



Sorenson

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ENVIRONMENTAL RESPONSIBILITY 2024 UPDATE



Environmental Responsibility

Our values and commitment to sustainability

At Sorenson, we recognize the need to take decisive action towards fostering a sustainable future. Our commitment to environmental stewardship is reflected in our environmental responsibility plan, which prioritizes reducing our carbon footprint and engaging stakeholders in collective action. Highlights of our environmental sustainability efforts and accomplishments to date include:

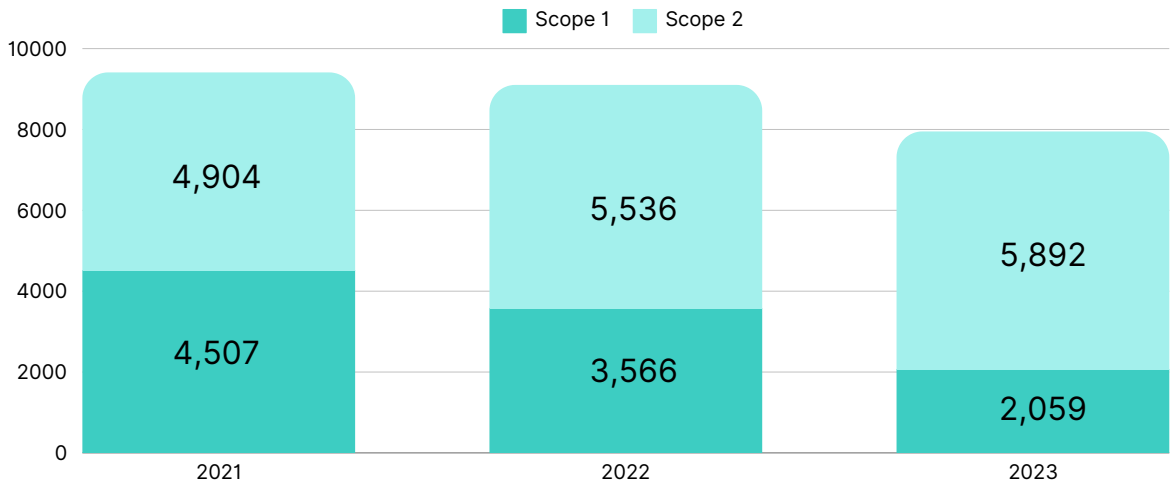


- Partnering with two environmental consulting firms to complete our 2023 GHG emissions inventory, the results of which are detailed in this report.
- Reducing energy usage through migration of certain technology infrastructure to a cloud environment.
- Consolidating 11 facilities in 2023.
- Installing LED lights at our Headquarters office in Salt Lake City, Utah, our largest leased facility.
- Sponsoring a clean air marketing competition among underserved high schools in Utah to educate and inspire the next generation about personal environmental responsibility.
- Working diligently across internal and external functions to enhance our data collection processes and establish environmental goals for 2025.

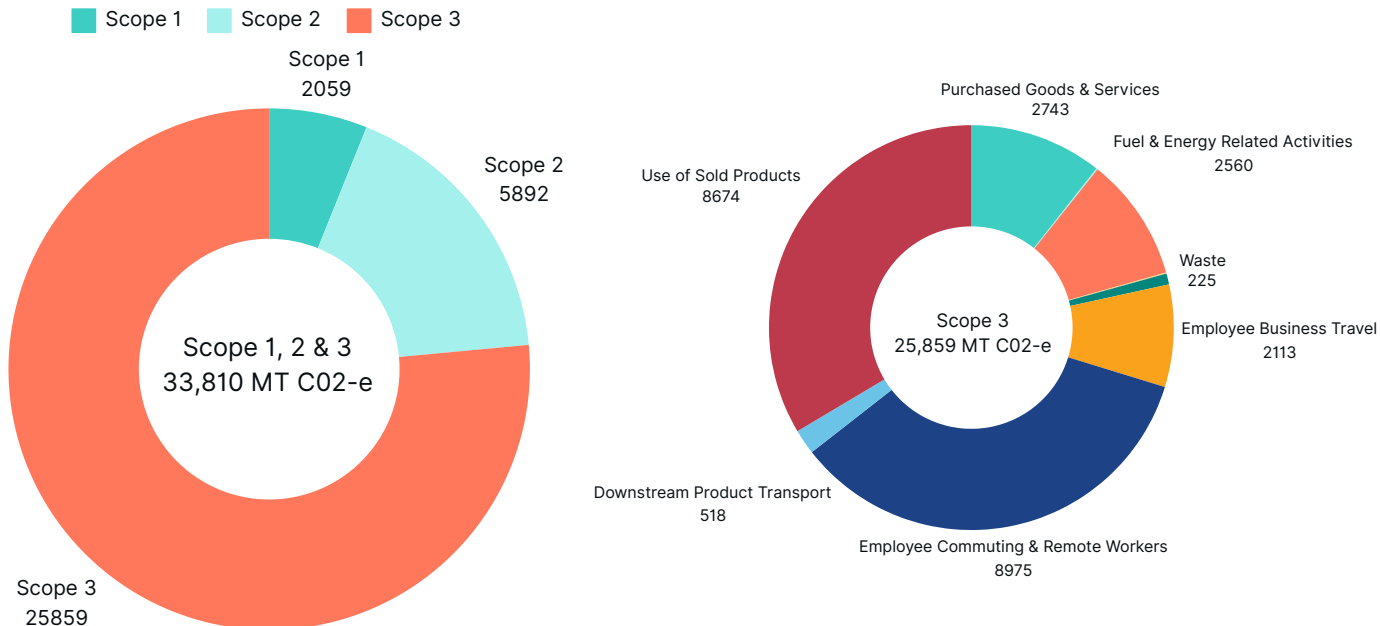
Carbon Footprint

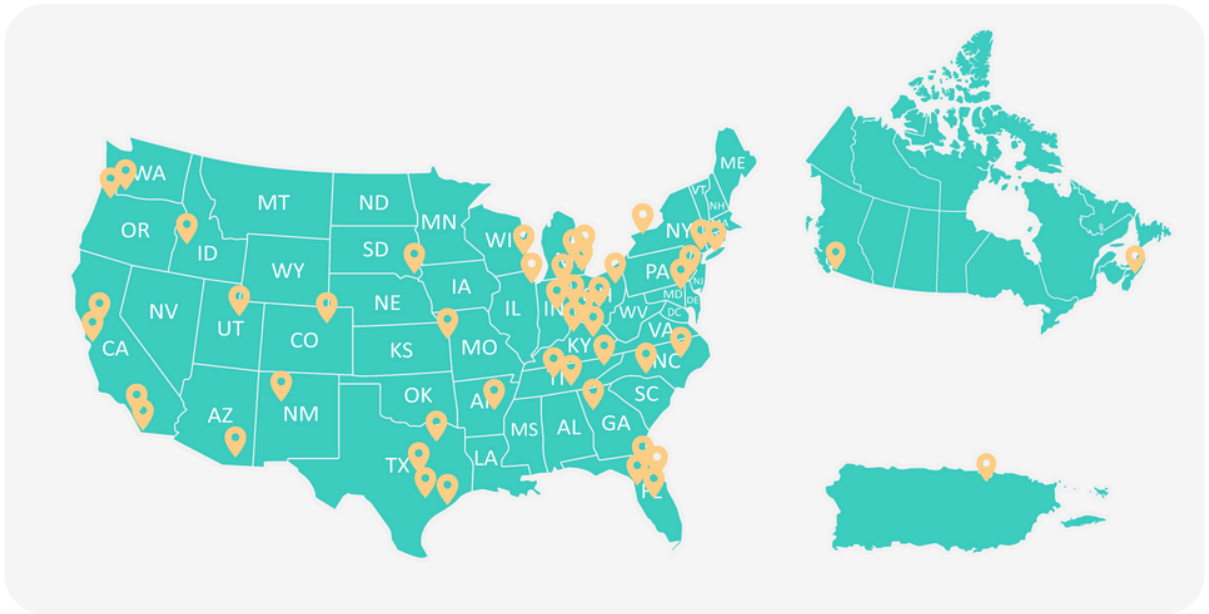
Similar to 2022, the majority of the company's GHG emissions are associated with employee commuting (26.6%) followed by downstream use of products (25.7%).

Scope 1 & 2 Emissions Year Over Year



Scope 1, 2, and 3 Emissions





Sorenson leases 72 office locations and four warehouses in the United States, Puerto Rico, and Canada, and three data centers in the U.S. Through our 2023 analysis we identified facilities with the highest emissions intensity per square footage in order to determine potential areas of inefficient energy usage, as well as possible areas to improve the facilities' emissions intensity.

Methodology

The World Resource Institute's Greenhouse Gas Protocol Corporate Standard was used to calculate the company's carbon footprint. The standard provides accounting tools to measure, manage, and report on greenhouse gas (GHG) emissions.

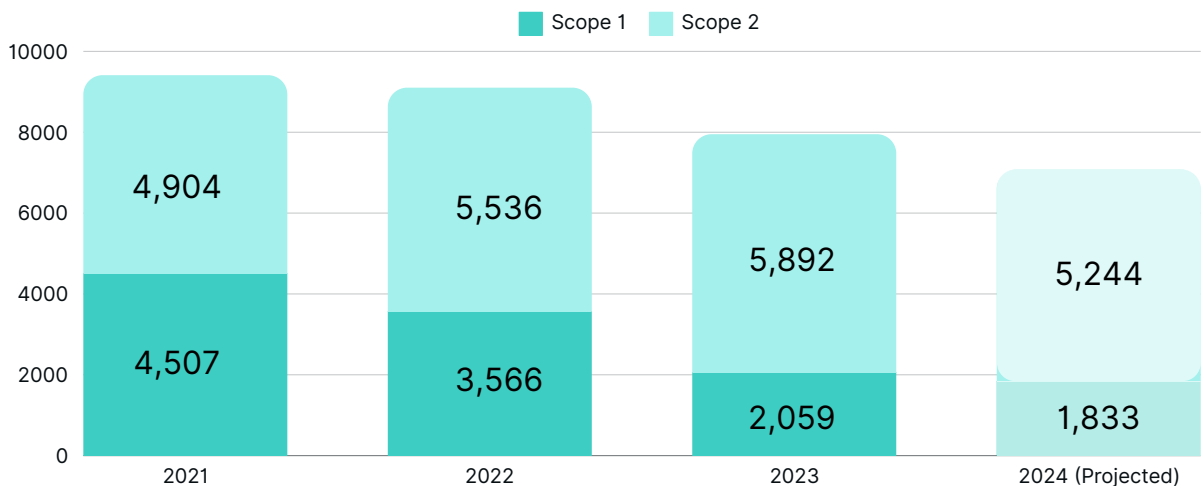
Most emission factors were sourced from the U.S. Environmental Protection Agency's (EPA) Emission Factors Hub, February 2024.¹ Spend-based emission factors were sourced from the EPA's Supply Chain GHG Emission Factors for U.S. Industries and Commodities.

Regional electricity emission factors were sourced from EPA's eGRID or country-specific energy mixes.

2024-2025 Commitments

We are committed to responsibly reducing our environmental impact and promoting sustainable practices in our operations. In 2024, we aim to reduce Scope 1 and 2 GHG emissions by 11% and total emissions by at least 5%.

Scope 1 & 2 Emissions Year Over Year With Reduction Targets



- Reduce Scope 1 and 2 emissions by 11% through intentional facility management and review of energy management opportunities at our largest-emitting leased facilities.
- Implement updates to our corporate business travel policy to avoid unnecessary travel and encourage sustainable transportation when possible.
- Scale production and track usage for new video phone equipped with biodegradable packaging and next-generation processor that utilizes 7.5 Watts less during call time and 10 Watts less on idle allowing for optimal performance at lower power output.
- Improve Scope 1 and 2 data collection to achieve 80% actual data for Stationary Combustion and Purchased Electricity (currently 66% and 39%). Deploy an employee commuting survey to improve Scope 3 actual data collection and inform further reduction strategies for Scope 3 emissions.

Governance



Sorenson’s sustainability plan is overseen by Sorenson’s Chief Human Relations Officer and Head of Impact, and the company’s Nominating/Governance Committee annually reviews updates on progress, risks, operating procedures, and reporting practices.

We remain committed to managing and reducing our carbon footprint. We are proactively exploring opportunities to enhance our sustainability efforts. By implementing sustainable practices, we are shaping a brighter future for our planet and future generations.
