comply with relevant legislation. Our suppliers are subject to the Mavenir Code of Conduct for Suppliers, which includes a statement that they will not utilize child labor.

[GRI 408-1]

## FORCED OR COMPULSORY LABOR

Reported for Mavenir staff and contractors.

### 2020 Report Statement

Mavenir employees are employed under appropriate international law, and no employees or contractors are forced to do any work.

The contract with our suppliers includes clauses to ensure they comply with relevant legislation. Our suppliers are subject to the Mavenir Code of Conduct for Suppliers, which includes a statement that they will not utilize forced or compulsory labor.

[GRI 409-1]



# 2020 GRI

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