



Sustainability Report

Fiscal Year
2026

February 1, 2025 - January 31, 2026



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A message from our Chairman and CEO

At Genesys, we are using AI to orchestrate the next generation of customer and employee experiences. Our approach is based on the understanding that innovation creates lasting value when it benefits the *planet*, empowers *people* and supports sustainable business *performance*.

During our 2026 fiscal year, which ended January 31, 2026, we continued to reduce greenhouse gas emissions even as our business grew. Our near-term emissions targets were validated by the Science Based Targets initiative, strengthening our focus on measurable reductions across our value chain. The operations of Genesys Cloud™ remained carbon neutral as adoption of the platform and its AI capabilities continued to accelerate. As AI becomes more deeply embedded in how organizations operate, we remain committed to understanding and managing its environmental impact responsibly.

People and communities remain central to who we are. Through the Genesys Charitable Discount Program, we help charities around the world use Genesys Cloud to advance their missions. Over the last three years, the program enabled more than 33 million total conversations between charities and people in need. Our employees also contributed approximately

12,000 volunteer hours during FY26, supported over 1,000 nonprofit organizations and generated more than a million views of career advice for students and early-career talent through skills-based volunteering.

The rapid advancement of AI is reshaping how organizations engage customers, empower employees, and run their businesses. Over the last several years, we have transformed Genesys Cloud into an AI-powered platform with generative and agentic AI at its core. As these capabilities evolve, trust becomes even more important. In FY26, we strengthened our responsible innovation foundation by earning ISO/IEC 42001:2023 certification for the Genesys Cloud platform, launching the Genesys Cloud Trust Center and joining the World Economic Forum Center for AI Excellence.

Our focus on innovation, trust and execution continues to support strong business performance. In FY26, Genesys Cloud reached nearly \$2.6 billion in annual recurring revenue as of the fourth quarter, total company revenue approached \$3.0 billion for the year, and more than 7,000 organizations relied on Genesys Cloud to improve efficiency and drive growth. Approximately 20% of Genesys Cloud new business

annual contract value came from Genesys Cloud AI during the year, reflecting the industry’s shift from experimentation to AI-powered transformation. Our broader commitment to responsible growth was also recognized with a fourth consecutive EcoVadis Gold Medal.

As we publish our sixth annual Sustainability Report, our commitment remains clear. We are building the future of experience through responsible innovation, trusted AI, environmental stewardship, strong governance and expanding opportunities for the communities where we live and work. Thank you to our employees, customers, partners and communities for joining us on this journey.



Tony Bates
Chairman and CEO, Genesys



Our business

The traditional service-industry model — where organizations balance customer satisfaction against operational efficiency — is no longer sufficient. In today's experience economy, people compare every interaction with the best experience they have ever had. At Genesys, we understand the importance of creating value by delivering connected, personalized and outcome-driven experiences that simultaneously strengthen customer loyalty, improve operational performance and drive business growth. AI plays a critical role in enabling these outcomes by helping organizations understand intent, anticipate needs and orchestrate seamless experiences across every touchpoint.

Genesys orchestrates smart, empathetic experiences so companies can deliver top efficiency and growth to their customers and employees. Through Genesys Cloud, our AI-Powered Experience Orchestration platform, organizations can reduce handoffs, keep context consistent across channels, anticipate what happens next and resolve issues end-to-end in a single customer journey.

Our core platform, Genesys Cloud, coordinates data, systems, channels, and workflows to help organizations deliver experiences that are more effective, efficient, and socially intelligent. It is a singular platform that supports the use of AI in customer experience (CX) automation, employee experience augmentation and overall experience optimization — without redundant AI stacks.

Through Genesys Cloud and the AppFoundry Marketplace, organizations can leverage AI and automation at scale and connect engagement across the enterprise. Our customers use Genesys Cloud for AI-Powered Experience Orchestration, intelligent contact center capabilities, seamless digital engagement, end-to-end journey management, workforce engagement management, agentic AI-powered customer and employee experiences, and open cloud architecture.

FISCAL YEAR 2026 (FY26) AT A GLANCE

>8,000

customers in 100+ countries across six continents

>7,000

customers using Genesys Cloud

>6,500

employees

~\$3.0B

total revenue

~\$2.6B

Genesys Cloud annual recurring revenue (ARR) in Q4 FY26¹

>120%

Genesys Cloud net revenue retention (NRR) for 12 consecutive quarters²

~20%

Genesys Cloud new business ACV from Genesys Cloud AI³

~\$450M

investment in research and development

¹ Genesys Cloud annual recurring revenue (ARR) is defined as Genesys Cloud fiscal quarterly revenue, including both committed contractual amounts and usage-based revenues, multiplied by four.

² Genesys Cloud NRR refers to Genesys Cloud net revenue retention. Genesys defines the cohort for Genesys Cloud NRR as the customers that generated revenue in the corresponding prior year fiscal quarter. For this cohort of customers, Genesys calculates Genesys Cloud NRR by comparing the percentage of Genesys Cloud revenue retained in the current trailing twelve-month period to the Genesys Cloud revenue from the corresponding prior year trailing twelve-month period.

³ Based on annual contract value in fiscal year 2026.

FY26 progress and awards



PLANET

Reduced overall emissions by 15% organically versus FY25, received SBTi validation for near-term emissions targets, implemented a new enterprise sustainability platform, kept Genesys Cloud operations carbon neutral and obtained LEED certification for two facilities.



PEOPLE

Enabled more than 33 million conversations between charities and people in need from FY24 through FY26, increased employee engagement into the top 10% of technology companies and logged 12,000 volunteer hours.



PERFORMANCE

Earned ISO/IEC 42001 certification for the Genesys Cloud platform, launched the Genesys Cloud Trust Center, became a World Economic Forum Center for AI Excellence partner and submitted our first UN Global Compact Communication on Progress.



Selected recognitions



Achieved fourth consecutive EcoVadis Gold Medal:

Top 4% of companies assessed globally, top 1% in the software publishing industry and top 1% for sustainable procurement in software publishing for the third consecutive year



Maintained CDP B score for the fourth consecutive year and earned an A score in the CDP Supplier Engagement Assessment



Certified as a Great Place to Work® in 17 countries



Winner of Best Use of AI in Customer Service at the 2025 A.I. Awards by The Cloud Awards



Recognized in the 2025 Tech Cares Award list for commitment to corporate social responsibility



Best Innovation in Customer Experience 2025 and Most Innovative Use of AI at Enterprise Connect



Genesys Named a **"Best-Led Company"** by Glassdoor



Sustainability at Genesys

Supported by the power of technology, our sustainability strategy aims to deliver lasting value to our business, customers, partners, employees and society. We strive to reduce the environmental impact of our operations and solutions, improve lives through product innovation and lead our business responsibly through strong governance.

“At Genesys, sustainability is how we deliver shared value for our customers, employees, partners, communities and the planet. As innovation accelerates, our responsibility remains clear: to build solutions that help organizations operate more profitably, serve people more empathetically and grow in ways that support a more resilient, sustainable future.”



Bridgette Bell McAdoo,
Chief Sustainability Officer, Genesys



The Genesys Sustainability team develops and oversees our sustainability strategy. Our FY31 goals align with three overarching pillars – Planet, People, and Performance – and five United Nations Sustainable Development Goals: SDGs 8, 9, 10, 12, and 13. The SDGs are global objectives adopted by the United Nations designed to end poverty, protect the planet, reduce inequality and ensure peace and prosperity for all by 2030. Genesys also participates in the United Nations Global Compact, aligning our strategies and operations with its principles on human rights, labor, environment and anti-corruption.

Our sustainability goals, approach and alignment with SDGs

PILLAR

Planet

People

Performance

FY31 goals

Reduce absolute Scope 1, 2 and 3 greenhouse gas (GHG) emissions by 50% from a FY22 base year; reduce absolute Scope 3 GHG emissions from use of sold products beyond the minimum boundary⁴ by 50% from a FY22 base year

Become a carbon neutral company⁵

Power 80 million conversations between charities and people in need, starting in FY24

Maximize availability and compliance

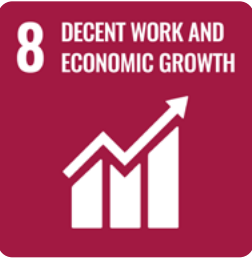
FY26 progress

Reduced overall emissions by 15% organically versus FY25. SBTi validated our near-term targets

More than 33 million charitable conversations enabled from FY24 through FY26

ISO/IEC 42001 certification achieved; Trust Center launched; FY26 Genesys Cloud platform availability was 99.995%

SDG alignment



⁴ Minimum boundary refers to the emissions sources that companies are required to include when measuring a Scope 3 category under the GHG Protocol and SBTi criteria. Companies may also choose to measure additional, optional emissions sources beyond this minimum boundary.

⁵ Our strategy is to reduce emissions through better ways of conducting business. However, we also invest in carbon credits to help compensate for residual emissions, as well as emissions identified in connection with selected events and the operations of our Genesys Cloud platform, and support global sustainability efforts. We partner with Rubicon Carbon, a carbon credit management firm, to abate residual emissions that we are otherwise unable to eliminate. Genesys continues to apply carbon credits purchased through Rubicon Carbon to help mitigate these emissions annually.



Material topics

Our sustainability strategy is shaped by a holistic understanding of risks and opportunities. We conduct periodic materiality⁶ assessments to help identify and prioritize the issues that most impact our business and stakeholders. In FY26, Genesys refreshed its materiality assessment process to reflect changes in our business and stakeholder expectations. The refresh reaffirmed that our most significant sustainability-related impacts are concentrated where our AI-Powered Experience Orchestration platform reaches people at scale.

⁶ Material issues or priorities described in this report are distinct from, and should not be confused with, the terms “material” and “materiality” as defined by or construed in accordance with securities or other laws, or as used in the context of financial statements and reporting.

ALIGNING MATERIAL ISSUES WITH ACTION

Lead

Opportunities to provide industry leadership

- Responsible AI, AI safety and product human rights
- Energy and water use, environmental impact of cloud/AI
- Cybersecurity, privacy and data governance
- Products for good, accessibility and inclusive experiences
- Platform resilience, continuity and availability

Manage

Issues that are critical to the sound operation of the business and that should be actively managed

- Workforce experience, inclusion, well-being and AI-era skills
- Human rights and responsible value chain
- Ethical business conduct
- Responsible procurement, resource use, circularity, waste and pollution prevention
- Corporate governance practices

Monitor

Issues that warrant ongoing monitoring and maintenance, and that should be elevated if circumstances arise

- Water, natural resource availability, biodiversity and ecosystem health
- Geopolitical, regulatory and physical climate resilience

Anticipate

Emerging issues that should be explored periodically to determine if more active management is required

- Emerging societal impacts of autonomous and agentic AI in CX



Planet

Delivering sustainable transformation

Our roadmap to reduction

Product-related emissions

Sustainable operations

Responsible procurement



Delivering sustainable transformation

Genesys works to deliver a positive impact on every conversation powered by our technology while doing so responsibly and sustainably. We consider energy efficiency in our products and solutions and work to minimize the footprint of our global operations. Our near-term science-based targets create a measurable pathway to reduce emissions across our value chain as we pursue our longer-term goal to become a net-zero company by 2040.

FY26 HIGHLIGHTS

Achieved validation from SBTi for near-term emissions reduction targets

Genesys Cloud operations continue to be **carbon neutral**, as they have been since FY25

Laid groundwork for stronger supplier engagement and **AI growth impact measurement**

Improved GHG inventory accuracy and completeness through a new measurement platform and methodology refinements

Obtained **LEED Platinum certification** in Chennai, India, and **LEED Gold certification** in Paris and Brest, France as of February 2026



Chennai Office



Paris Office



Our roadmap to reduction

In FY26, Genesys reduced total reported Direct (Scope 1) and Indirect (Scope 2 and Scope 3) emissions by **15% organically**⁷ compared to FY25 and **received SBTi validation** for two GHG emissions targets that we aim to achieve by FY31. These targets are near-term milestones toward our long-standing goal to become a carbon neutral company by FY31 and achieve net zero across all emissions scopes by 2040 and are intended to anchor our climate strategy in measurable, science-based reductions. As part of this process, we also refined our GHG measurement methodology during the year to better track progress and increase the accuracy and transparency of emissions data.

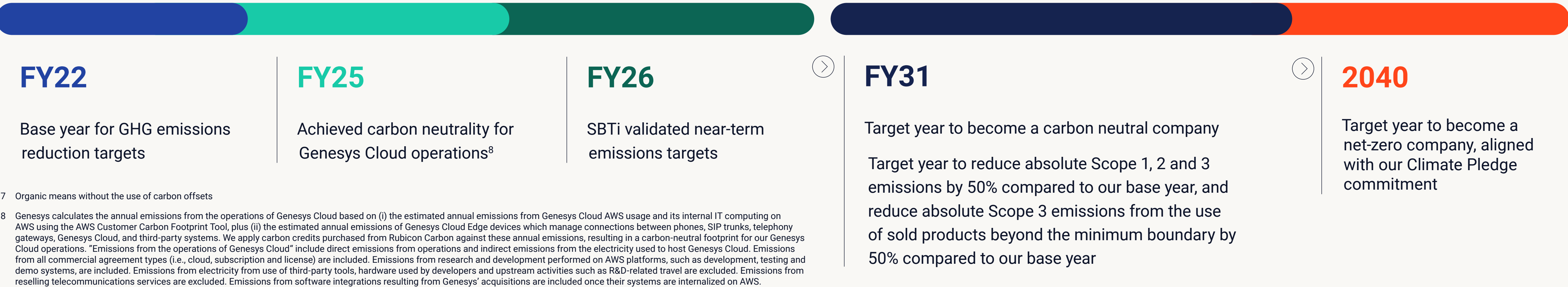
Performance Summary

This year’s results reflect continued emissions reduction progress, supported by refined accounting methodology and improved data quality.

During FY26, Genesys adopted a new enterprise sustainability data platform to strengthen emissions data collection, management and calculation processes. The platform enabled more comprehensive GHG accounting for FY25 and FY26 across many Scope 3 categories, including more complete approaches to calculating upstream emissions for on-premises deployments, calculations based more frequently on activity data provided by Genesys suppliers, and more accurate emissions factors where activity data is unavailable, as well as establishing more efficient data pipelines for all scopes. Scope 3 data for FY25

has been restated from prior reports to reflect the new data and methodology.

Earlier years, including our FY22 baseline, have not been recalculated due to historical data limitations. As a result, comparisons to periods prior to FY25 included in prior reports should be interpreted in the context of this methodology change. A comparison of our 2025 emissions data previously reported under the prior methodology and the new methodology used in this report is provided in the appendix to this report. In the future, we intend to rebaseline our GHG emissions targets to the earliest year for which we have data available, reflecting our new methodology and inventory. See “Setting our Science-Based Targets initiative (SBTi) goals” for more information.



Reducing climate impacts across the value chain

Our emissions reduction levers include expanding customer use of energy-efficient cloud services, implementing sustainable AI technologies, engaging suppliers on climate commitments, enhancing energy efficiency and renewable energy use across global facilities, reducing travel and commuting emissions, and applying carbon credits to address residual emissions where reductions are not yet achievable.

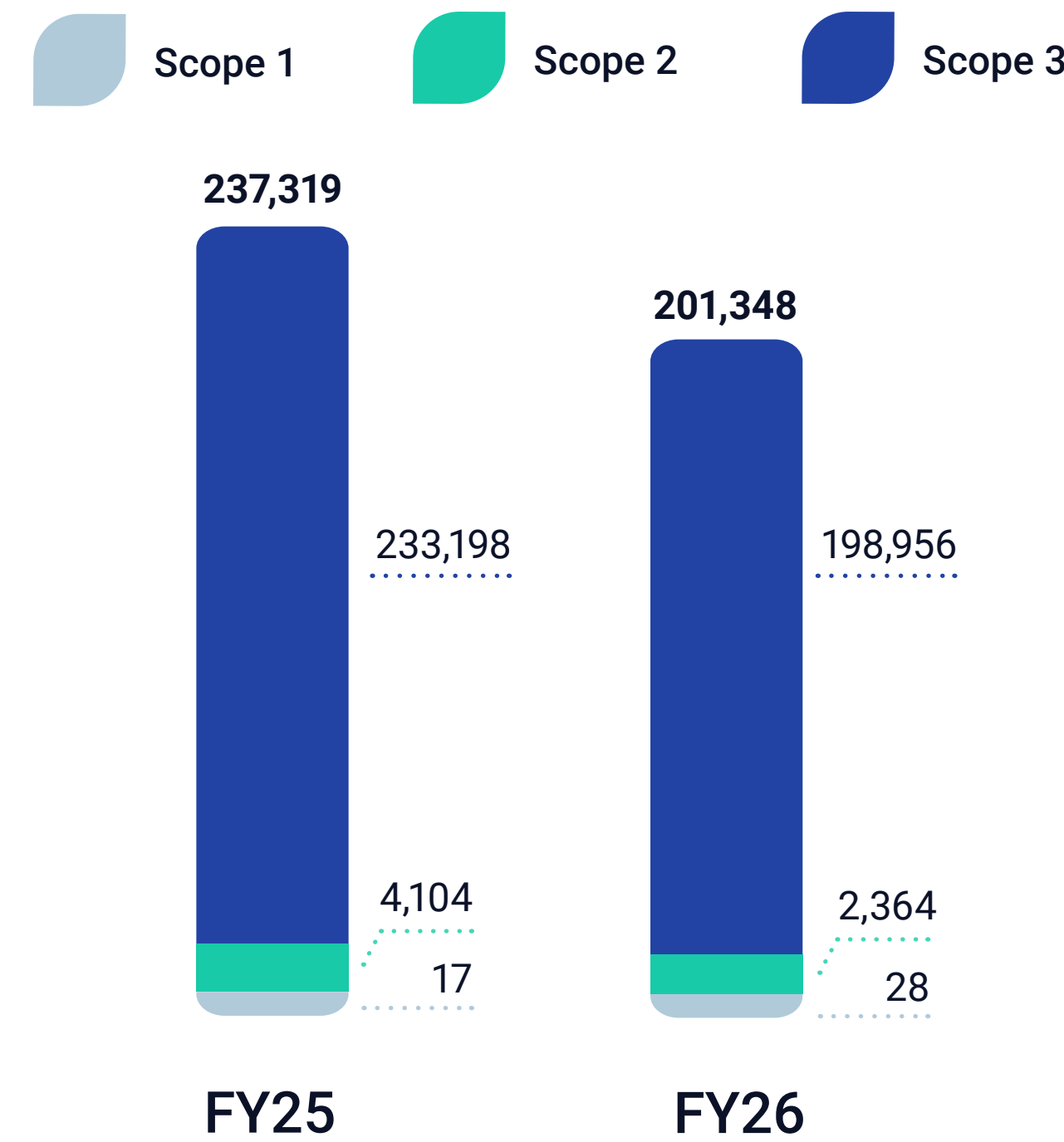
In FY26, we established substantial groundwork for future reductions, including developing a supplier engagement strategy, improving fact-finding on AI-related environmental impacts, and refining our GHG inventory while expanding the categories we measure within our Scope 3 emissions.



Genesys has obtained reasonable assurance for Scope 1 and 2 emissions and limited assurance for Scope 3 emissions from our external auditor, Apex Companies LLC. View our [GHG Emissions Verification Statement](#) to learn more.

Genesys Annual Emissions⁹

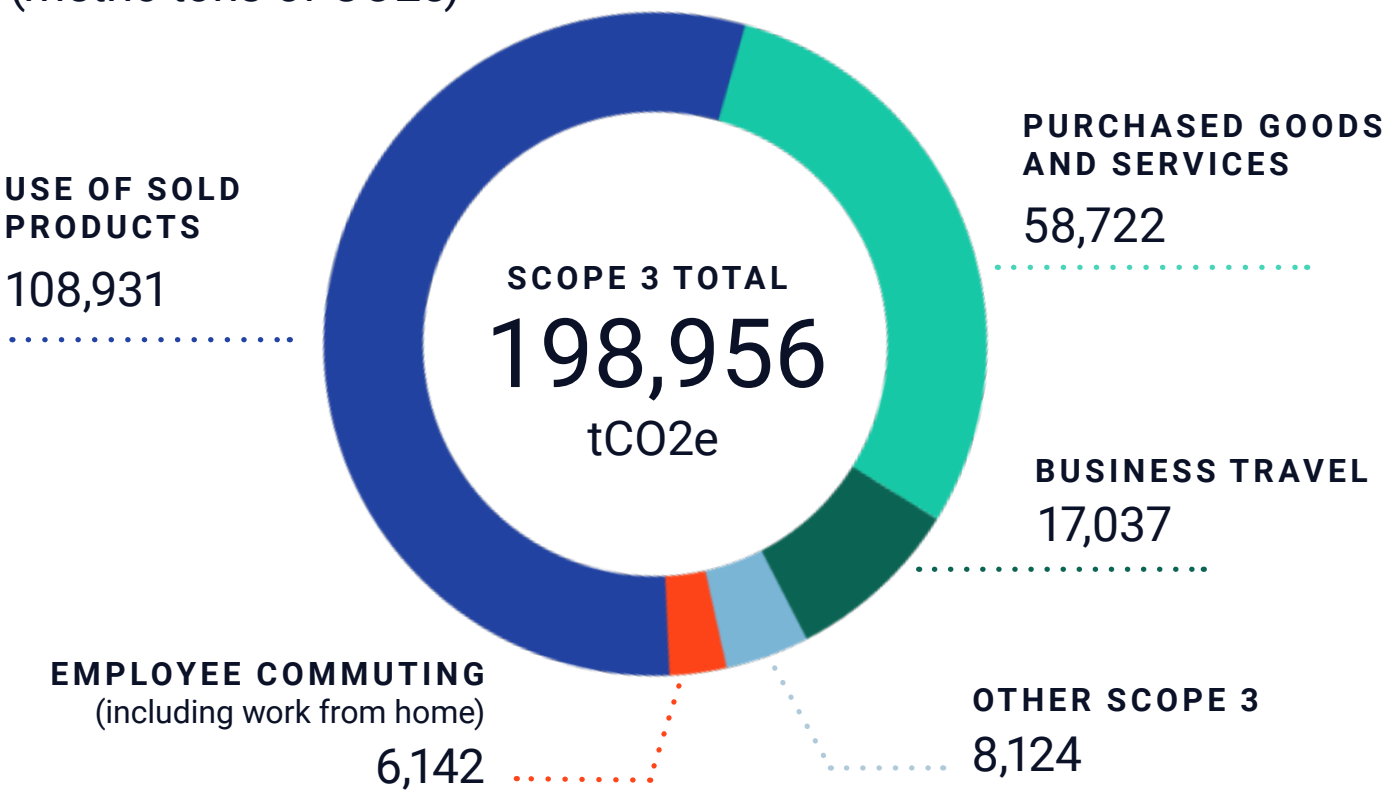
TWO MOST RECENT YEARS, METRIC TONS CARBON DIOXIDE EQUIVALENT, OR CO2e



⁹ "Annual emissions" means Genesys Scope 1, Scope 2 and Scope 3 emissions identified, estimated and quantified to date. Scope 2 data is location-based. Genesys continues to refine its GHG accounting methods and anticipates these calculations will fluctuate as a result. See the Appendix for additional information.

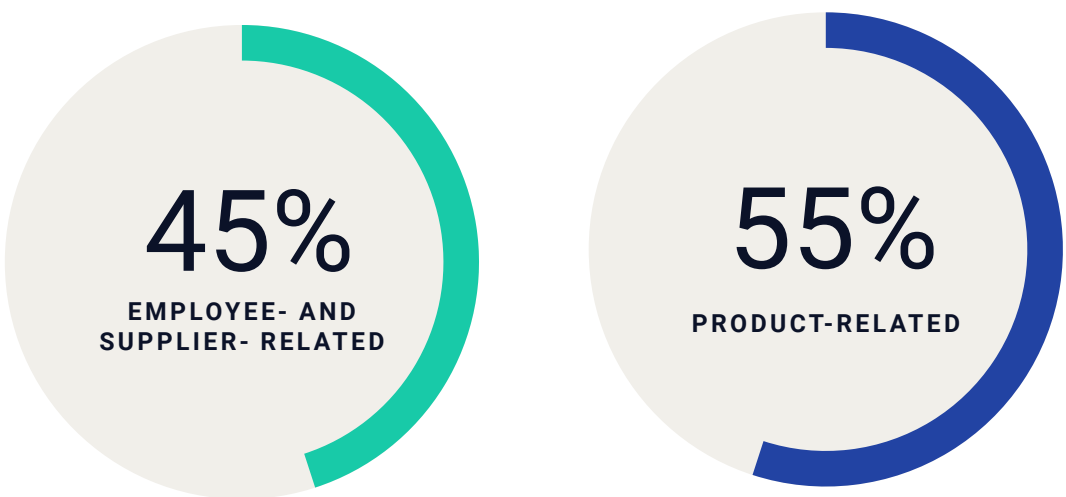
FY26 SCOPE 3 EMISSIONS BREAKDOWN

(metric tons of CO2e)



FY26 COMPARISON OF SCOPE 3 EMISSIONS DRIVERS

(% of total FY26 scope 3 emissions)



Setting our Science Based Targets initiative (SBTi) goals

In FY26, we received validation from the Science Based Targets initiative (SBTi) for our two near-term goals. This milestone creates a more defined pathway for us to reduce our greenhouse gas emissions across our operations, supply chain and product use by FY31. These targets help translate our long-term climate ambitions into measurable action, reinforcing our focus on reducing emissions at the source while continuing to grow responsibly.

New Enterprise Sustainability Platform and Re-Baselining our GHG Emissions Reduction Targets

In FY26, we adopted a new enterprise sustainability platform that enhanced our prior calculation methods and resulted in significant changes and improvements to our GHG inventory. By that time, our SBTi assessment had already been completed and our reduction targets had been set based on our FY22 base year using the emission calculations methodologies we used before the implementation of our new platform and methodologies.

While our FY25 and FY26 emissions data in this report reflect our current approach, quality and availability constraints in our data from earlier years prevent us from applying the methodological enhancements retroactively, including to our FY22 base year. As a result, in the future, we intend to rebaseline our GHG emissions targets to the earliest year for which we have data available reflecting our new methodology and inventory, and resubmit those to SBTi for validation.

TARGET 1

Reduce absolute **Scope 1, 2 and 3 GHG emissions** by **50%** by FY31 from a FY22 base year

50%
reduction by FY31

HOW WE PLAN TO ACHIEVE IT

We plan to continue to reduce our Scope 1 and 2 emissions by reducing our operational footprint, implementing energy-saving strategies and employing sustainable design in our real estate portfolio.

The Scope 3 portion of Target 1 measures our progress, excluding certain optional emissions categories like emissions from employees working at home and from electricity powering on-premises deployments of our software. Our supplier engagement strategy is critical to decouple emissions from business growth and advancing progress toward this target.

TARGET 2

Reduce absolute **Scope 3 GHG emissions from the use of sold products** beyond the minimum boundary by **50%** by FY31 from a FY22 base year

50%
reduction by FY31

HOW WE PLAN TO ACHIEVE IT

This target reflects our estimated Scope 3 emissions from our on-premises products. We plan to make progress against this target by transitioning more of our customers from on-premises solutions to the cloud, reducing our overall carbon footprint and enabling more energy-efficient operations. For purposes of this target, minimum boundary refers to the emissions sources that companies are required to include when measuring a Scope 3 category under the GHG Protocol and SBTi criteria. Companies may also choose to measure additional, optional emissions sources beyond this minimum boundary.



Product-related emissions

As a cloud technology company, Genesys is especially focused on emissions associated with the use of our products. These emissions are generated primarily through customers’ use of on-premises infrastructure, internal IT computing workloads that support customer-facing services and communications hardware embedded within customer systems. Expanding efficient cloud deployment remains one of our most important reduction pathways.

“We’re hearing from customers around the world that they want technology investments to deliver both business value and long-term sustainability benefits. Cloud and AI are helping organizations modernize customer experience in ways that improve efficiency, increase loyalty and reduce reliance on resource-intensive infrastructure.”



Janelle Binder
SVP, Customer Engagement & Advocacy, Genesys

Transitioning customer platforms to the cloud

The CX industry is shifting away from cost- and energy-intensive on-premises infrastructure. By helping customers migrate on-premises contact center infrastructure to cloud-based deployments, Genesys helps them reduce the need for dedicated hardware, lower idle capacity, optimize compute usage and improve energy efficiency. This shift can also strengthen innovation, resilience and operational performance for these customers.

Genesys Cloud is built natively on AWS infrastructure and integrates AWS AI services. AWS matches electricity consumption with renewable energy procurement, enabling Genesys to leverage efficient cloud data centers and renewable energy sourcing.¹⁰

10 As of 2024, AWS’s sustainability page can be accessed here: [AWS Cloud - Amazon Sustainability](#)



Investing in carbon credits

Our priority is emissions reduction through more efficient ways of conducting business. We also invest in carbon credits to help compensate for residual emissions and support global sustainability efforts. Genesys continues to partner with Rubicon Carbon to help abate emissions from Genesys Cloud operations and emissions associated with our Inspire and Xperience events.

In FY26, we purchased <\$100,000 of voluntary carbon offsets, which is de minimis relative to our total operating spend. Further information disclosed pursuant to California AB 1305 is available in our [Genesys Offset Disclosure](#).

Developing AI with sustainability in mind

As the world moves into an AI-first future, Genesys aims to minimize the environmental impact associated with AI models. Our approach includes using foundational AI models to reduce training energy, applying model compression techniques, building right-sized models tailored to specific tasks and identifying alternatives to model training that improve accuracy and reliability while avoiding unnecessary energy use. We are in the early stages of quantifying the energy and emissions impacts of AI workloads. As demand for AI-powered capabilities grows, managing the associated energy consumption will be an increasingly important component of our climate strategy.



Sustainable operations

Across our global operations, Genesys selects and manages leased facilities with energy efficiency in mind. Although Scope 1 and 2 emissions represent a smaller component of our overall carbon footprint, we continue to implement energy-saving strategies across our real estate portfolio to increase operational efficiency and support business resilience.

Designing sustainable facilities

Genesys operates 45 offices and facilities worldwide. We design our interior office buildouts to minimize energy use through LED lighting, efficient HVAC systems, ENERGY STAR certified or equivalent equipment, plug load management and related practices. In FY26, we achieved LEED Platinum in Chennai, India, and LEED Gold in Paris and Brest, France. As of the end of February 2026, eight Genesys sites are LEED-certified, including four LEED Platinum facilities. These sites represent approximately 56% of active office square footage, with approximately 30% of in-office or hybrid employees able to use LEED-certified offices.

Genesys LEED-certified sites

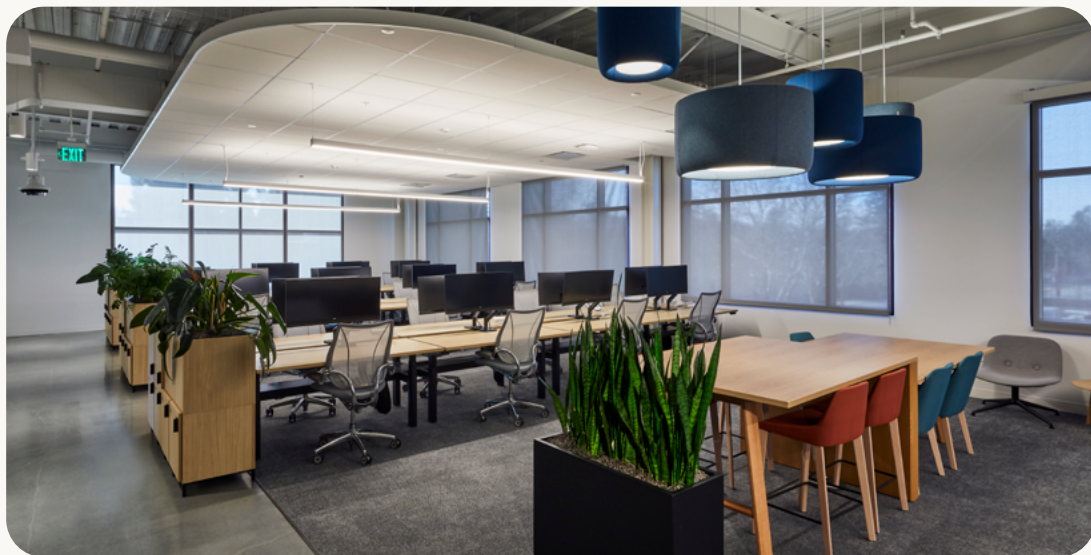
Menlo Park, California, US Platinum 2022	Chennai, India Platinum 2025	Paris, France Gold 2025
Galway, Ireland Platinum 2023	Riyadh, Saudi Arabia Gold 2024	Brest, France Gold 2026
Budapest, Hungary Platinum 2024	Manila, Philippines Gold 2025	 Platinum  Gold



Minimizing our physical footprint

Genesys supports flexible, remote and in-office work. We provide approximately 1,700 desks globally to serve more than 6,500 employees and work to create a right-sized footprint that reflects operating needs. In FY26, Genesys reduced overall operating square footage by more than 112,000 square feet, or approximately 38%, based on Genesys Facilities active-site inventory, desk-count and portfolio square-footage tracking, helping lower energy use and operating costs.

Genesys Cloud development now takes place entirely in the cloud, reducing the need for physical servers, data centers or other on-premises infrastructure in our operations. This also reduces our reliance on energy-intensive systems in product design and development.



Menlo Park

Building awareness of EHS practices

In FY26, we launched our first Global Environmental, Health & Safety (EHS) Training to the full workforce. The training addressed incident reporting, emergency procedures and security protocols to prepare for and respond to workplace hazards. More than 92% of employees enrolled in and completed the training in FY26. We also continued annual environmental health and safety risk assessments and quarterly audits of our workforce safety program.

Managing waste streams

In FY26, we developed a waste management plan to bring greater clarity, consistency and accountability to how waste is handled across our leased offices. The plan, set to launch in FY27, outlines practical actions such as segregation of waste streams, composting, weighing recycling and landfill waste at large campuses, and using ceramic and glass dishware to reduce paper and plastic waste. The plan aligns with ISO 14001 in locations where Genesys has operational control. ISO 14001 is the internationally recognized standard for creating and maintaining an Environmental Management System (EMS).

Creating carbon-neutral conferences

In FY26, we hosted our annual conferences in Nashville, Tennessee, bringing together employees and partners at Inspire and customers and partners at Xperience from organizations of all sizes and sectors. We took the following steps throughout the planning and execution of both events to reduce environmental impacts and offset residual emissions:

- **Conducted carbon footprint assessments** ahead of each conference to quantify anticipated emissions and inform mitigation strategies
- **Used digital conference applications** to reduce printed materials
- **Incorporated sustainability-focused programming** for employees, customers and partners
- **Partnered with Rubicon Carbon** to support carbon credit and community projects in Paraguay, Ethiopia and other countries
- **Hosted events near regional customers and transportation** hubs to reduce air travel and ground transportation emissions
- **Offered plant-based meal options** and eliminated registration swag to minimize waste



Responsible procurement

Responsible procurement is essential to our progress toward science-based targets and how we manage broader social and environmental impacts. In FY26, approximately 30% of Genesys GHG emissions came from purchased goods and services. We work to reduce these emissions by strengthening supplier engagement, promoting sustainable sourcing and advancing measurable decarbonization across the value chain.

Engaging our suppliers

Genesys engages suppliers on sustainability topics throughout the partnership lifecycle, from onboarding to due diligence and capacity building. Suppliers are expected to comply with our **Supplier and Business Partner Code of Conduct**, which is part of our contracting process and outlines expectations for fair, ethical and sustainable business, including emissions targets, renewable energy where possible, natural resource conservation, biodiversity protection and waste reduction.



Upholding responsible purchasing practices

Our Responsible and Sustainable Procurement Guidelines promote the purchase of recycled, recyclable and renewable materials wherever possible. For example, we seek computer equipment that uses fiber-based and recycled packaging and, where feasible, ENERGY STAR certified equipment with Alternative Low Power Mode. Sourcing and procurement training includes sustainable purchasing practices.



Continuous EcoVadis recognition

Our fourth consecutive EcoVadis Gold Medal ranks us among the **top 1% of companies EcoVadis** rated for sustainable procurement within the software publishing industry **for the third consecutive year.**



Managing supply chain risks

Through supplier qualification and risk mitigation processes, new vendors complete sustainability risk assessments that are reviewed by the sustainable procurement team. Our third-party risk management program evaluates vendors across domains including information security, data privacy, sustainability, financial stability, human rights and responsible AI use. Genesys also conducts audits and annual vendor surveys to monitor sustainability maturity and risk indicators.

“Sustainability remains central to our strategy at Genesys. We believe financial performance and sustainability progress go hand in hand, and the choices we make to innovate efficiently and operate with discipline help strengthen our business for the long term while creating lasting value.”



Brian Swartz
Chief Financial Officer, Genesys



Recognized for supplier engagement

In FY26, Genesys earned its first **A score for CDP’s Supplier Engagement Assessment**, which evaluates how companies engage their supply chain on climate issues, including governance and strategy, emissions targets, Scope 3 reporting and risk management.



People

Delivering empathy and innovation

Products for good

One Genesys culture

Impact Together



Delivering empathy and innovation

Genesys is purpose-built to deliver the power of empathy in every customer experience. That vision extends across how we build products and how we foster a workplace where people can grow and support communities in need. As AI reshapes work, Genesys is advancing experience orchestration — uniting people, AI and systems to help customers improve efficiency, accelerate growth and deliver more meaningful outcomes at scale. At the heart of these efforts are the lives we support and improve through our work.



“At Genesys, our people approach is grounded in responsible innovation: integrating agentic AI technologies into our products to drive meaningful customer outcomes, equipping our employees with the literacy and mindset to thrive in an AI-first world and extending those AI-powered skills and solutions to nonprofits and communities preparing for the future through our charitable initiatives and volunteer efforts.”



Meche Escala
SVP, Learning & Development
Genesys

FY26 PEOPLE HIGHLIGHTS

33M+

conversations enabled between charities and people in need from FY24 through FY26

1M+

views of virtual career advice for students provided by employees

12,000

volunteer hours logged by employees

2,750

employees contributing to charitable causes

8.6/10

employee engagement score

91%

of surveyed employees called Genesys a great place to work

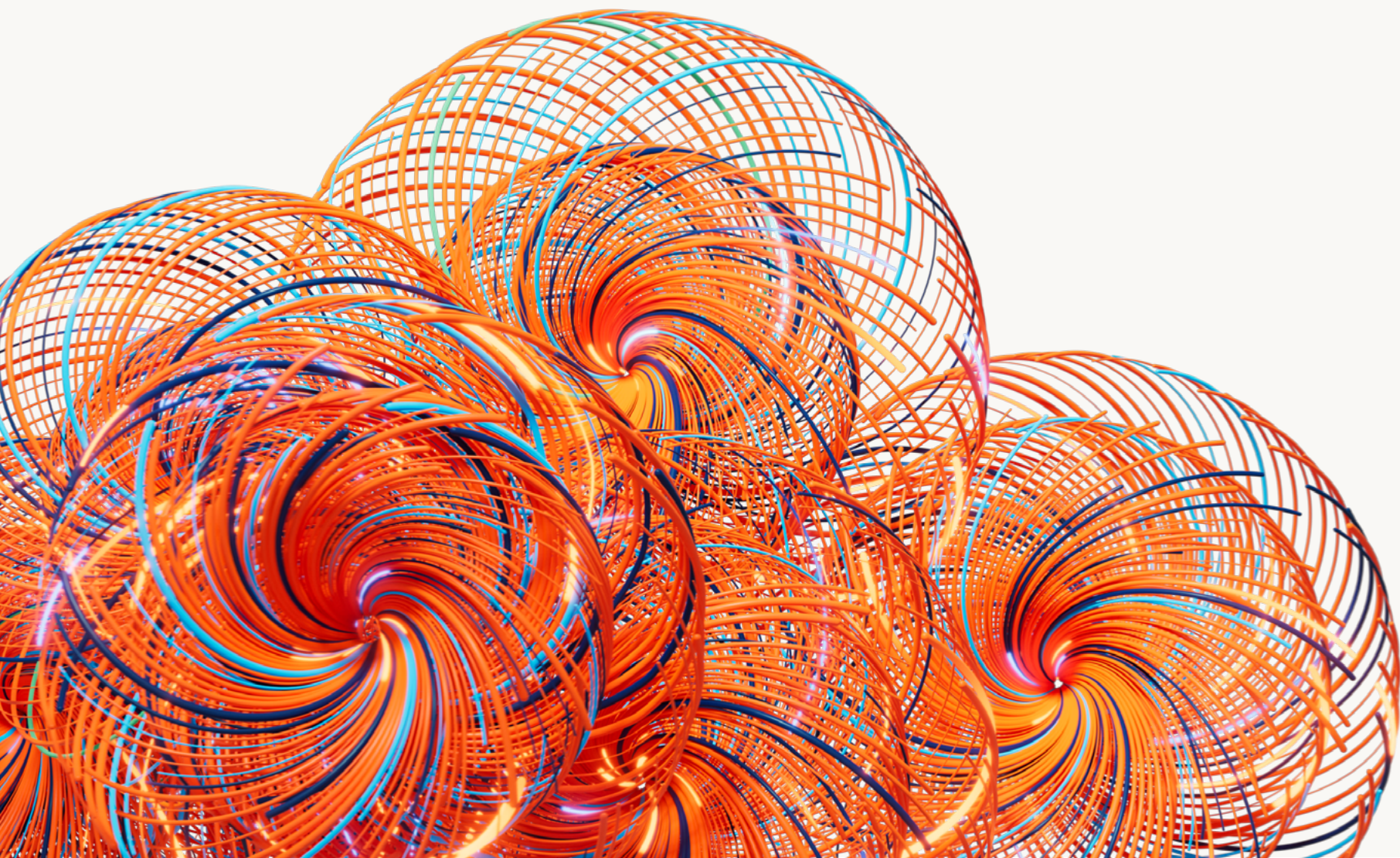


Products for good

Genesys deploys AI-powered tools and solutions that help companies better serve their customers and employees through personalized, outcome-driven interactions. Through Genesys Cloud, customers can use autonomous and agentic capabilities to support more human-centric, personalized and effective experiences at scale.

Enabling our customers to achieve great things

Genesys technologies are used by banks, retailers, healthcare providers, insurance companies, universities, telecommunications providers and other organizations that shape everyday experiences. In FY26, organizations in more than 100 countries delivered over 29 billion real-time conversations to their customers using Genesys Cloud.



CUSTOMER

IMPACT



Genesys Cloud AI helps students resolve requests on their own, improving student support outcomes and **reduce operating costs by 13%** while supporting more scalable operations.



Genesys Cloud AI matches callers with the best-fit agent and **increased call handling capacity by 44%**, lifting agent productivity to 94% and raising customer satisfaction to about 90%.



For Sistecredito, responsible financial inclusion depends on fast, digital and trustworthy experiences that do not increase environmental impact – **making sustainability** inseparable from CX excellence.



By moving from on-premises infrastructure to Genesys Cloud, BCD can benefit from **renewable-energy-matched cloud hosting and carbon-neutral Genesys Cloud operations**, creating a more sustainable customer experience foundation.



Supporting mission-driven innovation

Continuous AI innovation helps organizations deliver efficiency and loyalty, especially in nonprofit environments where resources are constrained and potential for positive impact is significant. By helping organizations reduce cost-to-serve while improving engagement, Genesys helps them enable more capacity for their mission-critical work.

In FY26, Genesys launched the Nonprofit Executive Roundtable, a peer community that brings together leaders from Genesys-powered charitable organizations to share best practices, exchange lessons and explore innovation opportunities. We also continued to expand access to Genesys Cloud through the Charitable Discount Program, offering up to a 50% discount on core offerings to eligible charitable organizations, including Genesys Cloud licenses, Jumpstart Services implementation and Genesys Beyond training subscriptions.

From FY24 through FY26, our technology helped power more than **33 million conversations between charities and people in need**, advancing our goal to enable 80 million charitable conversations by FY31.

CHARITABLE DISCOUNT PARTNER

HOW GENESYS HELPED ACCELERATE IMPACT



provides contact center and help desk solutions powered by professionals with disabilities, veterans and disadvantaged individuals.

Modernized help desk and contact center operations, **reducing employee onboarding time by 12%** and cutting client onboarding time in half while supporting inclusive employment.



provides no-cost and confidential, experienced debt help and advice.

Unified voice, email, web messaging and WhatsApp with chatbot-based self-service, IVR-to-SMS digital journeys, skills-based routing and Genesys Cloud Agent Copilot; **increased self-registration by 60%, automated 25% of payment calls, diverted 25,000+ clients** from phone queues and **enabled 2,000+ clients** to self-serve outside business hours.



provides no-cost legal services to the most vulnerable in Central Florida and helps individuals protect their families, health and livelihood.

Operated a legal helpline contact center, **reducing average speed to answer by 43% between 2021 and 2024** and nearly tripling calls answered within target hold time.





“Genesys is more than a technology provider to us; they are a partner in helping us remove barriers, create opportunity and prove that mission-driven organizations can lead the market in both compassion and capability.”



Gordon Clinkscale
Chief Project Officer
InspiriTec



"Experience orchestration has allowed us to support more clients with greater empathy and less friction, while equipping our advisors with the tools and insights they need to deliver meaningful human support."



Chris Lovell
Contact Centre Service
Delivery Manager, StepChange



“Improvements from leveraging Genesys Cloud allow CLS to deliver faster, more reliable legal assistance – demonstrating how access to enterprise-grade technology through the Genesys Charitable Discount Program helps nonprofits strengthen community impact and expand equitable access to critical services.”



Monique Keels
Senior Managing Attorney, Community
Legal Services of Mid-Florida



Designing Genesys for all

Accessibility is a core product principle. As Genesys expands its AI-driven capabilities in Genesys Cloud, we take an inclusive approach to product design so technologies support great experiences for all users, including people with disabilities. Accessibility validation is required as part of the feature release process, and in FY26, Genesys conducted more than 300 internal accessibility reviews for new features.

Through our partnership with Lighthouse Works, a nonprofit social enterprise and one of the largest employers of people who are blind or visually impaired, Genesys incorporates testing by certified accessibility professionals who rely on assistive technologies.



In FY26, our UX Research team launched Genesys for All to interview customers who use assistive technologies and incorporate diverse perspectives earlier in product design.



One Genesys culture

Our commitment to empathy begins internally. The One Genesys values — **Embrace Empathy, Fly in Formation and Go Big** — shape how we lead teams, collaborate and create great experiences in the workplace.

“I believe sustainability starts with people. When people feel empowered to be curious, innovate and make a difference, they create a positive impact that extends far beyond our company and into our communities.”



Eva Majercsik,
Chief People Officer,
Genesys

Elevating the employee experience

Each year, the internal One Genesys Survey helps us understand how employees experience our culture and where we can improve. For FY26, our employee engagement score increased to 8.6 out of 10, placing Genesys in the top 10% of companies in the technology industry¹¹, up from the top 25% the year prior. Eighty-three percent of employees participated in the survey. Employees reported satisfaction with freedom of opinion, recognition and career growth.

Since 2017, Genesys has been certified as a Great Place to Work®. In FY26, 91% of surveyed employees called Genesys a great place to work, 34 percentage points higher than the average U.S. based company. Ninety-four percent said they are proud to tell others they work at **Genesys. Genesys was certified in 17 countries**, including Australia, Brazil, Canada, France, Germany, Hungary, India, Ireland, Japan, Mexico, Philippines, Saudi Arabia, Singapore, Spain, the United Arab Emirates, the United Kingdom and the United States.

¹¹ Includes over 300 companies surveyed by Workday Peakon, our survey vendor. This percentile ranges from 7.0–8.8. The median score within the technology industry benchmark was 8.0.

he **O** **N** **E**

91% of surveyed employees called Genesys a great place to work

Great Place To Work®

Certified

OCT 2025-OCT 2026

USA



Building empathy through inclusion

Inclusion and belonging are essential to how we cultivate empathetic experiences. Our Inclusion for All approach guides how we design policies, lead teams, measure impact and foster One Genesys culture. In FY26, our internal One Genesys Survey produced an **8.5 belonging** score and an **8.5 score for feeling valued** as a person.

Employee-led Inclusion Groups are open to all team members across roles, functions and locations. Led by volunteer employee co-chairs to create meaningful opportunities for connection, learning and leadership development across APAC, LATAM, EMEA and North America.

Executive sponsors provide strategic guidance and help strengthen alignment to business priorities, while employee leaders shape the group experience and programming. This employee-led model empowers team members to build community, develop leadership skills and contribute to a more inclusive culture across regions. In addition to fostering belonging and cross-regional connection, Inclusion Groups also provide opportunities for employees to engage with AI learning and professional development initiatives.

Attracting and retaining top talent

As our workforce grows, Genesys uses technology, training, pipeline building, social media and competency-based tools to support responsible and fair hiring. Hiring managers receive curated learning content to apply objective criteria, reduce bias, leverage technology and promote skills-based hiring. AI tools may support administrative consistency and inclusive language in job postings and candidate communications, but human judgment, accountability and ethical standards remain central to employment decisions.

OUR INCLUSION GROUPS

G+

Genesys LGBTQIA+

G

Genesys Black Employees and Allies Membership

G

Genesys Veterans

Genesys Asian Impact Network

G

Genesys Latinx in Tech

GWISE

Genesys Women Inclusion for Success and Empowerment



Building a culture of continuous learning

In FY26, Genesys shifted from annual performance reviews to real-time feedback and ongoing coaching conversations. We expanded personalized coaching through BetterUp, piloting it with 85% of our managers; launched RISE, a seven-month development experience for Directors and Senior Directors; continued EMPOWER for Vice Presidents; launched a skills pilot for more than 1,900 employees with 80% adding at least one new skill; hosted Growth and Development sessions averaging 1,370 employees; and held Collaborate Sessions that turned offices into hubs for learning and cross-functional connection.

Cultivating AI-workforce capabilities

Genesys is deeply rooted in AI through the platform, products and services we offer customers. As an AI-first company, we’ve been advancing AI in our products and internal ways of working with growing momentum. In FY26, we expanded and unified that momentum through an enterprise-wide approach — setting clear expectations and providing support so all employees can apply AI responsibly and effectively in day-to-day work.



We launched foundational AI Literacy training to build baseline understanding and confidence, with **94% of employees completing the training**. We also introduced AI mindset enablement, an ongoing enterprise-wide effort delivered through on-demand resources, microlearning, videos and company communications. The effort reinforced responsible, human-centered AI use, encouraged experimentation and helped employees apply AI in ways that improve daily work and business impact.

Providing thoughtfully designed benefits and competitive compensation

We work to ensure employees can thrive in the workplace and across all aspects of their lives. We support equitable, fair and consistent pay practices across our global workforce, maintaining salary ranges comparable to those offered by tech industry peers. Our performance-based incentive programs align employee efforts with organizational goals, reinforcing accountability and supporting long-term value creation.

In addition to financial compensation, we invest in thoughtfully designed benefits that support financial, physical and mental well-being. In FY26, we expanded the BrightPlan Financial Planning Program globally, introduced the Smart Rewards incentive program for U.S. employees, implemented annual health checkup and wellness reimbursement programs in India and enabled each region to conduct mental health webinars relevant to employee needs, complementing monthly webinars through Lyra Health.



Impact Together

Genesys gives back through Impact Together, a global volunteering ecosystem that enables employees to support local communities. With a focus on skills-based volunteering, employees bring expertise and knowledge to communities in need, helping foster a more empathetic and technology-enabled world. Our charitable giving and volunteer efforts focus on crisis prevention/intervention, STEM education and the environment.

“What makes this partnership so impactful is the depth of engagement across the Genesys community. From employee-led initiatives to hands-on involvement, their team has brought our mission to life: helping create meaningful opportunities for students to build confidence, expand their networks and see themselves in the future of tech.”



Emily Ong
*Director of Partner Development
Girls Who Code*



Employees receive 20 hours of paid volunteer time annually, and Genesys matches each recorded volunteer hour with \$10 for employees to donate to a charity of their choice, up to \$200 each year.

In FY26, Genesys strengthened Impact Together by shifting from more decentralized charitable giving to a strategic partnership model focused on mission-aligned causes. We deployed an employee volunteering technology platform to provide centralized infrastructure for curated volunteering experiences at scale and prioritized virtual-first and hybrid participation so employees could contribute across time zones and geographies.



Sustainability Ambassadors and regional champions help sustain participation beyond campaign moments.

“What I enjoy most about being a Sustainability Ambassador is constantly learning new ways to live more sustainably and putting those into practice in real life. I also love sharing what’s worked for me and helping spark more awareness across the company, because real impact happens when all of us make small, everyday choices that add up.”



Khayleia Foy
Business Value Specialist
NA



Indu Goel
Software Engineer
APAC

"Being a Sustainability Ambassador is an opportunity to turn awareness into action. I love to be part of a culture where small, everyday choices contribute to a more sustainable future for our communities and our planet."



Andre Bonatti
Principal Security Solutions Architect
LATAM



Robert Frank
VP, Human Resources
EMEA



FY26 EMPLOYEE GIVING BY THE NUMBERS

\$172,708

donated

2,750

employees donated
or volunteered, **up 4%**
year over year

1,032

nonprofit organizations
supported

20

hours of paid volunteer
time provided to each
employee annually



Delivering local impact through global initiatives

In 2025, Genesys refreshed its annual employee giving and volunteering campaign, rebranding Gene-rosity in Action as Impact in Action and condensing the campaign from a monthlong initiative to a focused week of engagement. Guided by the theme “Global Reach. Local Impact. Lasting Change,” the campaign brought employees together through a blend of in-person and virtual events, leadership storytelling, regional challenges and cause areas aligned to STEM education, crisis response and the environment.

To further encourage participation and amplify employee impact, Genesys provided matching contributions for employee donations. The top three nonprofits based on employee donations received additional grant awards,

while the top five volunteers based on hours logged earned additional awards for eligible nonprofits of their choice.

Across the campaign, employees supported organizations including Girls Who Code and World Central Kitchen through fundraising and matching gifts. They also participated in hands-on volunteer opportunities around the world, including assembling and donating a path-following robot in Menlo Park, building solar energy stations in Durham and Toronto for local nonprofits serving underserved youth, and making no-sew blankets in Brazil for communities affected by disaster.

This commitment to service reflects the broader culture of impact at Genesys. Through micro-mentoring opportunities, employees shared career advice for high school and college students globally, reaching more than one million views and helping expand access to guidance and support.



Performance

Accelerating innovation by building trust

Strong corporate governance

Our commitment to ethical AI

Ethics and compliance

Data privacy and cybersecurity

Uptime and availability



Accelerating innovation by building trust

Genesys sits at the forefront of CX innovation, delivering AI-Powered Experience Orchestration capabilities designed to transform how companies engage customers and employees. This vision can succeed only if we earn trust in what we build and how we build it. Our ethics and compliance practices, risk management systems, data privacy, governance and AI ethics program support customers in deploying AI responsibly, safely and with compliance in mind.



“Genesys Cloud’s continued global expansion reflects our focus on delivering secure, compliant and resilient innovation close to where our customers operate. By bringing data residency and AI capabilities in-region, we improve performance, strengthen trust and support sovereignty. As AI adoption grows, responsible innovation also means applying the right model to the right task — using tailored AI models and optimized inference to reduce unnecessary compute and energy consumption. That is how we are building the foundation for trusted, performant and sustainable agentic AI.”



Glenn Nethercutt
*EVP, Chief Technology Officer,
Genesys*



Genesys describes this new phase of AI as one where systems not only predict outcomes but also act on them. Agentic AI brings purpose, reasoning and autonomy, redefining how organizations engage customers through real-time, intelligent interactions at scale. In FY26, Genesys advanced agentic AI capabilities designed to move enterprises beyond scripted automation toward responsible, goal-driven autonomy.

Genesys Cloud AI Studio serves as a centralized workbench for designing, testing, managing and scaling AI across customer journeys. AI Guides help teams build and deploy intelligent virtual agents that operate within business-defined boundaries. With guardrails, permissions and transparency, these capabilities help organizations scale autonomous and risk-managed engagement without sacrificing oversight or compliance.

Genesys also partnered with Scaled Cognition to advance reliable agentic AI for enterprise CX workflows. The partnership combines Genesys experience orchestration with the Scaled Cognition large action models (LAMs) to help organizations deploy autonomous agents with greater accuracy, governance and trust.

12 Gartner® Magic Quadrant™ for Contact Center as a Service, Drew Kraus, Jason Bridge, Megan Fernandez, Pri Rathnayake, Pankil Sheth, 8 September 2025

13 Gartner, Critical Capabilities for Contact Center as a Service, Jason Bridge, Drew Kraus, et al., 10 September 2025

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14 IDC, IDC MarketScape: Worldwide General-Purpose Conversational AI Platforms 2025 Vendor Assessment, Doc #US52972625, September 2025

15 IDC, IDC MarketScape: Worldwide Conversational AI Platforms for Front-Office Use Cases 2025-2026 Vendor Assessment, Doc #US53866226, December 2025

16 IDC Tech Supplier, Worldwide Contact Center Applications Market Shares, 2024: AI Focused on Business Outcomes Gains Traction, Doc #US52166925, September 2025

Industry analyst recognition

A few of the industry analyst recognitions Genesys received in FY26

Gartner®

- **A Leader in the 2025 Gartner® Magic Quadrant™ for Contact Center as a Service** for the 11th consecutive year¹²
- Ranked 1st in the High-Volume Customer Call Center, Customer Engagement Center and Global Contact Center use cases in the **2025 Gartner Critical Capabilities for Contact Center as a Service**¹³

FORRESTER®

- **A Leader in The Forrester Wave™: Contact-Center-As-A-Service Platforms, Q2 2025**, with the highest overall current offering score of the evaluated providers¹⁷

17 The Forrester Wave™: Contact-Center-As-A-Service Platforms, Q2 2025, Forrester Research, Inc.

18 Frost & Sullivan, Frost Radar: Workforce Engagement Management, 2025, #KC0D-76, November 2025

19 Frost & Sullivan, Frost Radar: Customer Experience Platforms in Latin America, 2025, #KBC7-76, August 2025

Frost & Sullivan, Frost Radar: EMEA Customer Experience Platforms, 2025, #KBC9-76, September 2025

Frost & Sullivan, Frost Radar: Customer Experience Platforms in North America, 2025, #KBC8-76, October 2025

Frost & Sullivan, Frost Radar: Customer Experience Platforms in Asia-Pacific, 2025, #PG4R-76, October 2025



- **A Leader in IDC MarketScape: Worldwide General-Purpose Conversational AI Platforms 2025 Vendor Assessment**¹⁴
- **A Leader in IDC MarketScape: Worldwide Conversational AI Platforms for Front-Office Use Cases 2025-2026 Vendor Assessment**¹⁵
- #1 in IDC Worldwide Contact Center Applications Market Shares, 2024¹⁶



- **A Leader in Frost Radar™: Workforce Engagement Management, 2025**¹⁸
- Frost Radar™: Customer Experience Platforms 2025 in multiple regions¹⁹



How AI informs our performance approach

As agentic AI technologies become more capable, responsible oversight is increasingly important. Guided by a commitment to both innovate and protect, Genesys applies AI principles and cross-functional governance to support responsible AI adoption and regulatory compliance in our products as well as in our own use of AI.

"Sustainability is a technology mandate. As AI and cloud transform how organizations serve people, our responsibility is to design enterprise systems that are efficient, resilient, secure and governed by trusted data. At Genesys, that means embedding sustainability into our architecture, cybersecurity, data stewardship and AI oversight — so innovation scales responsibly, protects customer trust and creates durable value for our business, our customers and the communities we serve."



Trevor Schulze
Chief Information Officer, Genesys

Scaling AI-Powered Experience Orchestration

In the 2026 **"State of Customer Experience"** report, increasing customer value and loyalty was identified as the top strategic priority for CX and business leaders over the next two years, cited by **35%** of respondents globally. At the same time, **91%** of consumers surveyed said that a company is only as good as its service. Genesys helps organizations strengthen customer relationships through AI-Powered Experience Orchestration, enabling them to resolve issues faster, personalize interactions and deliver empathetic service at scale.

In FY26, Genesys surpassed two million agents on Genesys Cloud and more than **7,000 organizations worldwide** relied on the platform. AI-powered conversations on Genesys Cloud more than doubled by growing more than **120% year-over-year**, and Genesys Cloud Agent Copilot summaries increased more than three times year-over-year.



Expanding what is possible with Genesys AppFoundry

Through the AppFoundry Marketplace, Genesys supports independent software vendors that build complementary solutions, enabling discovery and seamless integration within Genesys Cloud. As of January 31, 2026, approximately one-third of Genesys Cloud customers used at least one AppFoundry application, helping them expand their platforms and deepen trust with the people they serve.



Strong corporate governance practices

Alongside our CEO, the Genesys Board of Managers oversees the management of our operations and corporate governance. The ten-member Board includes three independent members and representatives of Hellman & Friedman and Permira, which collectively hold a majority stake in Genesys. The Board oversees key sustainability issues through dedicated sessions at least once per year and quarterly briefings on sustainability initiatives, metrics and emerging issues.

KEY GOVERNANCE POLICIES INCLUDE:

Genesys Code of Conduct

(includes our Anti-Corruption Policy, Modern Slavery Policy and Whistleblower Policy)

Genesys Supplier and Business Partner Code of Conduct

Supplier Inclusion Statement



Managing enterprise risks

Our Enterprise Risk Management (ERM) program proactively identifies, assesses and manages risks that could affect business objectives, stakeholder value or sustainability commitments. Overseen by the Audit Committee of the Board, ERM engages cross-functional stakeholders, senior leadership and the executive team. In FY26, Genesys enhanced the framework to more closely align risk management with corporate strategy by integrating enterprise risks into strategic planning, decision-making and performance oversight.

Risk assessments consider the evolving technology landscape, including rapid AI transformation, regulatory expectations and sustainability-related challenges associated with a global cloud-based platform. Risk mitigation efforts are embedded into business operations through company-level strategic initiatives, supported by cross-functional monitoring and escalation of emerging issues as needed.



Our commitment to ethical AI

AI is reshaping customer experience in ways that are both exciting and complex. These technologies are increasingly able to learn, reason and act on behalf of customers and employees. Greater autonomy can create new value, but it also introduces risks, including regulatory change, environmental impact, the potential for bias and data breaches, and the impact of operational downtime. Genesys places accountability, security and privacy, fairness, transparency and governance at the core of the AI capabilities we bring to market.

In 2025, Genesys became a partner of the World Economic Forum Center for AI Excellence to contribute to global dialogue on responsible AI development and governance. Genesys also earned ISO/IEC 42001:2023 certification for the Genesys Cloud platform, covering the design, development and deployment of AI technologies in Genesys Cloud.

Upholding ethical AI principles

PRINCIPLE	HOW GENESYS APPLIES IT
Accountability	Defined roles and governance structures, pre- and post-deployment reviews, human oversight and control, escalation and feedback channels.
Security and privacy	Data minimization and isolation, privacy-by-design, anonymization and access controls, regulatory compliance and global standards.
Transparency	Product cards and system disclosures, explainability in user interfaces, configurable behavior thresholds and clear documentation.
Fairness	Bias-aware data practices, consistent model performance across populations, avoiding reinforcement of historical bias and supporting inclusive language and regional use.
Governance	Cross-functional AI oversight, lifecycle risk management, performance monitoring, model updates and customer feedback integration.



Genesys-driven alignment with AI risk management practices

Genesys aligns its AI risk assessment to ISO 31000 and with the National Institute of Standards and Technology (NIST) AI Risk Management Framework as a Genesys-driven governance decision based on industry best practices. The NIST AI RMF was released in January 2023 and is a voluntary framework to govern, map, measure and manage AI risks.

Genesys Cloud has established an Artificial Intelligence Management System (AIMS), which provides a structured set of policies, procedures and controls that we use to guide how AI systems are developed, deployed and monitored. This AIMS integrates technology, people and processes to help ensure ethical, compliant and safe use of AI, including ongoing risk assessment and data governance.

It provides continuous monitoring and improvement for AI, aiming to minimize harm and align with organizational goals and legal requirements.

Enabling customers with strong AI governance

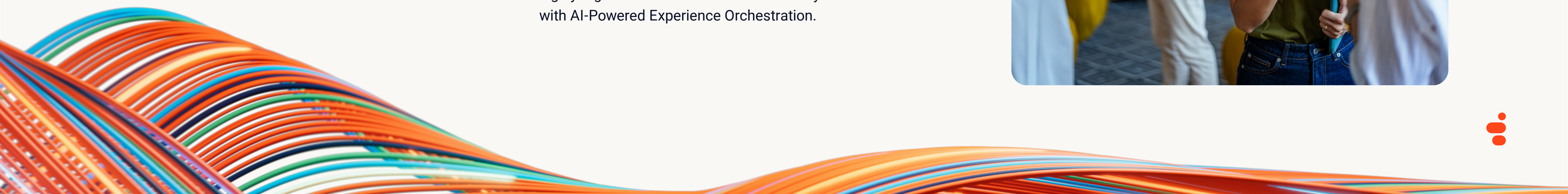
In FY26, Genesys launched the **Genesys Cloud Trust Center**, a centralized hub where users can explore information on security safeguards, data privacy, compliance standards and service resilience. Verified customers and partners can request access to the Security, Privacy and Compliance Portal for audit reports and detailed regulatory and privacy documentation. Customers can also download AI product cards that describe AI features, intended use cases, how data is used, model technical information and risk assessments.

Strengthening trust through global compliance

Genesys Cloud operates in 22 AWS Regions, making it one of the most globally available CX platforms in the industry. In FY26 Genesys Cloud launched AWS regions in Singapore and Mexico, and announced plans for availability on the AWS European Sovereign Cloud, to further expand secure, compliant access to Genesys Cloud customers around the world. The European Sovereign Region launched in FY27, supporting public sector and highly regulated industries in the EU as they modernize services with AI-Powered Experience Orchestration.

Prioritizing oversight and compliance

A cross-functional AI Ethics Board, composed of leaders from engineering, research and development and product teams, oversees AI principles and compliance with global regulations as they evolve. Our Chief Privacy Officer leads an AI Ethics Roundtable with Genesys Cloud engineering and security teams to assess new product features and help ensure they are developed in line with Genesys Cloud AI principles.



Ethics and compliance

We believe in doing business the right way. Through our **Code of Conduct**, compliance training and clear reporting channels, Genesys reinforces ethical decision-making, compliance and accountability across the company.



Conducting ethics training

During onboarding and annually throughout their time at Genesys, employees complete mandatory compliance training covering anti-corruption and anti-fraud, data security, conflicts of interest, modern slavery, fair competition and trade compliance. Employees review and acknowledge our Code of Conduct and participate in scenario-based exercises and quizzes. In FY26, additional course topics included cybersecurity and data privacy, AI ethics, responsible procurement, harassment prevention, HIPAA, EHS, and sustainability, plus regional and role-specific topics.

Reinforcing anti-corruption and human rights

Genesys does not tolerate corrupt activity and maintains due diligence processes and auditing rights for partners. Our Supplier and Business Partner **Code of Conduct** includes anti-corruption expectations. We also take a zero-tolerance approach to modern slavery and maintain policies, statements and supplier due diligence processes designed to identify and address potential human rights issues in our business and supply chain.

Encouraging a speak up culture

Genesys provides several avenues to report potential violations of the Code of Conduct, policies or laws. A Compliance Speak Up line, hosted by an independent provider, is available 24 hours a day, seven days a week. Employees can also share concerns with their manager, the Ethics and Compliance team, the Chief Compliance Officer, Human Resources, or Legal. Reports may be anonymous where permitted by law, and Genesys does not tolerate intimidation or retaliation against anyone who reports in good faith.

See the **compliance section of our Trust Center** for further details.

Preventing harassment and supporting an inclusive supplier network

Genesys prohibits unlawful harassment and provides annual workplace harassment prevention training. We also seek suppliers who share our values, have offerings aligned with our needs and can help us achieve our goals. **The Supplier Inclusion Statement** provides additional details.



Data privacy and cybersecurity

As a global technology company, Genesys is highly focused on ensuring data security and privacy. This is foundational to customer trust and increasingly important as AI capabilities advance. Strong governance helps organizations understand and oversee how customer data is used by AI models.

Aligning with globally recognized frameworks

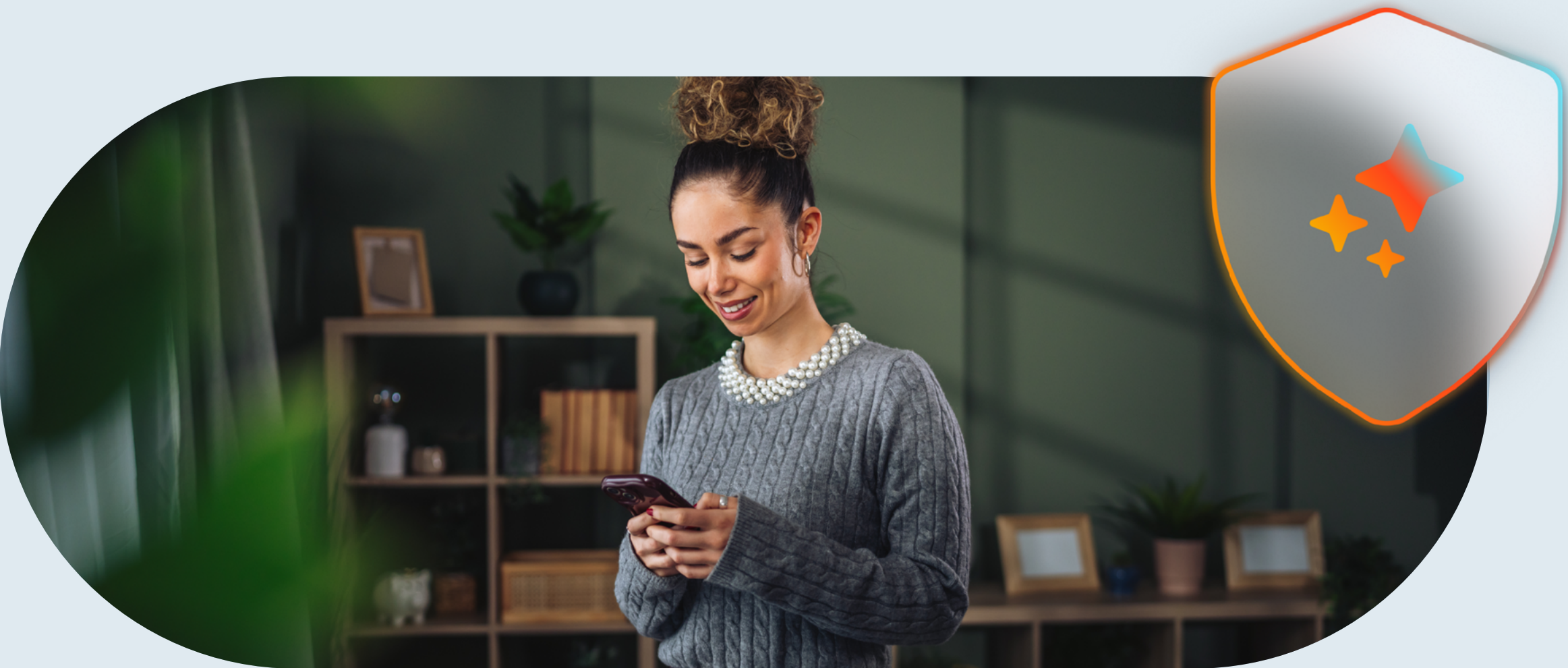
Our information security teams observe internationally recognized security frameworks and region-specific standards to strengthen Genesys Cloud globally. We work to ensure that Genesys Cloud maintains compliance with standards including **PCI DSS, HITRUST, SOC 2 Type 2, HIPAA, IRAP, BSI C5, ISO 27001/27017/27018** and others. Likewise, our teams monitor regulatory frameworks, such as the **EU GDPR** and the **EU AI Act**, for internal alignment and compliance.

Taking an organization-wide approach to security

Our privacy team works with business units to embed privacy by design and by default into products, features and processes, while also counseling and administering annual data privacy training. Data privacy and cybersecurity oversight includes the Chief Privacy Officer & European Data Protection Officer, business unit security teams, the Chief Information Security Officer and the information security team. The Information Security team trains developers in secure coding and supports vulnerability management, security architecture, third-party risk management, risk and compliance guidance, penetration testing, code scanning and reviews.

Uptime and availability

Customers depend on always-on connectivity. Genesys Cloud is deployed across **22 AWS regions** and uses a minimum of three Availability Zones in each region to support redundancy, resilience and consistent performance. The Genesys Cloud platform availability for each region and month is publicly available on the Genesys Cloud status page. In FY26, this number was **99.995%**²⁰ across the Genesys Cloud platform.



²⁰ Equivalent to less than 30 minutes of downtime for the platform during FY26. Downtime reflects the unavailability of critical services that impact the ability to make/receive voice interactions, login, or record conversations where greater than 50% of the platform as a whole is impacted.



Appendix

Genesys environmental methodology

Genesys is committed to advancing its sustainability initiatives, reducing its environmental footprint, and maintaining transparency in reporting. We aim to balance the needs of all our stakeholders, including our ambition to grow our business while managing environmental and social risks and opportunities. We understand that our financial, environmental, and social performance are tightly connected, and we seek to deliver shared value as we embed sustainability into our strategy, goals, and operations.

Genesys greenhouse gas emissions

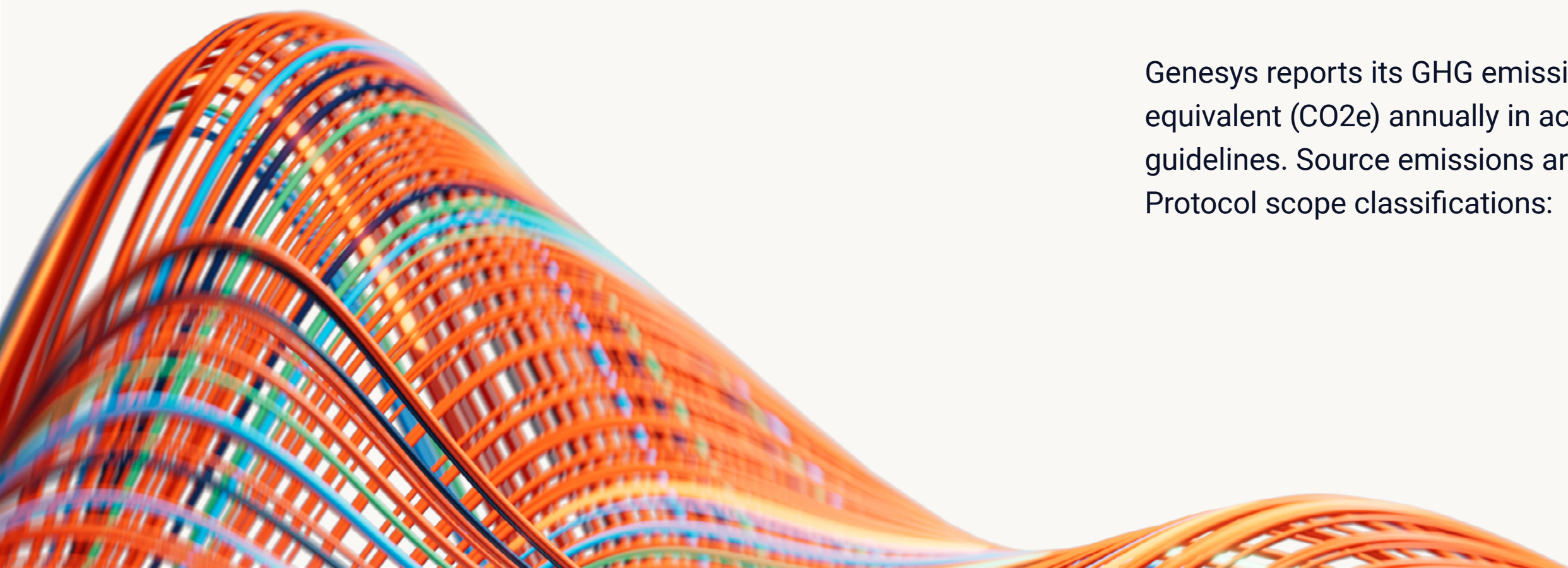
Genesys greenhouse gas (GHG) footprint comprises emissions primarily from our upstream and downstream value chain, followed by direct emissions from operating our business. We define organizational boundaries using the operational control approach, aligned with the definition from the industry-standard World Resources Institute (WRI) **Greenhouse Gas (GHG) Protocol** (Chapter 3). Operational control criteria are met when Genesys has full authority to establish and implement its operational policies. Our reporting includes all emissions from all operations over which the company exercises operational control, as well as all value chain emissions we’ve identified to date.

Genesys reports its GHG emissions in metric tons of carbon dioxide equivalent (CO2e) annually in accordance with the GHG Protocol guidelines. Source emissions are classified according to the GHG Protocol scope classifications:

Scope 1 refers to direct GHG emissions from sources that are owned or controlled by the company

Scope 2 refers to indirect GHG emissions generated by the energy production of utilities

Scope 3 refers to all other indirect GHG emissions, including, but not limited to, activities occurring within our supply chain and from product use



In FY26, the following source emissions were categorized in accordance with GHG Protocol scope classifications.

Scope 1

- Stationary combustion (natural gas use at leased offices)
- Fugitive emissions (refrigerants)

Scope 2

- Purchased electricity consumption at leased offices
- Electricity consumption at co-location data centers

Scope 3

Upstream

- Category 1: Purchased Goods and Services
- Category 2: Capital Goods
- Category 3: Fuel and Energy-Related Activities
- Category 4: Upstream Transportation and Distribution
- Category 5: Waste Generated in Operations

- Category 6: Business travel
- Category 7: Employee Commuting
- Category 8: Upstream Leased Assets

Downstream

- Category 11: Use of Sold Products
- Category 15: Investments

In addition, Genesys discloses its total energy consumption and the external reduction of emissions from carbon offsets to address residual emissions transparently and comprehensibly.

Calculation methodology

Genesys refers to the GHG Protocol when calculating and reporting emissions. We obtain third-party assurance for our emissions inventory annually. In FY26, we have obtained reasonable assurance for Scope 1 and Scope 2 and limited assurance for Scope 3. Additionally, our near-term emissions-reduction targets are validated by the Science Based Targets initiative (SBTi).

We calculate our emissions based on activity and financial data. We prioritize activity data such as electricity used in our facilities as measured by our utility providers but use financial data when activity

data is unavailable. We use emission factors provided by recognized agencies such as the US Environmental Protection Agency (EPA) and International Energy Agency (IEA) in our emissions calculations. To convert the different emission types into CO2e, we apply the latest Global Warming Potential factors given in IPCC AR6.

For activity data, we calculate total emissions by applying relevant factors to specific measured data. For example, we multiply our electricity use at a given location as provided on utility bills by that country or region’s specific emission factor (from the IEA, for example) to calculate the site’s emissions from electricity use. In a few cases when electricity invoices from leased facilities are not separately available for Genesys offices, we allocate a portion of the electricity consumed by the total building based on floor space we occupy.

Due to the complex nature of our business, we use spend-based methods to evaluate our emissions in cases where activity data is not possible to source or of questionable quality. For example, the Scope 3 categories of purchased goods and services and the non-flight components of business travel are calculated based on spend-based methods. We apply spend-based emission factors to purchased goods and services expenditures to estimate emissions. We also use spend-based emissions factors to calculate business travel emissions by train, rental cars, and rideshares. In some cases, we gather emissions data directly from suppliers.



In certain cases, we must make assumptions to complete calculations in the absence of more accurate data. For example, in instances when we know electricity was used in the United States but not the specific state where it was generated, we will use the average grid emissions factor for the country instead of a state-specific eGRID factor. As another example, for Use of Sold Products, we make assumptions about the energy requirements of on-premises deployments based on the typical compute, network and storage equipment needs. We continue to refine our methodologies and improve our accuracy over time.

As best practices for calculation methodologies continue to evolve and the accuracy and granularity of data available to us improves, we plan to update previously reported data to reflect these developments in future reports when feasible.

The following table details the revisions made to previously reported emission numbers as described in this year’s report:

EMISSION CATEGORY	FY25 PUBLISHED	FY25 REVISED
Overall Emissions	187,754	237,319
Scope 1	17	17
Scope 2	4,104	4,104
Scope 3	183,633	233,198
Scope 3 Category 1: Purchased goods and services	55.5 ktons CO2e	38.4 ktons CO2e
Scope 3 Category 6: Business Travel	8.2 ktons CO2e	18.1 ktons CO2e
Scope 3 Category 7: Employee Commuting	4.2 ktons CO2e	5.9 ktons CO2e
Scope 3 Category 11: Use of Sold Products	112.8 ktons CO2e	164.6 ktons CO2e
Scope 3: Other categories	3 ktons CO2e	6.1 ktons CO2e



About this report

This report includes updates on our sustainability strategy, performance, and related metrics, covering our fiscal year 2026, which is the period from February 1, 2025, to January 31, 2026, with additional information on activities, where appropriate, through July 2026. Unless indicated or the context requires otherwise, all metrics cover our fiscal year 2026. The report covers the social and environmental performance, governance, compliance, and risk management aspects of our business and is informed by the Global Reporting Initiative (GRI) standards, the Task Force on Climate-related Financial Disclosures (TCFD) Framework, the Sustainability Accounting Standards Board (SASB), and the United Nations Sustainable Development Goals (UN SDGs). We obtained limited or reasonable assurance, as applicable, from Apex Companies, LLC, our external auditor, as further described within this report.

The goals and projects described in this report are aspirational. As such, no guarantees or promises are made that these goals and projects will be met or successfully executed. Furthermore, data, statistics and metrics included in this report are unaudited estimates, not prepared in accordance with generally accepted accounting principles (GAAP), continue to evolve and may be based on assumptions believed to be reasonable at the time of preparation, but should not be considered guarantees and are subject to future revision. In particular, GHG emissions data presented in this report reflects methodologies and data sources that have evolved over time; historical figures may not be directly comparable to figures for more recent years, and reported year-over-year changes or progress against baseline targets should be evaluated in light of these methodology differences, as described in the “Our Roadmap

to Reduction” and Genesys Environmental Methodology sections of this report. This report uses certain terms including those that GRI or others refer to as “material” to reflect the issues or priorities of Genesys and its stakeholders. Used in this context, however, these terms are distinct from, and should not be confused with, the terms “material” and “materiality,” as defined by or construed in accordance with securities or other laws, or as used in the context of financial statements and reporting. Information contained on any website referenced or linked herein is not incorporated by reference into this report.

Forward-looking statements

Statements of future events or conditions in this report, including those that concern future circumstances and results and other statements that are not historical facts and are sometimes identified by words such as “may,” “will,” “should,” “potential,” “intend,” “expect,” “endeavor,” “seek,” “anticipate,” “estimate,” “believe,” “could,” “project,” “predict,” “continue,” “goal,” “target,” or other similar words or expressions are forward-looking statements. Forward-looking statements are based upon current plans, estimates, and expectations that are subject to risks, uncertainties, and assumptions. Should one or more of these risks or uncertainties materialize, or should underlying assumptions prove incorrect, actual results may vary materially from those indicated or anticipated by such forward-looking statements. The inclusion of such statements should not be regarded as a representation that such plans, goals, targets, estimates or expectations will be achieved. Important factors that could cause actual results to differ materially from such plans, goals, targets, estimates or expectations include, among others: changes in economic, political and business conditions; epidemics, global hostilities, natural disasters or other significant events that

disrupt normal business operations or other events beyond our control and actions by governments, businesses and individuals in response to the situation; technological advances or innovation; mergers and acquisitions or significant business model changes; unexpected delays, difficulties and expenses in executing against our goals set forth in this report; changes in laws or regulations, including those related to climate initiatives or AI governance; the evolving nature of AI technologies, including risks related to the development, deployment and governance of AI systems; changes in GHG emissions measurement methodologies, data availability or accounting standards that affect reported emissions or progress against targets; the availability, pricing and quality of carbon credits or offsets; and the ability of third-party partners, including cloud infrastructure providers, to achieve their own sustainability commitments. The forward-looking statements in this report are made as of the date of this report unless otherwise indicated. We undertake no obligation to update these forward-looking statements to reflect subsequent events or circumstances.

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GRI standard

Statement of use		Genesys has reported the information cited in this GRI content index for the period February 1, 2025, to January 31, 2026, in accordance with the GRI Standards.	
GRI standard	Disclosure	Fiscal year 2026 location/response	
The organization and its reporting			
2-1	Organizational details	Genesys Cloud Services, Inc. Menlo Park, CA, USA	
2-2	Entities included in the organization's sustainability reporting	Genesys is a privately owned company and the sole entity included in this sustainability report.	
2-3	Reporting period, frequency and contact point	February 1, 2025-January 31, 2026 Annually sustainability@genesys.com	
2-4	Restatements of information	Any restated information is noted in the Appendix of this report.	
2-5	External assurance	Genesys has obtained reasonable assurance for Scope 1 and 2 emissions and limited assurance for Scope 3 emissions from our external auditor, Apex Companies LLC. View our GHG Emissions Verification Statement to learn more.	
Activities and workers			
2-6	Activities, value chain and other business relationships	Fiscal Year 2026 Sustainability Report > Our business	
2-7	Employees	Fiscal Year 2026 Sustainability Report > FY26 at a glance	
2-8	Workers who are not employees: Total number of workers who are not employees and whose work is controlled by the organization	Genesys does not disclose this information.	
Governance			
2-9	Governance structure and composition	Genesys Leadership	
2-10	Nomination and selection of the highest governance body	Genesys's Board of Managers consists of ten members, who are the company's CEO, representatives from our private equity sponsors, and three independent directors.	
2-11	Chair of the highest governance body	Tony Bates is both the Chairperson of the Board and CEO of Genesys.	
2-12	Role of the highest governance body in overseeing the management of impacts	Although Genesys is a privately held company, Genesys's Chief Executive Officer (CEO) serves as Chairman of the Company's Board of Managers and oversees business strategy for the company, which includes climate-related policies and strategy. Given that sustainability is a strategic business key performance indicator, our CEO is ultimately responsible for overseeing and monitoring Genesys' sustainability program and progress toward the company's FY31 goals, which include achieving carbon neutrality as a company. Fiscal Year 2026 Sustainability Report > Performance > Strong corporate governance	
2-13	Delegation of responsibility for managing impacts	Genesys has a Board of Managers. The Board of Managers is chaired by our CEO and made up of nine other experienced, external experts. The Board oversees key sustainability issues through dedicated sessions at least once per year and quarterly briefings on sustainability initiatives, metrics and emerging issues. Fiscal Year 2026 Sustainability Report > Performance > Strong corporate governance	
2-14	Role of the highest governance body in sustainability reporting	The Chief Sustainability Officer (CSO) is a member of the Genesys leadership team, reporting to the Senior Vice President of Strategy, who reports to the CEO. The CSO oversees the implementation of our sustainability strategy, integrates sustainability throughout our company and monitors our environmental and social performance. The CSO leads the internal sustainability team and works closely with an internal Sustainability Council composed of representatives from 11 business functions. The CSO and council work together to create sustainability initiatives and policies; track sustainability developments; and manage sustainability communications with employees, investors and other stakeholders. Fiscal Year 2026 Sustainability Report > Performance > Strong corporate governance	
2-15	Conflicts of interest	Fiscal Year 2026 Sustainability Report > Performance > Ethics & compliance > Conducting ethics training	
2-16	Communication of critical concerns: How concerns are communicated to the highest governance body, report the total number and the nature of critical concerns during the reporting period.	Fiscal Year 2026 Sustainability Report > Performance > Ethics & compliance > Encouraging a speak up culture	
2-17	Collective knowledge of the highest governance body	Genesys Leadership	



2-18	Evaluation of the performance of the highest governance body: Overseeing the management of the organization's impacts on the economy, environment, and people	Fiscal Year 2026 Sustainability Report > Performance > Strong corporate governance practices
2-19	Remuneration policies	Our executive management team is compensated based, in part, on overall company performance and effective management of our two pillars that include aspects of sustainability, growth, profitability and experience.
2-20	Process to determine remuneration	Our executive management team is compensated based, in part, on overall company performance and effective management of our two pillars that include aspects of sustainability, growth, profitability and experience.
2-21	Annual total compensation ratio: Ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees, ratio of the percentage increase.	Genesys does not disclose this information.
Strategy, policies and practices		
2-22	Statement on sustainable development strategy	Fiscal Year 2026 Sustainability Report > A message from our Chairman and CEO
2-23	Policy commitments	Code of Conduct (including Anti-Corruption Policy, Modern Slavery Policy and Whistleblower Policy) Supplier and Business Partner Code of Conduct Sustainable Procurement Guidelines Supplier Inclusion Statement AI Ethics Guidelines Global Tax Policy Compliance Policies Privacy Policy
2-24	Embedding policy commitments	Fiscal Year 2026 Sustainability Report > Planet > Responsible procurement > Engaging our suppliers; Upholding responsible purchasing practices Fiscal Year 2026 Sustainability Report > Performance > Strong corporate governance; Ethics & compliance; Upholding ethical AI principles
2-25	Processes to remediate negative impacts	Genesys does not disclose this information.
2-26	Mechanisms for seeking advice and raising concerns	Codes of Conduct
2-27	Compliance with laws and regulations: Report the total number of non-compliance instances with laws and regulations	Genesys does not disclose this information
2-28	Membership associations: List of membership associations	United Nations Global Compact
Stakeholder engagement		
2-29	Approach to stakeholder engagement	Fiscal Year 2026 Sustainability Report > Sustainability at Genesys
2-30	Collective bargaining agreements: How the organization engages in collective bargaining with its employees	Employees in multiple regions are covered by collective bargaining agreements.
Material topics		
GRI 3: Material topics 2021		
3-1	Process to determine material topics	Fiscal Year 2026 Sustainability Report > Sustainability at Genesys > Material topics
3-2	List of material topics	Fiscal Year 2026 Sustainability Report > Sustainability at Genesys > Material topics
GRI 200: Economic		
GRI 205: Anti-corruption		
3-3	Management of material topic	Fiscal Year 2026 Sustainability Report > Performance > Ethics & compliance
205-1	Operations assessed for risks related to corruption	Fiscal Year 2026 Sustainability Report > Performance > Ethics & compliance > Reinforcing anti-corruption
205-2	Communication and training about anti-corruption policies and procedures	Fiscal Year 2026 Sustainability Report > Performance > Ethics & compliance > Conducting ethics training



GRI 300: Environmental		
GRI 302: Energy		
3-3	Management of material topic	Fiscal Year 2026 Sustainability Report > Planet > Delivering sustainable transformation; Reducing climate impacts across the value chain
302-1	Energy consumption within the organization	Fiscal Year 2026 Sustainability Report > Planet > Delivering sustainable transformation; Reducing climate impacts across the value chain
		Total energy consumed in FY26: 5,940 MWh (source: FY26 Apex verification statement)
302-3	Energy intensity	Total energy consumed in FY26: 5,940 MWh (source: FY26 Apex verification statement)
		Total Customers: More than 8,000 (Source: Our business)
		Energy Intensity Ratio: 0.7 MWh/customer
302-4	Reduction of energy consumption	Fiscal Year 2026 Sustainability Report > Planet > Reducing climate impacts across the value chain
302-5	Reductions in energy requirements of products and services	Fiscal Year 2026 Sustainability Report > Planet > Product-related emissions
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations: Report total number of species, identify where its activities pose a threat to endangered plant and animal species and initiate steps to avoid harm.	
GRI 305: Emissions		
3-3	Management of material topic	Fiscal Year 2026 Sustainability Report > Planet > Our roadmap to reduction; Product-related emissions
305-1	Direct (Scope 1) GHG emissions	Fiscal Year 2026 Sustainability Report > Planet > Reducing climate impacts across the value chain > Genesys annual emissions
305-2	Energy indirect (Scope 2) GHG emissions	Fiscal Year 2026 Sustainability Report > Planet > Reducing climate impacts across the value chain > Genesys annual emissions
305-3	Other indirect (Scope 3) GHG emissions	Fiscal Year 2026 Sustainability Report > Planet > Reducing climate impacts across the value chain > Genesys annual emissions
305-4	GHG emissions intensity	Fiscal Year 2026 Sustainability Report > Planet > Reducing climate impacts across the value chain > Genesys annual emissions
		2025 CDP Corporate Questionnaire, Section C7.45
305-5	Reduction of GHG emissions	Fiscal Year 2026 Sustainability Report > Planet > Our roadmap to reduction; Product-related emissions
305-6	Emissions of ozone-depleting substances (ODS): Production, imports, and exports of ODS	Genesys does not emit significant ozone-depleting substances in its operations.
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	Genesys does not emit significant air pollutants due to the nature of its business model.
GRI 400: Social		
GRI 404: Training and education		
3-3	Management of material topic	Fiscal Year 2026 Sustainability Report > People > One Genesys culture > Building a culture of continuous learning
404-1	Average hours of training per year per employee: Average hours of training gender and employee category	In FY26, we offered the following training hours to our employees: All employees: 18 hours per employee Managers: 30 hours per manager VP Level and Above: 50 hours per leader
404-2	Programs for upgrading employee skills and transition assistance programs	Fiscal Year 2026 Sustainability Report > People > One Genesys culture > Building a culture of continuous learning
404-3	Percentage of employees receiving regular performance and career development reviews: Percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period.	Fiscal Year 2026 Sustainability Report > People > One Genesys culture > Building a culture of continuous learning
		91.6% of employees received an annual performance review in FY26



GRI 405: Diversity and equal opportunity		
3-3	Management of material topic	Fiscal Year 2026 Sustainability Report > People > One Genesys culture > Building empathy through inclusion
405-2	Ratio of basic salary and remuneration of women to men: Average pay of each gender grouping within each employee category	Genesys does not disclose this information.
GRI 406: Non-discrimination		
3-3	Management of material topic	Fiscal Year 2026 Sustainability Report > People > One Genesys culture > Attracting and retaining top talent; Building empathy through inclusion Code of Conduct
406-1	Incidents of discrimination and corrective actions taken: Total number of incidents of non-compliance can include management system audits, formal monitoring programs, or grievance mechanisms	Genesys does not disclose this information.
GRI 413: Local communities		
3-3	Management of material topic	Fiscal Year 2026 Sustainability Report > People > Impact together
413-1	Operations with local community engagement, impact assessments, and development programs	Fiscal Year 2026 Sustainability Report > People > Impact together
413-2	Operations with significant actual and potential negative impacts on local communities	Genesys does not disclose this information.
GRI 418: Customer privacy		
3-3	Management of material topic	Fiscal Year 2026 Sustainability Report > Performance > Data privacy and cybersecurity
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data: Total number of substantiated complaints received concerning breaches of customer privacy	Genesys does not disclose this information.



SASB Index

Topic	Accounting metric	Category	Unit of measure	Code	Fiscal year 2026 response
Environmental footprint of hardware infrastructure	(1) Total energy consumed (2) percentage grid electricity (3) percentage renewable	Quantitative	Gigajoules, percentage (%)	TC-SI-130a.1	Fiscal Year 2026 Sustainability Report > Planet > Sustainable operations > Minimizing our physical footprint GHG Emissions Verification Statement
	(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	Quantitative	Thousand cubic meters (m3), Percentage (%)	TC-SI-130a.2	We do not collect this data as it does not have a significant impact on our operations.
	Discussion of the integration of environmental considerations into strategic planning for data centre needs	Discussion and Analysis	n/a	TC-SI-130a.3	Fiscal Year 2026 Sustainability Report > Planet > Product-related emissions
	Description of policies and practices relating to targeted advertising and user privacy	Discussion and Analysis	n/a	TC-SI-220a.1	Fiscal Year 2026 Sustainability Report > Performance > Data privacy and cybersecurity Privacy Policy
Data privacy & freedom of expression	Number of users whose information is used for secondary purposes	Quantitative	Number	TC-SI-220a.2	Genesys does not disclose this information.
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Quantitative	Presentation currency	TC-SI-220a.3	Genesys does not disclose this information.
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	Quantitative	Number, percentage (%)	TC-SI-220a.4	Genesys does not disclose this information.
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Discussion and Analysis	n/a	TC-SI-220a.5	Genesys does not disclose this information.
Data security	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	Quantitative	Number, percentage (%)	TC-SI-230a.1	Genesys does not disclose this information.
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion and Analysis	n/a	TC-SI-230a.2	Fiscal Year 2026 Sustainability Report > Performance > Data privacy and cybersecurity
Recruiting & managing a global, diverse skilled workforce	Percentage of employees that require a work visa	Quantitative	Percentage (%)	TC-SI-330a.1	Genesys does not disclose this information.
	Employee engagement as a percentage	Quantitative	Percentage (%)	TC-SI-330a.2	Fiscal Year 2026 Sustainability Report > People > One Genesys culture > Elevating the employee experience
	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	Quantitative	Percentage (%)	TC-SI-330a.3	Genesys does not disclose this information.
Intellectual property protection & competitive behavior	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Quantitative	Presentation currency	TC-SI-520a.1	Genesys does not disclose this information.
Managing systemic risks from technology disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	Quantitative	Number, Days	TC-SI-550a.1	Fiscal Year 2026 Sustainability Report > Performance > Uptime and availability
	Description of business continuity risks related to disruptions of operations	Discussion and Analysis	n/a	TC-SI-550a.2	Fiscal Year 2026 Sustainability Report > Sustainability at Genesys; Managing enterprise risks
Activity metric		Category	Unit of measure	Code	
(1) Number of licenses or subscriptions, (2) percentage cloud-based		Quantitative	Number, Percentage (%)	TC-SI-000.A	
(1) Data processing capacity, (2) percentage outsourced		Quantitative	See note	TC-SI-000.B	
(1) Amount of data storage, (2) percentage outsourced		Quantitative	Petabytes, Percentage (%)	TC-SI-000.C	

Note for TC-SI-000.B: Data processing capacity shall be reported in units of measure typically tracked by the entity or used as the basis for contracting software and information technology (IT) services, such as million service units (MSUs), million instructions per second (MIPS), mega floating-point operations per second (MFLOPS), compute cycles or other. Alternatively, the entity may disclose owned and outsourced data processing needs in other units of measure, such as rack space or data center floor area. The percentage outsourced shall include on-premise cloud services, those that are hosted on public cloud, and those that are residing in co-location data centers.



TCFD

Disclosure focus area	Recommended disclosure	Fiscal Year 2026 Response	Fiscal Year 2026 Reference
Governance			
Disclose the organization's governance around climate-related risks and opportunities.	a) Describe the board's oversight of climate-related risks and opportunities.	Genesys's Board of Managers has oversight of climate-related risks and opportunities. The Board consists of ten members, who are the company's CEO, representatives from our private equity sponsors and three independent directors.	Fiscal Year 2026 Sustainability Report > Performance > Strong corporate governance 2025 CDP Corporate Questionnaire, Section C4
	b) Describe management's role in assessing and managing climate-related risks and opportunities.	Sustainability is integrated into the strategy of Genesys as part of our key strategic business metrics categories. Our Chief Sustainability Officer oversees the implementation of our global sustainability strategy, integrates sustainability throughout our company, and monitors our environmental and social performance. The Global Sustainability team manages our initiatives and policies and tracks sustainability developments, which include sustainability communications with employees, investors and other stakeholders.	Fiscal Year 2026 Sustainability Report > Performance > Strong corporate governance 2025 CDP Corporate Questionnaire, Section C4
Strategy			
Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy and financial planning.	a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	Risks & Opportunities: • Regulatory: Genesys considers the influence of local and federal regulations, including environmental and climate-related rules, when making business decisions. As a result, Genesys has taken a proactive approach to the detailed reporting of climate-related risks, emissions and net-zero transition plans. • Technology: Climate-related technological risks are relevant and include failing to adopt, or too slowly adopting, lower-emissions technologies. Genesys partners with enterprise data center infrastructure companies who maintain up-to-date, energy-efficient server and IT equipment. Genesys data center partners continue to innovate and adopt more energy-efficient processors and carbon-reducing building management strategies. • Legal: As a global company, Genesys may be subject to climate-related litigation claims and risks. Our Sustainability and Legal teams work together to help ensure that any climate-related legal risks to the business are known, planned for and acknowledged within our policies and operations. • Market Pressure: Genesys acknowledges the risk presented by failing to respond to climate-related market changes. For example, customers each year include sustainability criteria in their proposal requests. Sustainability has become a competitive advantage highlighting those who are better equipped to support customers on their sustainability journeys. • Reputation: Genesys' ability to attract and retain customers depends on its reputation. Demonstrating continual progress toward the company's publicly stated sustainability goals is important as current and potential customers increasingly expect their value chain partners to reflect their values and support them in progressing toward their own sustainability and climate-related targets. • Acute Physical: We maintain leased office spaces globally and depend on our partners' data center infrastructure. Acute climatic events like flooding and extreme heat may strain data center and office operations, for example by necessitating additional cooling infrastructure to protect uptime and provide a safe and comfortable working environment for employees. • Chronic Physical: Widespread, long-term changes to global climate may present risks to Genesys by introducing uncertainty for our business partners and customers. For example, a future with warmer summers, rising sea levels and more frequent extreme weather events may change what is considered an ideal geographic location to locate infrastructure, and partners may pose additional costs to Genesys to offset infrastructure projects.	Fiscal Year 2026 Sustainability Report > Planet > Our roadmap to reduction; Performance > Managing enterprise risks 2025 CDP Corporate Questionnaire, Section C2, C3
	b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	• Products and Services: Customer use of on-premises solutions is one of the biggest contributors to our own carbon footprint, making this shift essential to achieving our climate goals. By migrating their contact centers to Genesys Cloud, customers can consolidate physical infrastructure, optimize resources and minimize energy use. Customers also benefit from the use of cloud services through our partner Amazon Web Services (AWS), which matches its electricity use with renewable energy. • Supply Chain: We are currently evaluating our entire supply chain and implementing new policies and procedures to more closely monitor our value chain impacts. • R&D Investments: Genesys research and development (R&D) is largely focused on Genesys Cloud, which is directly tied to our environmental targets and footprint reduction strategy. • Operations: Genesys is investing in sustainable facilities, including Leadership in Energy and Environmental Design (LEED)-certified offices, for resource conservation and continue to evaluate its physical operations and office locations. A significant portion of the workforce is either hybrid or fully remote, and many offices use "hoteling" systems where employees can reserve space when needed, enabling us to reduce our leased office space. These operational changes have reduced employee commute impacts and Scope 2 emissions from facilities.	Fiscal Year 2026 Sustainability Report > Planet > Our roadmap to reduction; Performance > Managing enterprise risks 2025 CDP Corporate Questionnaire, Section C3, C5
	c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	Our climate goals align with science-based best practices and with the Paris Agreement's objectives to limit global warming to 1.5 degrees Celsius. In FY26, we received validation from the Science Based Targets initiative (SBTi) for new near-term emissions targets and made strides across all our FY31 goals.	Fiscal Year 2026 Sustainability Report > Planet > Our roadmap to reduction 2025 CDP Corporate Questionnaire, Section C5.1



Risk management			
Disclose how the organization identifies, assesses and manages climate-related risks.	a) Describe the organization's processes for identifying and assessing climate-related risks.	Genesys conducts periodic materiality assessments to help identify and prioritize the issues that most impact our business and our stakeholders. Key topics with elevated relevance were defined as most substantive through this process. These topics shape our sustainability strategy and reporting efforts today, and any issue pertaining to these items is considered strategically substantive.	Fiscal Year 2026 Sustainability Report > Sustainability at Genesys > Material topics; Performance > Managing enterprise risks 2025 CDP Corporate Questionnaire, Section C2, C3
	b) Describe the organization's processes for managing climate-related risks.		
	c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.		
Metrics and targets		As Genesys actively seeks to understand climate risk, the company integrated climate action into its strategy through the following commitments: 1) Committing to SBTi 2) Continuing partnership with Rubicon Carbon's Services 3) Signing the Climate Pledge 4) Reducing emissions through our products and services 5) Decarbonizing our operations	Fiscal Year 2026 Sustainability Report > Performance > Managing enterprise risks
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities.	a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	As defined by the internationally recognized Greenhouse Gas (GHG) Protocol's standards, we consider our GHG impact in the context of: • Scope 1 emissions: Direct emissions generated from our own assets. • Scope 2 emissions: Indirect emissions generated by the energy production of utilities. • Scope 3 emissions: All other indirect emissions including, but not limited to, activities occurring within our supply chain and from product use. Additionally, we use our emissions and energy metrics to pursue our goal to become net zero by 2040. Our emissions and energy metrics give us the ability to remain on track to achieving our goal.	Fiscal Year 2026 Sustainability Report > Planet > Our roadmap to reduction; Product-related emissions 2025 CDP Corporate Questionnaire, Section C7
	b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	Genesys discloses Scope 1, Scope 2 and Scope 3 emissions as it aims to transparently address climate change and reduce emissions from our products, operations and data centers, as well as our shipping, hardware procurement, business travel and employee commuting activities.	Fiscal Year 2026 Sustainability Report > Planet > Our roadmap to reduction; Product-related emissions 2025 CDP Corporate Questionnaire, Section C7
	c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	By 2040, we seek to be net zero. Genesys Cloud operations remained carbon neutral in FY26, and we remain on track to reach net zero by 2040. In support of this goal Genesys received validation of our goals from SBTi to reduce absolute Scope 1, 2 and 3 GHG emissions by 50% by FY31. Genesys also has a goal to be carbon neutral as a company by FY31. Core to this strategy is our focus on delivering energy-efficient and carbon-smart products and services. This strategy supports our own path toward net zero while enhancing sustainability among the businesses we serve.	Fiscal Year 2026 Sustainability Report > Sustainability at Genesys > FY26 goals and progress; Planet > Our roadmap to reduction 2025 CDP Corporate Questionnaire, Section C7



UN SDG Index

United Nations SDG	Genesys Material Topics	How We Contribute
Goal 8 Decent work and economic growth	Employee experience Worker well-being and safety Upskilling Ethical conduct	One Genesys culture Elevating the employee experience Providing best-in-class benefits and compensation Building a culture of continuous learning Ethics & compliance
Goal 9 Industry, innovation and infrastructure	Products for good Sustainable product design Ethical AI	Delivering sustainable transformation Product-related emissions Designing sustainable facilities Responsible procurement Our commitment to ethical AI
Goal 10 Reduced inequalities	Human rights Ethical conduct	Building empathy through inclusion Ethics & compliance
Goal 12 Responsible consumption and production	Circular economy and resource consumption Waste management	Managing waste streams Responsible procurement
Goal 13 Climate action	Climate and emissions Energy use Sustainable product design Circular economy and resource consumption Biodiversity Climate disclosure regulation	Delivering sustainable transformation Our roadmap to reduction Product-related emissions Sustainable operations Responsible procurement

