RIBBON COMMUNICATIONS
OUR APPROACH TO MATERIALITY

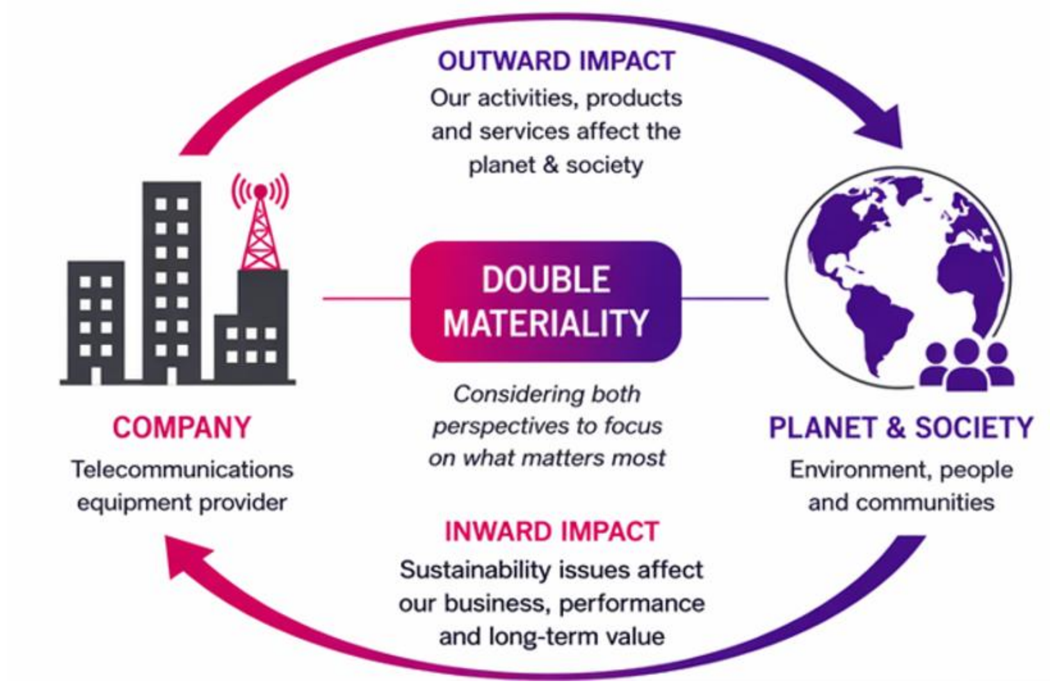
Overview

Stakeholders are defined as groups (or individuals) that can reasonably be expected to be significantly affected by a company's activities, products and services, or whose actions can reasonably be expected to affect the ability of the organization to successfully implement its strategies and achieve its objectives.

Material topics are those that represent Ribbon's most significant economic, environmental and social impacts and/or topics that substantially influence the assessments and decisions of stakeholders. It is important to define the material impacts of a business to focus sustainability activities on what matters most to gain the best outcomes for the business and for society, as well as to gain an early understanding of potential areas of business risk and opportunity.

Double Materiality combines impact-based materiality with sustainability-related financial materiality. It assesses both the broader effects of our activities on the economy, environment and society (outward facing) and the actual or potential risks to our ability to create value over time because of external environmental or social matters (inward facing). This combination provides stakeholders with a comprehensive view of the most significant topics affecting our overall business performance, impacts, risks and value-creation ability.

Assessing materiality and defining key material sustainability topics through a Double Materiality Assessment (DMA) helps identify and prioritize the sustainability issues that matter most to our business and stakeholders. A materiality assessment analyzes inputs from internal and external stakeholders along with global sustainability trends and topics, enterprise strategy and risk assessment to form a specific set of priorities that should be considered in business and sustainability strategy development and disclosure (reporting).



Typically, a DMA includes, aggregates and prioritizes a range of information from different sources, including but not limited to:

- Business strategy and capabilities
- Enterprise risk assessments
- Employee concerns and expectations
- Customer expectations
- Regulatory frameworks
- Global sustainability trends
- Voluntary sustainability disclosure standards and mandated disclosure requirements
- Investor disclosure demands
- Material priorities and disclosures from peers, competitors, customers and suppliers
- Management evaluation of relative importance of the impacts on society and the environment AND the relative strength of stakeholder concerns

Our Approach

Ribbon is committed to following a strategic approach to sustainability and strives to continuously improve its contribution to sustainable development while minimizing areas of negative or potentially negative impact. At the same time, Ribbon believes that managing sustainability proactively can help Ribbon identify opportunities to improve its impacts on society and the environment and deliver sustainable business growth, while gaining an understanding of potential sustainability risks.

Therefore, Ribbon undertakes to define and prioritize sustainability topics in a structured process that can serve as a basis for strategy development, action planning, resource allocation, stakeholder engagement and sustainability communications. Sustainability topics defined as material are incorporated in our sustainability strategy and targets. Non-material sustainability topics remain on our radar in case of future changes, and we strive to maintain performance in these areas in line with overall expectations of our stakeholders.

Material sustainability topics are generally complex, strategic topics that retain their relevance and importance over several years. We undertake to conduct a full materiality assessment every 5 years, with annual reviews and modifications considering strongly emerging trends or changes in our business. We conducted our first impact materiality assessment in 2021. We subsequently concluded our first full **Double Materiality Assessment** in 2024.

Double Materiality Assessment (DMA)

Our DMA followed a structured process, involving management review and approval at each stage.

Stakeholder engagement

At Ribbon, we welcome feedback at all levels of the organization to help us understand the needs of stakeholders and position ourselves to respond effectively.

Ribbon's Key Stakeholder Groups		
• Customers • Employees • Suppliers • Society and Planet	• Capital Markets • Regulators • Industry	• Financers • Communities • Influencers

We re-engaged with stakeholders in various ways to reaffirm our understanding of their perspective and expectations of Ribbon in our rapidly evolving world. Their responses contributed to the development of our DMA. See Our Approach to Stakeholder Engagement

We continue to track the queries we receive from our global customer base that relate to sustainability topics ranging from climate change mitigation through to health and safety, human rights and more. In 2024, we received the highest number of queries since our tracking started more than 13 years ago – an increase of 30% compared to 2023. These customers represent more than 85% of our revenues, reflecting the high interest in sustainable practices from this stakeholder group.

Top 10 Sustainability-Related Queries from our Customers	
Business Continuity Planning	Scope 3 GHG Emissions
Ecovadis Score	Health and Safety
Environmental Management System	Science-based Targets
Carbon Footprint	Responsible Supply Chain
Facilities Security	Net Zero Ambition and Plans

With these stakeholders in mind, we gathered additional input to inform our overall analysis of the relevant universe of sustainability topics for Ribbon.

Developing a universe of sustainability topics

We analyzed and aggregated the expectations of global stakeholders a broad range of standards, frameworks, trends, disclosures and direct inputs from a range of external and internal sources as follows:

DMA Input Sources in 2024	
Public disclosures from 12 customers	8 leading sustainability standards and disclosure frameworks
Public disclosures from 13 competitors and peers	Insights received by Ribbon from investment analysts
Global and industry trends from 3 sources	Ribbon 2023 Enterprise Risk Management summary
Stock market disclosure requirements from 1 source	Insights from Ribbon managers and leaders across all functions and geographies

This analysis of multiple sources yielded more more than 600 identified topics, many of which were similar. We collated and combined similar topics, reducing the list to some 150 topics, which we then evaluated and prioritized in detail using explicit criteria and rankings.

Prioritizing sustainability topics

For each topic, we assessed both Impact Materiality and Sustainability-related Financial Materiality, using the criteria listed below.

Criteria for Analysis and Prioritization of DMA Topics	
Impact Materiality	**Sustainability-related Financial Materiality**
Scale (gravity of impact)	Probability of risk
Scope (spread of impact)	Scale of financial damage
Irremediability (possibility of reversal to prior state)	Scale and degree of financial opportunities
Overall likelihood of the impact occurring	Enterprise Risk Management results where relevant

All the criteria above were scored on a high-medium-low scale, with specific evaluation criteria established for each topic at each level of the scale. The timescale for all risks was medium-term, and positive/negative and actual/potential filters were used to create a balanced and realistic result. Financially material topics were reviewed against our robust annual Enterprise Risk Management process and results, and evaluation thresholds were aligned accordingly.

The assessment resulted in ten topics that were evaluated as material from both an impact and a sustainability-related financial standpoint. These topics were reviewed and discussed in a leadership workshop with representatives from all Ribbon functions, building on their specific knowledge of our business impacts and stakeholder interests.

Several topics that fell below the materiality threshold continue to be on our radar and remain part of our overall sustainability plans and performance. These topics include, for example, water conservation and community impacts, and we continue to track, improve where possible, and disclose on these topics.

Material Topics (*see Figure 1*)

Ribbon's 10 Material Topics	
Network resilience: Ensuring effective, scalable, reliable, secure and efficient networks through products and services provided to our customers.	**Customer experience:** Providing customers with innovative products and services and an overall positive experience in all interactions with Ribbon, including customer service.
Access to connectivity: Producing products and delivering services to customers who are underserved by other networks and/or in remote or rural communities.	**Climate change mitigation:** Addressing the impacts of Ribbon's operations throughout the value chain to minimize GHG emissions and their causes from fossil fuel use. This includes demonstrating improvements in the electrical efficiency of our solutions.
Responsible workplace: Ensuring compliance with global labor regulations and maintaining an ethical, safe, inclusive and empowering working culture, and providing training our workforce in best practices.	**Product circularity:** Delivering products that are aligned with Circular Economy Principles including interoperability, durability, power-efficiency in use phase, use of recycled materials in hardware and packaging and designing with recyclability at the time of repair or end of life.
Health and safety: Ensuring workplace and work activities are free from risks and hazards and instilling a culture of safety, including at Ribbon facilities and customer sites.	**Business ethics:** Operating with integrity and in line with Ribbon's Code of Ethical Conduct in all activities, including anti-corruption, anti-bribery and responsible use of technology.
Data security and privacy: Maintaining robust cybersecurity controls to protect information and assets owned by Ribbon, its suppliers and customers, and maintaining robust privacy controls to protect personal data processed by Ribbon.	**Supply chain management:** Managing the supply base to conform with ethical standards and sustainable practices, including human rights and environmental targets.

Aligning material topics to reporting standards

We mapped our material topic to the GRI Reporting Standards for the purposes of sustainability disclosure.

Material Priority	GRI Standards	GRI Topic-Specific Disclosures
Network Resilience	GRI 203: Indirect economic impacts 2016	203-2
Access to connectivity	GRI 203: Indirect economic impacts 2016	203-2
Responsible workplace	GRI 401: Employment 2016	401-1
	GRI 404: Training and Education	404-1 to 404-3
	GRI 405: Diversity and Equal Opportunity	405-1
Health and safety	GRI 403: Occupational Health and Safety 2018	403-1 to 403-10
Customer Experience	GRI 3: Material Topics 2021	GRI Topic-Specific Standard not available. Ribbon proprietary metric used to measure performance in this area.
Climate change mitigation	GRI 302: Energy 2016	302-1, 302-3
	GRI 305: Emissions 2016	305-1 to 305-4
Product circularity	GRI 302: Energy 2016	302-5
Business ethics	GRI 205: Anti-Corruption 2016	205-3
	GRI 419: Socioeconomic Compliance 2016	409-1
Data security and privacy	GRI 418: Data privacy 2016	418-1
Supply chain management	GRI 414: Supplier Social Assessment 2016	414-1

Aligning material topics to the SDGs

The following table shows how our materiality-based approach supports relevant United Nations Sustainable Development Goals (SDGs) and targets.

Material Clusters and Topics	SDG	SDG Relevant Targets
Networks and People • Network resilience • Access to connectivity • Responsible workplace • Health and safety • Customer experience	8 DECENT WORK AND ECONOMIC GROWTH 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	• **Target 8.1:** Sustainable economic growth • **Target 8.4:** Improve resource efficiency in consumption and production • **Target 8.5:** Full employment with decent work with equal pay • **Target 8.7:** Protect labor rights and promote safe working environments • **Target 9.1:** Develop sustainable resilient and inclusive infrastructures • **Target 9.4:** Upgrade industries and infrastructures for sustainability • **Target 9.5:** Enhance research and upgrade industrial technologies • **Target 9-C:** Universal access to information and communications technology

Climate and Nature • Climate change mitigation • Product circularity	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION	• **Target 12.4:** Responsible Management of Chemicals and Waste • **Target 12.5:** Substantially reduce waste generation • **Target 13.1:** Strengthen resilience and adaptive capacity to climate related disasters • **Target 13.2:** Integrate climate measures into policies and planning
Responsible Business • Business ethics • Data security and privacy • Supply chain management	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	• **Target 12.6:** Adopt sustainable practices and sustainability reporting • **Target 12.7:** Promote sustainable procurement practices

Governance

Executive direction of our approach to Materiality is led by Ribbon's Executive Vice President and Chief Legal Officer.

The outcome of the DMA and the discussions prioritized the ten topics to be material both from an impact materiality and sustainability-related financial materiality perspective. The results of the materiality assessment were approved by our Executive Team, presented to the NSCG Committee and supported by the Board of Directors.

Disclosure

We provide public transparency regarding Ribbon's approach to Materiality in our annual Sustainability Report, available on our website.

Figure 1. Ribbon’s 10 Material Topics

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