



Sustainability and Hybrid Work

NWN Carousel
and Cisco's Path
to a Better Future



At NWN Carousel, sustainability is central to our mission of transforming the employee and customer experience, and we believe that our approach to sustainability is closely aligned with the goals of our customers, partners, employees, and investors. We are committed to working with partners who excel in sustainability, such as Cisco and HP, who have both implemented policies aimed at reducing their carbon footprint and promoting sustainable practices. As a hybrid-first company, we enable our employees to work flexibly and remotely, contributing to a reduction in transportation-related emissions and promoting a more sustainable work-life balance. Our private equity sponsor, New State Capital Partners, also shares our commitment to sustainability and has a track record of supporting companies that prioritize sustainability in their operations. In this policy, we share our approach to sustainability and our commitment to continually improving our practices to benefit our stakeholders across North America where we serve clients with our award-winning Cloud Communication Solutions.

1. Employees

Hybrid-First Benefitting NWN Carousel Employees with a Sustainable Workstyle

At NWN Carousel, we are committed to sustainability, not just in terms of the environment but also in the workplace. Our flexible hybrid work environment and integrated cloud communication services are key components of this commitment, providing numerous benefits for both our employees and the environment. By reducing the need for daily commutes and our overall office footprint, our hybrid work environment helps to mitigate the impact of climate change while also improving employee satisfaction and productivity. Our cloud communication services enable our employees to stay connected and productive from anywhere, further reducing the need for commuting and supporting a more sustainable work environment.

To measure the impact of our sustainability initiatives, we use several metrics, including employee satisfaction and engagement, talent acquisition and retention, and cost savings:

- 1. Employee satisfaction:** We regularly survey our employees to assess their level of job satisfaction and engagement with the company. This helps us understand how our flexible work environment and communication services are contributing to employee well-being and productivity.
- 2. Talent acquisition and retention:** We track the number of high-quality candidates who apply for positions at our company and monitor employee turnover rates to assess the effectiveness of our sustainability initiatives in attracting and retaining top talent.
- 3. Cost savings:** We measure the cost savings resulting from reduced office space, utility bills, and other related expenses associated with our flexible hybrid work environment.

By regularly monitoring and analyzing these metrics, we can identify areas where we can improve our sustainability efforts and ensure that we continue to make a positive impact on both our employees and the environment. At NWN Carousel, we believe that sustainability is a fundamental part of our business, and we remain committed to finding innovative ways to support a more sustainable and productive workplace.

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2. Customers

Working with Clients to Support their Sustainability Goals

At NWN Carousel, we are committed to aligning our sustainability policies with the requirements of our customers and the broader community. We recognize that many states and the federal governments we support have set ambitious sustainability goals. California, for instance, has recently announced its goal to eliminate the use of internal combustion engines (ICE) by 2030. Massachusetts has set a target to achieve net-zero emissions by 2050. The federal government has rejoined the Paris Agreement and has set a goal of achieving net-zero emissions by 2050.

As a technology company, we understand the role that we can play in supporting these goals by providing innovative solutions that help our customers transition to more sustainable technologies. Therefore we have implemented our own goals for Environmental sustainability to include:

1. Implement annual corporate and personal sustainability training for all employees by 2023
2. Install faucet motion sensors (touchless faucet adapters) on at least 50% of all faucets and decreasing water consumption by at least 30% by August 31, 2024.
3. Create a Corporate Environmental Sustainability Committee by December 31 2023. This is a fundamental step that will bring sustainability passionate employees together to drive real measurable change within the organization with regards to how we operate to reduce our carbon footprint and consumption for 2024.
 - Advocate and educate on sustainability practices used in the offices and at home
 - Collaborate to implement initiatives within the organization to reduce its carbon footprint
 - Work to create calculators to analyze and track reduction trends
 - Work to implement a newsletter/communication within the organization

As a technology company, we understand the role that we can play in supporting these goals by providing innovative solutions that help our customers transition to more sustainable technologies. We are committed to partnering with our customers to understand their sustainability needs and develop solutions that meet those needs while also reducing their environmental impact. Through collaboration and innovation, we believe that we can help our customers achieve their sustainability goals and create a more sustainable future for all. At NWN Carousel, we remain dedicated to meeting the highest standards of sustainability and supporting the transition to a more sustainable and equitable world.

We will develop and implement sustainable business practices across all our operations, including energy-efficient IT infrastructure, paperless office policies, and waste reduction strategies.

3. Partners

Partnerships to Deliver a Sustainable Cloud Communications Portfolio

At NWN Carousel, we recognize that our suppliers play a crucial role in helping us achieve our sustainability goals. Therefore, we partner with leading OEM manufacturers and distributors who prioritize sustainability and have implemented ambitious sustainability policies. Our partnerships with companies like HP Inc. and Cisco enable us to access products and solutions that are designed to reduce environmental impact and promote sustainable practices.

HP Inc. is committed to reducing its greenhouse gas emissions by 60% by 2025, compared to its 2015 levels. They have also set a goal to use 30% post-consumer recycled plastic in their Personal Systems and Print hardware products by 2025 and have already achieved 11% in 2020. Additionally, they have implemented a circular economy strategy, aimed at keeping products and materials in use for as long as possible and minimizing waste. We are proud to partner with HP Inc. and incorporate their sustainable products and solutions into our offerings.

Similarly, Cisco has set a goal to reduce greenhouse gas emissions from its operations by 60% by 2022, compared to its 2007 levels. They have also implemented a circular economy strategy, with a goal to divert 100% of their operational waste from landfills by 2025. Cisco also prioritizes sustainable packaging, with a goal to reduce plastic use in product packaging by 50% by 2025. By partnering with Cisco, we can access sustainable technology solutions and contribute to reducing the environmental impact of our operations and those of our customers.

In addition to partnering with sustainable suppliers, we encourage our customers to consider the environmental impact of the products and solutions they choose. We strive to offer a range of sustainable options and educate our customers on the benefits of sustainable technology. We are committed to continuously improving our supplier selection and working with partners who prioritize sustainability. By doing so, we can help reduce our carbon footprint, conserve resources, and support a more sustainable future.



4. Investors

Sponsored with Sustainability in Mind

As a company committed to sustainability, we are proud to have the support of New State Capital Partners as our private equity sponsor. New State Capital Partners shares our commitment to sustainability principles and has a track record of investing in companies that prioritize sustainability in their operations.

At NWN Carousel, we are proud to have a partner who shares our commitment to sustainability principles. We will work closely with New State Capital Partners to continuously improve our sustainability practices and ensure that our operations align with their policies and commitments. Together, we can make a positive impact on the environment and contribute to a more sustainable future.

New State Capital Partners Sustainability