

Carbon Reduction Plan

Commitment to achieving Net Zero

Genesys is in the process of establishing our science-based target commitments, which will include a 2040 net zero commitment. Genesys has a publicly stated goal to achieve carbon neutrality by 2030 and is a signatory of the Climate Pledge.

Baseline Emissions Footprint

Baseline emissions are a record of the greenhouse gases that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured.

Baseline Year: FY21 (Feb 1 2020 to Jan 31 2021)	
Additional Details relating to the Baseline Emissions calculations.	
Our baseline includes all Genesys emissions across Scopes 1, 2 and 3.	
Baseline year emissions:	
EMISSIONS	TOTAL (tCO₂e)
Scope 1	8,460
Scope 2	11,856
Scope 3 (Included Sources)	163,405 The figure is the sum of the following scope 3 emissions categories, as defined by the Greenhouse Gas Protocol: <ul style="list-style-type: none"> • Use of sold products • Business Travel • Employee Commuting • Purchased Goods and Services • Upstream Transportation and Distribution
Total Emissions	183,721 MT CO ₂ e

Current Emissions Reporting

Reporting Year: FY22 (Feb 1 2021 to Jan 31 2022)	
EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	212
Scope 2	7,420
Scope 3 (Included Sources)	135,928 The figure is the sum of the following scope 3 emissions categories, as defined by the Greenhouse Gas Protocol: <ul style="list-style-type: none"> • Use of sold products • Business Travel • Employee Commuting • Purchased Goods and Services • Upstream Transportation and Distribution
Total Emissions	143,560 MT CO ₂ e

Emissions reduction targets

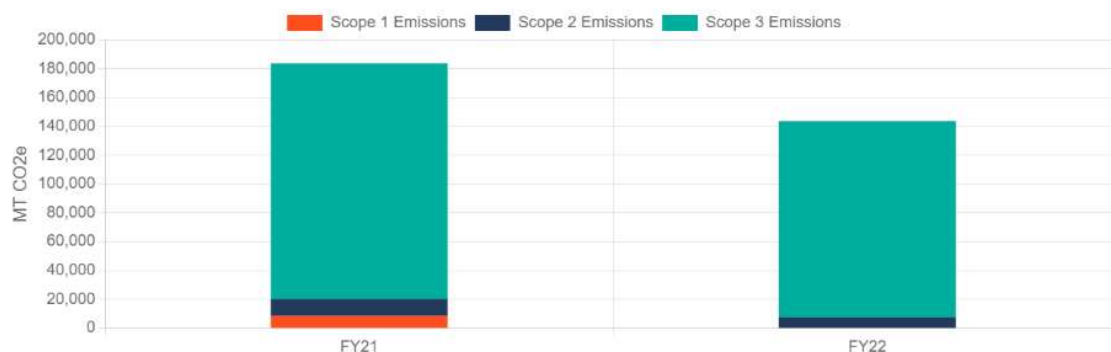
In 2021 Genesys set a goal to become carbon neutral across all scopes by 2030. In 2021, Genesys signed the Terra Carta charter, through which we committed to the goals of protecting the world's biodiversity and working toward net-zero carbon emissions. That year Genesys also joined the Climate Pledge, formally joining hundreds of other companies in committing to reduce our emissions down to zero.

We project that Genesys' scope 1, 2 and 3 emissions will collectively decrease to 82,223 metric tonnes CO₂e by 2027. This is a reduction of **55%**.

Progress against these targets can be seen in the following graph or online at <https://www.genesys.com/company/sustainability>:

Genesys annual emissions

Goal: carbon neutral by 2030



Carbon Reduction Projects

Completed Carbon Reduction Initiatives*

The following environmental management measures and projects have been completed or implemented since the 2020 baseline. The carbon emission reduction achieved by these schemes equate to **143,560 tCO₂e**, a **22%** reduction against the 2020 baseline and the measures will be in effect when performing the contract.

Cloud Transformation

Genesys has made significant progress towards its carbon neutrality goal in the last two years. Our solutions are much more energy efficient when deployed in the cloud than on premises. By reducing the energy our products use and supporting our customers in their cloud transformation journey, we significantly reduce the greenhouse gas emissions associated with our product use. This approach is core to our strategy and organizational commitment to Genesys Cloud CX.

Transparency

Genesys discloses progress towards its carbon reduction goals through our annual report, Ecovadis, and the CDP Climate Change disclosure.

Partnerships

Genesys is proud to be a signatory of:

- The Climate Pledge
- Terra Carta

*Further information on Genesys carbon reduction initiatives is available at <https://www.genesys.com/company/sustainability>

Future Carbon Reduction Initiatives

Genesys plans to continue supporting its customers in their cloud transformation journey through its Genesys Cloud product offering.

Declaration and Sign Off

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard⁴ and uses the appropriate Government emission conversion factors for greenhouse gas company reporting⁵.

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard⁶.

This Carbon Reduction Plan has been reviewed and signed off by the board of directors (or equivalent management body).

Signed on behalf of the Supplier:



EJ Cay
VP UK & Ireland Sales

Date: 10th Jan 2023