



GLOBAL
SWITCH

Environment, Social
and Governance
Report 2023

Contents

Welcome to our 2023 ESG Report	03
Growing a responsible global business	05
Our approach to ESG	08
The five pillars of our ESG strategy	11
1. Taking climate action	13
2. Energising our human capital	27
3. Engaging in high impact community action	36
4. Joining forces with the industry	38
5. Investing in transparency	40
About this report	46
Verification statement for Scope 1 and 2 carbon emissions	47
GRI Index	48



Welcome to our 2023 ESG report

Here at Global Switch, we believe that a commitment to ESG principles is not just a responsibility but an integral part of our identity. During 2023, we have continued on our journey, developing and integrating our ESG strategy so that now, with a robust foundation, we can look to accelerate its implementation in the years ahead.

We take enormous pride in our role as builders of the world's critical digital infrastructure. As we continue to execute to our growth plan, we also remain committed to becoming one of the world's most sustainable data centre operators, to the benefit of our customers, colleagues, owners and local communities alike.

Implemented correctly, sustainable thinking both positions businesses for long-term success and recognises and respects the planet and the people we share it with. In a world of increasing macroeconomic uncertainty, where we navigate the challenges posed by inflation, rising energy prices, conflict and climate change, we also look to new, cleaner solutions – those capable of driving beneficial commercial outcomes and greener futures. As well as recognising and mitigating against the risks of today and tomorrow, we are also positioning Global Switch to be part of what comes next.

With leadership, though, comes responsibility. As a leading data centre business, we are here to build the digital infrastructure that is powering our collective future, developing it in harmony with the planet and its people. Crafted alongside our stakeholders, and with the broader, global community in mind, our long-term business strategy builds upon our identity as a future-conscious data centre business.

This identity also sits behind our current ESG strategy, which can be summarised in the following key commitments:

1. Taking climate action

We are committed to setting a near-term Science-Based Target, aligned with the Paris climate Agreement by 2024, which includes purchasing 100% renewable electricity across all our data centres by 2030. This commitment also includes building for the future by developing resilient and reliant digital infrastructure, with new developments built to LEED Gold or BREEAM Excellent ratings. New developments will also achieve annualised PUE of less than 1.2 in Europe and less than 1.4 in Asia-Pacific, as well as annualised WUE of less than 0.5 and with the avoidance of SF6 in switchgear.

2. Energising our human capital

We recognise that our employees are our greatest assets. We want to ensure that we have the best talent working in the best environment for the journey ahead. This requires us to establish a high-performance culture, focusing on learning and development, diversity and inclusion, and ensuring everyone can contribute their best. For that reason we are further evolving our talent development and diversity, expansion and inclusion practices.

3. Engaging in high impact community action

We want to be a present and receptive neighbour that local communities can depend on. We do not want only to minimise our negative impact, but to deliver and magnify positive outcomes. Our commitment is to ensure that each data centre contributes positively and proactively to its local community and this will be well reflected in the local community engagement strategies that we are currently actively working on.

4. Joining forces with the industry and investing in transparency

Driving change requires collaboration and a shared vision for a better future, for both planet and for people. We are committed to participating in industry-wide initiatives to drive change, both operationally and within our value chain, while holding ourselves accountable by investing in transparency through reporting and communication.

To put some action to the words above, I am pleased to share with you some of the latest developments at Global Switch. The steps we took in 2023 were significant, and a reaffirmation of our commitment to doing business responsibly.

They included:

- Formally committing to the Science-Based Targets initiative, setting a near-term target by the end of 2024.
- Purchasing 100% renewable electricity across 10 of our 11 data centres.
- Assessing the climate-related business risks and opportunities while also reviewing our company's governance and climate action plans in line with the Taskforce for Climate-related Financial Disclosures (TCFD). Please read our findings in our published report [on the website](#).
- Submitting, for the first time, our carbon-related performance and climate action strategy to the globally recognised Carbon Disclosure Program (CDP), receiving a 'B' score: indicating that Global Switch is 'taking coordinated action on climate issues'. We also received a Silver medal from EcoVadis – one of the most widely-used ESG assessment platforms – for the second consecutive year.
- Becoming a signatory of the EU Climate Neutral Data Centre Pact, joining forces with our peers as we strive for climate neutrality.
- Appointing, in late 2023, two ESG experts to support the business on the development and implementation of its ESG strategy.

At first glance, the macroeconomic status of our world presents significant challenges. However, we believe that, with our strong team of dedicated colleagues and engaged customers, Global Switch is in a position to lead the way on the journey ahead.

As we progress through 2024, we will continue to transparently disclose our ESG performance. We are aware and following closely the changing and increasingly stringent global reporting requirements for businesses (and especially data centres) to ensure transparency and compliance for all our stakeholders.

Our focus areas for 2024 are:

- Development of Science-Based Targets and transition plans.
- Preparation to comply with upcoming regulatory changes, such as the EU Corporate Sustainability Reporting Directive (EU CSRD).
- Reinforcement of our Health and Safety systems.
- Expansion of our Diversity, Equality and Inclusion policies.
- Further development of our Community Engagement programmes.

We have come a long way and look forward to going a lot further, faster.

It's a journey we will undertake together.



Ashley Muldoon
Chief Executive Officer

Growing a responsible global business

Global Switch is a world-leading large-scale, carrier and cloud neutral, multi-customer data centre owner, operator and developer.

Our data centres, with a total gross floor area of around 355,000 square metres, are located exclusively in super prime positions in the Tier 1 markets of Europe and Asia. They provide reliability, security and flexibility in highly secure and resilient environments operating to industry leading Tier III plus standards. This report excludes two data centres in Sydney which are subject to separate reporting.

Our aim is to continue growing our position as one of the leading providers of strategically located data centres and to do so in a sustainable way. As a company, we are committed to continually increasing energy efficiency, reducing carbon emissions and providing green energy solutions. We are also committed to implementing best practices across our corporate and social responsibilities and to positively impacting local communities and broader society through our work.

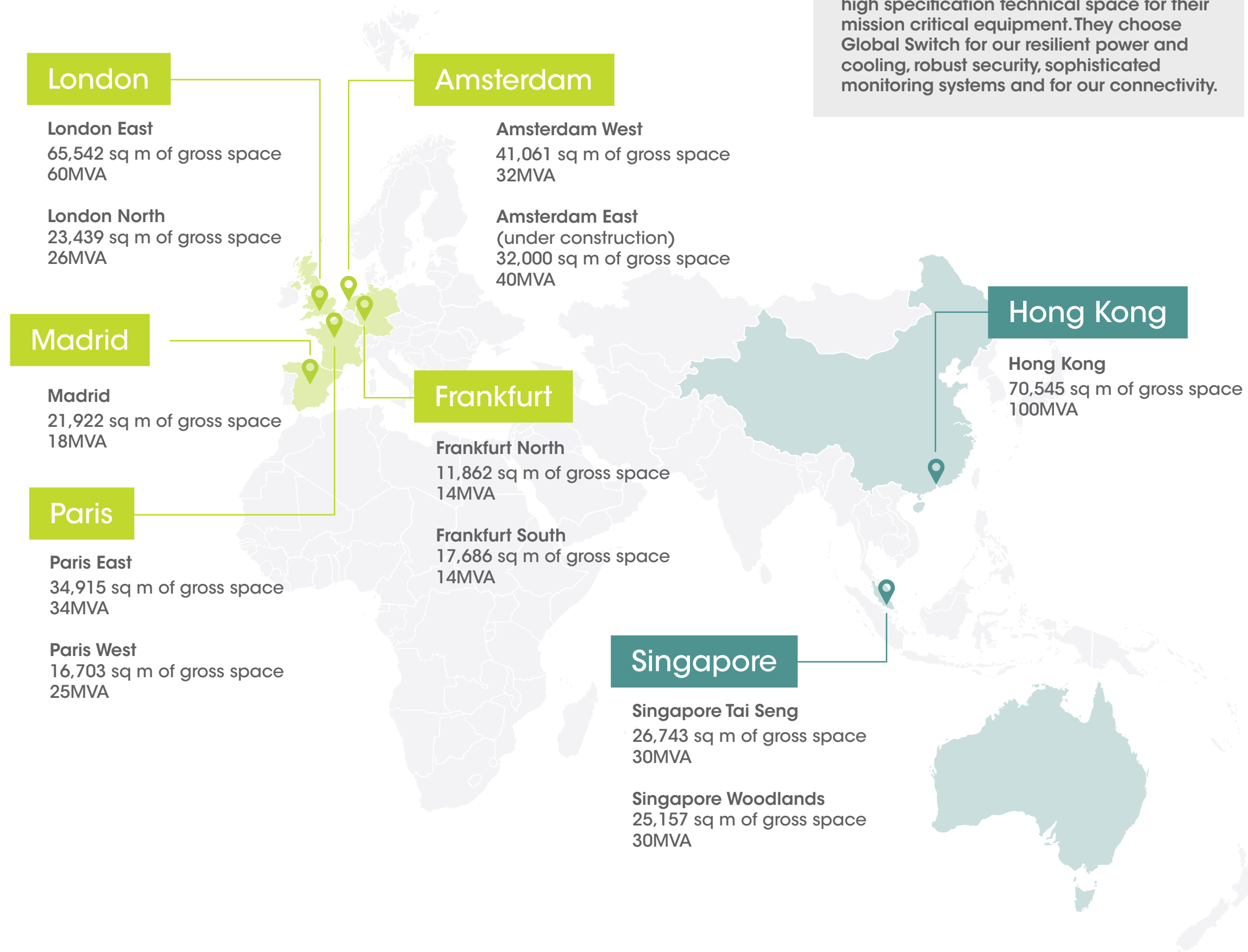


11
world-class
data centres

355,000 sq m
of gross floor
area

266
employees
globally

Global Switch's data centre portfolio houses a myriad of organisations seeking high specification technical space for their mission critical equipment. They choose Global Switch for our resilient power and cooling, robust security, sophisticated monitoring systems and for our connectivity.



Digital services

Delivering social and economic benefits while tackling climate risks

The demand for digital services has increased exponentially as they have become embedded into our everyday lives. Many businesses have been using public and private clouds for a number of years, however over the last year or so Artificial Intelligence (AI) has brought about a major transformation in the technological landscape. As specialist GPUs continue to enable cutting-edge AI capabilities, more businesses are adopting this technology and delivering High Performance Compute (HPC) products and services. This has led to an increased demand for data centres with high power density capacity, low latency, and proven resilience to support these installations and their associated compute workload. This exponential growth has resulted in a corresponding rise in energy use, with data centres at the forefront of efforts to reduce the potential impact on climate change.

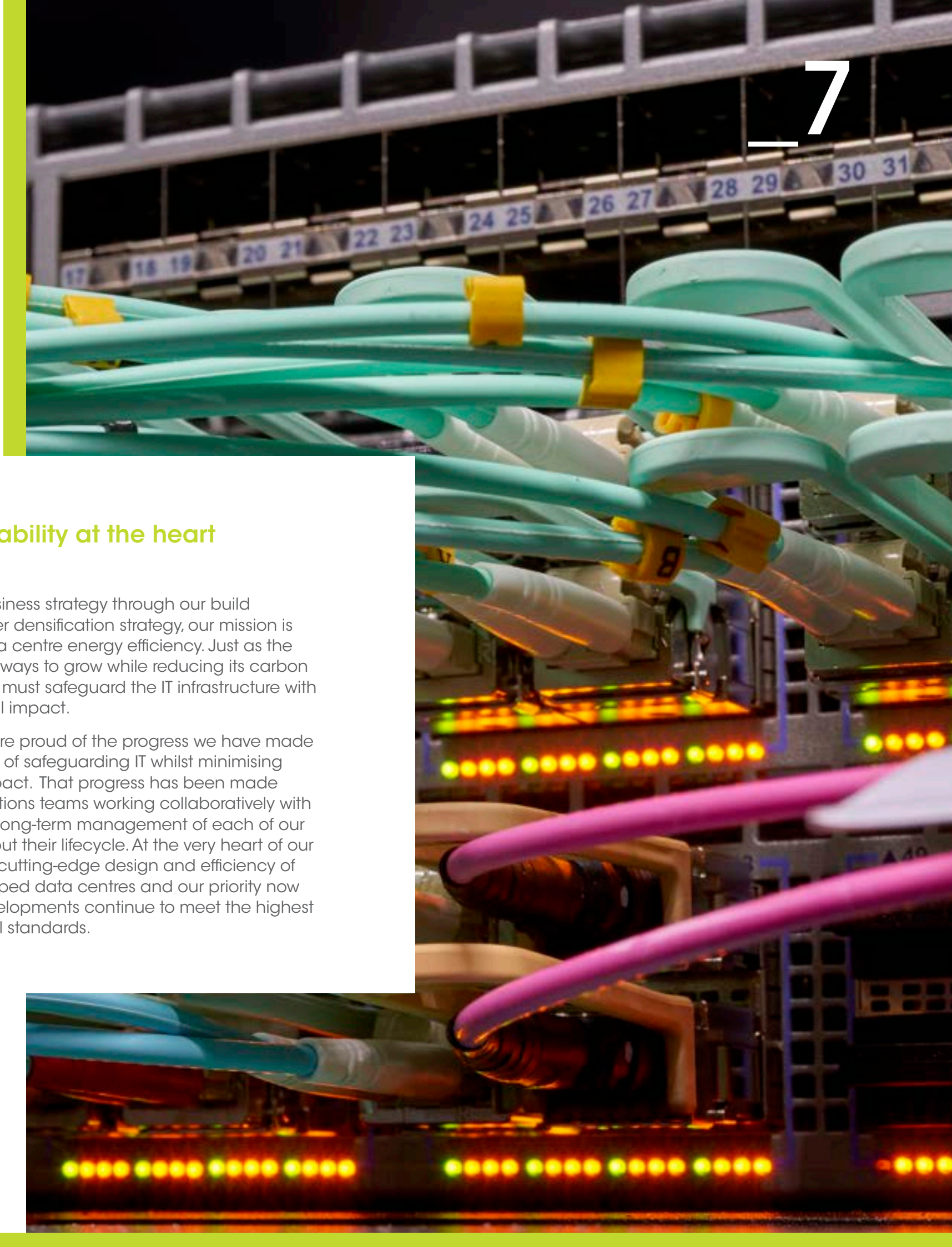
What is a data centre?

Data centres are buildings housing the IT equipment [hardware] that runs the digital services [software] that are delivered over the internet. This IT equipment is typically located in secure technical suites within the data centre. There is a distinction between data centres that are owned and operated by the owners of the IT equipment/digital services and those, like Global Switch, that operate the buildings in which those same digital service operators house their IT equipment.

Putting sustainability at the heart of what we do

As we execute our business strategy through our build programme and power densification strategy, our mission is to lead the way in data centre energy efficiency. Just as the global economy finds ways to grow while reducing its carbon footprint, data centres must safeguard the IT infrastructure with minimal environmental impact.

At Global Switch, we are proud of the progress we have made in striking the balance of safeguarding IT whilst minimising our environmental impact. That progress has been made possible by our Operations teams working collaboratively with our customers on the long-term management of each of our data centres throughout their lifecycle. At the very heart of our business model is the cutting-edge design and efficiency of our new and redeveloped data centres and our priority now is to ensure future developments continue to meet the highest industry environmental standards.





Our approach to ESG

At Global Switch, we understand that our business responsibilities go beyond our status as a successful data centre operator. Our customers, our employees, our lending banks and bondholders, our design and construction partners, and our supply chain also look to us to set an example for long-term environmental, social and economic development.

This is why our focus on sustainable development and operation is embedded in our business philosophy. We are committed to taking a customised approach to ESG that fits our data centre business and reflects the fact that sustainability is a continuous journey of improvement that demands long-term investment and dedication throughout the organisation. Recognising the importance of operationalising ESG commitments and best practices, we have developed an ESG strategy that is based on a materiality assessment from 2022 and is still guiding us on making the right decisions for the future of our business.

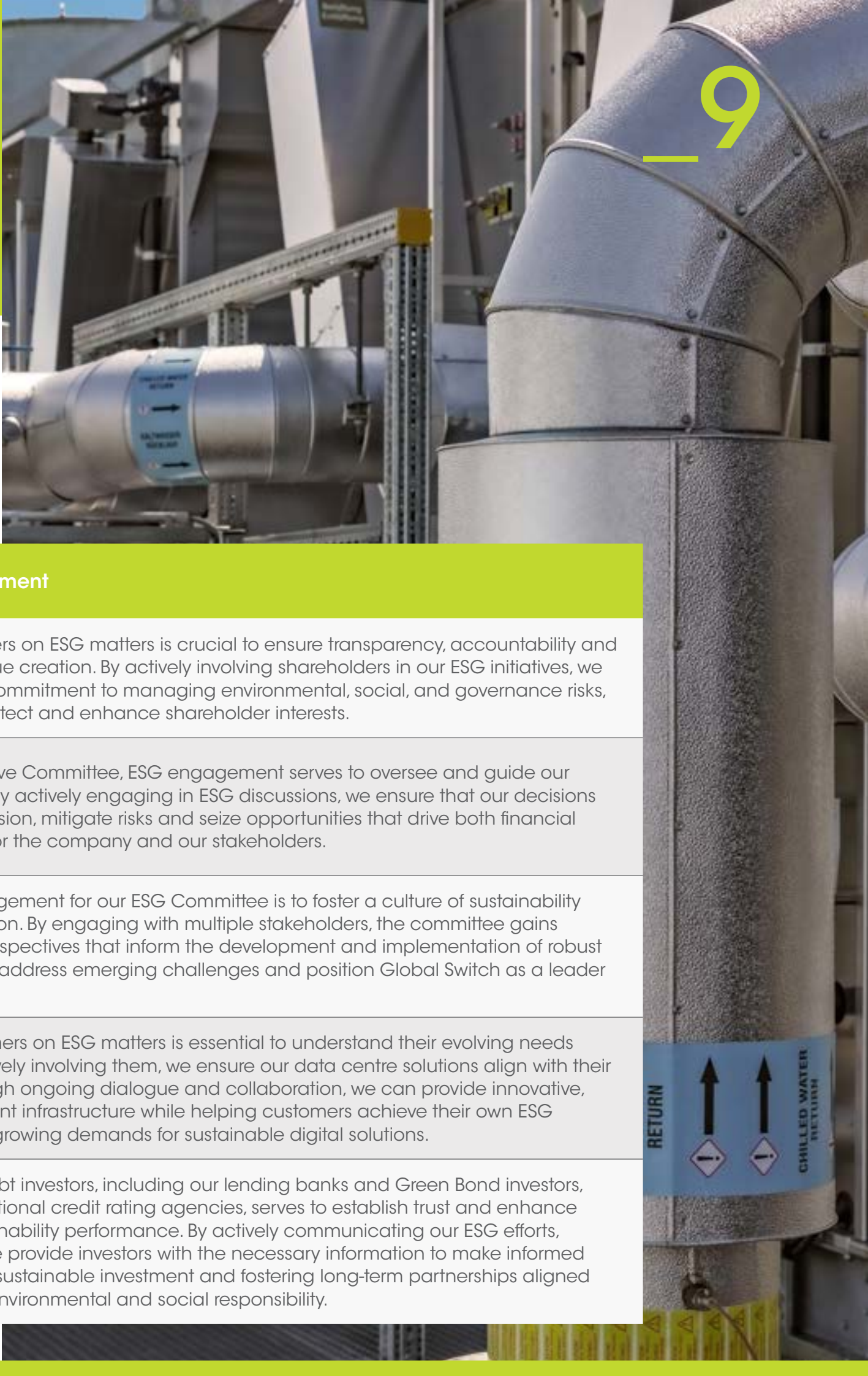
Our materiality assessment

The company's material topics for the 2023 ESG report were determined through a rigorous process involving thorough analysis, expert consultation, and engagement with stakeholders. By prioritising the most significant impacts, the company focuses its reporting on the most relevant and critical areas for sustainability and ESG performance. The materiality assessment process and material topics are published in our 2022 ESG Report found on our website.

Stakeholder engagement

The table below outlines our engagement with stakeholders during 2023.

Type of stakeholder	Form(s) of engagement	Frequency of engagement	Purpose of the engagement
Shareholders	Board meeting	Annual Ongoing	Engaging with shareholders on ESG matters is crucial to ensure transparency, accountability and sustainable long-term value creation. By actively involving shareholders in our ESG initiatives, we aim to demonstrate our commitment to managing environmental, social, and governance risks, which ultimately helps protect and enhance shareholder interests.
Board and Executive Committee	Board meetings Board papers Monthly report by the ESG Committee	Monthly Ongoing	For the Board and Executive Committee, ESG engagement serves to oversee and guide our company's ESG strategy. By actively engaging in ESG discussions, we ensure that our decisions align with our long-term vision, mitigate risks and seize opportunities that drive both financial and non-financial value for the company and our stakeholders.
ESG Committee	Committee meetings	Ad hoc	The purpose of ESG engagement for our ESG Committee is to foster a culture of sustainability throughout the organisation. By engaging with multiple stakeholders, the committee gains insights, expertise and perspectives that inform the development and implementation of robust ESG practices, helping us address emerging challenges and position Global Switch as a leader in sustainability.
Customers	Regular meetings Website ESG materiality survey	Ongoing	Engaging with our customers on ESG matters is essential to understand their evolving needs and expectations. By actively involving them, we ensure our data centre solutions align with their sustainability goals. Through ongoing dialogue and collaboration, we can provide innovative, energy-efficient and resilient infrastructure while helping customers achieve their own ESG objectives and meet the growing demands for sustainable digital solutions.
Debt investors (including Green Bond investors)	Investor presentations Annual report Website 1-1 engagements	Ongoing	ESG engagement with debt investors, including our lending banks and Green Bond investors, as well as with the international credit rating agencies, serves to establish trust and enhance transparency in our sustainability performance. By actively communicating our ESG efforts, risks and opportunities, we provide investors with the necessary information to make informed decisions, thus attracting sustainable investment and fostering long-term partnerships aligned with our commitment to environmental and social responsibility.



Stakeholder engagement

The table below outlines our engagement with stakeholders during 2023.

Type of stakeholder	Form(s) of engagement	Frequency of engagement	Purpose of the engagement
Global Switch staff	Performance reviews HR meetings Company intranet (The Grid) Social media ESG report Website	Annual Monthly Ongoing	Engaging with our staff on ESG matters is crucial for creating a sense of purpose and fostering a positive work environment. By involving them in our sustainability initiatives, we inspire employee engagement, job satisfaction and pride. This engagement helps drive a culture of responsibility where our employees actively contribute to reducing our environmental footprint, supporting local communities and championing diversity, inclusion and ethical business practices.
Suppliers	Supplier meetings Social media ESG report Website Survey	Annual Ongoing	Engaging with suppliers on ESG matters is instrumental in creating a responsible and sustainable supply chain. By collaborating with our suppliers, we work towards the alignment of our shared values and ESG expectations. Through ongoing dialogue, we can promote sustainable sourcing practices, ethical conduct and continuous improvement in environmental and social performance, ultimately creating a more resilient and responsible value chain.
Industry bodies and non-governmental organisations	Forums/conferences Social media ESG report	Annual Ongoing	Engaging with industry bodies and NGOs allows us to collaborate with like-minded organisations and leverage collective expertise to address industry-wide sustainability challenges. By actively participating in industry initiatives, sharing best practices and contributing to the development of standards, we foster innovation, drive sector-wide change, and enhance the positive impact of our operations on the environment, society and governance practices.
ESG rating agencies	ESG report Agency-specific questionnaire	Annual	ESG engagement with rating agencies is crucial for accurate and independent assessments of our sustainability performance. By actively engaging with these agencies, we ensure they have a comprehensive understanding of our ESG initiatives, performance and future strategies. This engagement allows us to receive valuable feedback, benchmark our progress against industry peers and enhance our credibility and reputation as a sustainability leader in the eyes of investors, customers and other stakeholders.

The five pillars of our ESG strategy

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We have developed a sustainability framework made up of five pillars of action where our material impacts are greatest across ESG. Having set out ambitious targets in our last report, we are now further refining those goals to deepen our commitments. The rest of this report charts the metrics for each pillar and our progress to date.



Our ESG Strategy Objectives and Commitments

Taking climate action

Energy, renewables, carbon

Use 100% renewable electricity by 2030. Commitment to set Science-Based Targets to ensure our ambitions for carbon reduction are aligned with the Paris agreement.

Water

Reduce potable water use to mitigate water scarcity by reducing potable water demand in the design of our operations, saving potable water, improving water management and reducing flood risks.

Materials

Develop ethical supply chains through selecting responsibly sourced, natural and healthy materials with low lifecycle impacts.

Waste

Reduce waste and improve recycling to reduce our costs and impact through eliminating waste to landfill by 2030 and working towards a circular economy.

Biodiversity

Develop biodiversity strategy to protect and enhance natural capital.

Pollution control

Prevent pollution to safeguard the natural environment through employing robust processes for the prevention of pollution.

Energising our human capital

Health & Safety and Wellbeing

Be the employer of choice through attractive working conditions that protect our people's physical as well as mental health.

Learning & Development, Diversity & Inclusion

As the employees' talents and resources maximise efficiency and success, Global Switch is investing in learning and development as well as diversity and inclusion; the source of the rich and unique company culture.

Engaging in high impact community action

Thriving communities

Develop comprehensive strategy for engaging and giving back to the community through local initiatives and volunteering.

Joining forces with the industry

Industry collaboration & Value chain engagement

Engage with stakeholders to add value and align performance to achieve our ESG strategy objectives and the expectations of global markets.

Investing in transparency

Corporate Governance

Maintain robust corporate governance to safeguard the business success and vision through business risk assessment, including climate-related risks.

ESG policies & procedures

Deliver the business strategy through detailed policies on business ethics, privacy, quality and business continuity.

Building certifications

Meet sustainable and healthy buildings certifications that drive collaboration and value for our value chain and communities.

Human Rights

Grow responsibly with respect to human rights.



Taking climate action

We believe that taking climate action is an imperative; not only in relation to the impact we have on the environment but also around the impact that the environment has on the operation of our data centres.

1

Renewable energy

We have set a target for Scope 2 carbon neutrality across our portfolio through the purchase of 100% renewable electricity by 2030 for all our data centres. As we continue to grow, any new data centre will automatically seek to purchase 100% renewable electricity from day one unless there are unforeseen circumstances preventing this. It is also our intention to transition in future years into more direct partnerships with electricity generators to ensure we can provide direct investment into renewable power generation technology through Power Purchase Agreements (PPA).

Carbon emissions

While our ESG report reports on our Scope 1 and 2 electricity consumption and carbon emissions, we do not disclose carbon emissions associated with Scope 3. However, we have examined a baseline for 2020 including for Scope 3 and, from an initial investigation

into our Scope 3 footprint, the majority of our emissions can be associated with Capital Goods and Purchased Goods & Services (60%) which relate to the construction and redevelopment of our data centres along with Fuel and Energy Related Activity (FERA) (40%).

Our journey to reduce Scope 3 emissions begins with the design of our data centres; this requires us to examine the embodied carbon of physical building elements and make trade-offs on the total cost of ownership and construction programme. As such we have commenced discussions with our design teams on this topic and are actively, through the process of design, seeking to reduce carbon emission through careful selection of materials.

We are also seeking to obtain Environmental Performance Declarations (EPDs) from our vendors during the procurement process to help inform the selection of plant; this is in addition to the total cost ownership assessment we already conduct when selecting this plant.

Science Based Targets for carbon reduction

We remain committed to setting targets aligned with the Paris Agreement, starting with a pledge to set a Science-Based Target by the end of 2024.

Water

We recognise that water plays a key role in the operation of our data centres, whether this be through the generation of electricity at source or as part of the evaporative process for heat rejection associated with our cooling. As such, we are implementing a water conservation strategy that will be managed under ISO 46001 Certification for Water Efficiency Management Systems. This strategy will review alternative water sources and measure the end-use consumption in the data centre in order to set efficiency targets.




Our commitments

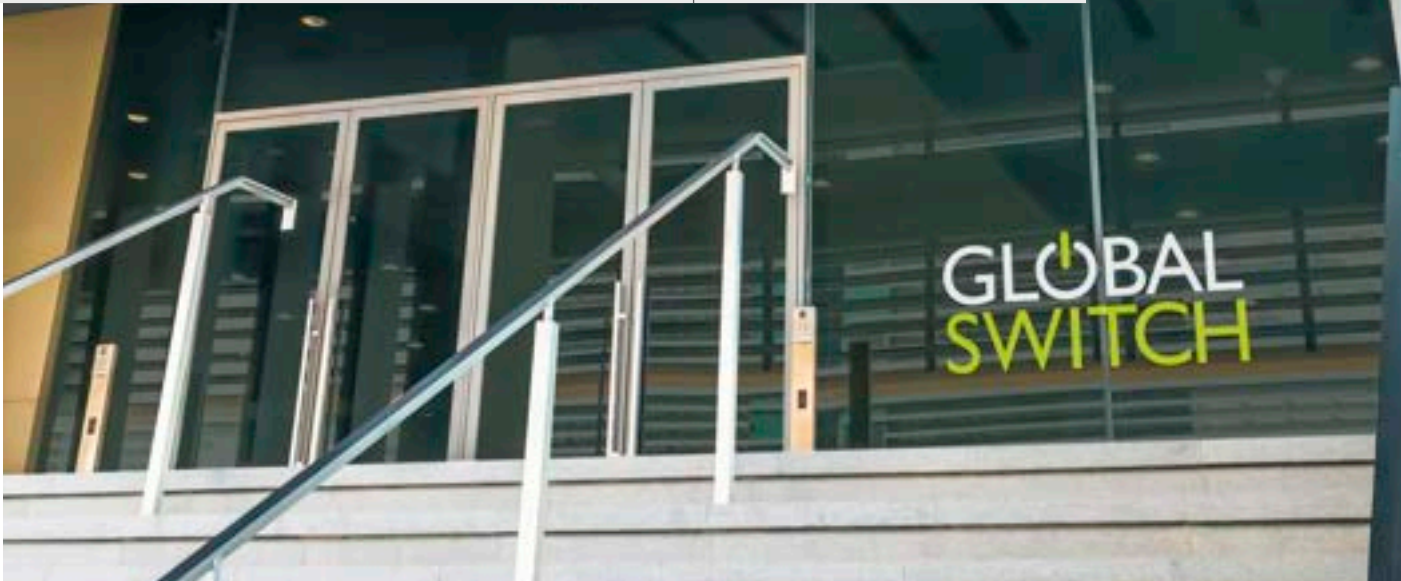
Energy, carbon, renewables

Target	Progress	Reporting/measurement metrics	Support for SDGs
Set a Science-Based Target by end 2024 approved by the SBTi	In progress	SBTi-approved carbon reduction targets and plans to be in place by end 2024.	  
Purchase 100% renewable electricity to cover Scope 2 emissions by 2030	In progress	% renewable electricity purchased and absolute renewable electricity (kWh)	
Measure and report energy and carbon emissions	In progress	Energy used (KWh/year). Scope 1, 2 and 3 verified emissions (tCO ₂ e).	
Design for new data centres with a maximum annualised PUE at full load of <1.2 in Europe and <1.4 in Asia Pacific (Exceeds the EU Climate Neutral Data Centre Pact.)	In progress	Set out in the brief for new developments. Design PUE to be independently verified for each project.	
Redevelop existing data centres in cool climates to meet a PUE < 1.3 by 2030 in accordance with EU Climate Neutral Data Centre Pact	In progress	Set out in the brief for redevelopments. Design PUE to be independently verified for each project.	
Conduct a programme to replace fluorescent with LED lighting.	In progress	% conversion to be reported year-on-year from 2024.	
Adopt the use of biofuels in all new developments and phase out fossil fuels for standby generation by 2025	In progress	Set out in the brief for new developments. % of existing sites converted to biofuels to be reported annually from 2024. Litres of biofuels used.	
Adopt alternative comfort heating and cooling system e.g. heat pumps in new developments.	In progress	Set out in the brief for new developments.	

Our commitments


Energy, carbon, renewables

Target	Progress	Reporting/measurement metrics	Support for SDGs
Design-in heat export for new developments	In progress	Set out in the brief for new developments. Report on kWh's exported annually from 2024.	  
For new developments, conduct one of the following: LEED / BREEAM / Green Mark sustainability assessment. Minimum requirements: BREEAM = Excellent, LEED = Gold, Green Mark = Platinum	In progress	Report annually on the number of assessments completed and sqm rated.	
For redevelopments/fitouts in Europe, conduct a BREEAM sustainability assessment. Minimum requirements: BREEAM = Very Good	In progress	Report annually on the number of assessments completed and sqm rated.	
Incorporate Whole Life Carbon Assessment (WLCA) during design process for new developments	In progress	Set out in the brief for new developments.	
For new developments, select refrigerant gases with a low Global Warming Potential (GWP) of less than < 100 and zero Ozone Depletion (ODP). In addition, avoid the use of SF6 gas in switchgear.	In progress	Set out in the brief for new developments.	



Our commitments



Water

Target	Progress	Reporting/measurement metrics	Support for SDGs
Introduce a water conservation policy and management to ISO 24001.	Not started yet	Local management plan to be put in place by 2024.	
Set WUE limits on new developments with the aim to reduce this to meet the EU Climate Neutral Data Centre Pact by 2040: <0.75 European climate <1.0 Tropical climate	In progress	Set out in the brief for new developments.	
Consider other sources of water such as an industrial water supply, boreholes and rainwater harvesting.	In progress	Set out in the brief for new developments.	
Incorporate metering into the design for new developments.	In progress	Potable water withdrawn, used and discharged (m³). % or amount of water saved.	





Our commitments

Waste & Materials

Target	Progress	Reporting/measurement metrics	Support for SDGs
Zero waste to landfill by 2030.	Not started yet	Waste by type and disposal method and % or amount of waste diverted from landfill to be reported from 2024.	 
Incorporate recycled, low carbon and low water materials into our designs.	In progress	% or amount of low carbon and low water materials used in new developments.To be reported from 2024.	

Biodiversity and Pollution control

Target	Progress	Reporting/measurement metrics	Support for SDGs
Introduce biodiversity strategy.	Not started yet	Biodiversity strategy in place. Square metres of enhanced biodiversity.	 
Maintain ISO14001.	In progress	Significant spills. Water bodies affected by runoff.	

Balancing water and energy use

Energy in the form of electricity is required to operate our data centres 24x7x365 and is intrinsically linked to our water consumption as electricity is also used to process and pump water. While an approach can be taken to limit water use by using dry cooling systems (meaning water is only used for sanitation and humidification), generally this results in higher electricity use.

Where electricity is generated off-site using thermal power stations that use heat energy via fossil-fuels or nuclear power etc. to generate electricity, water is consumed as part of the electricity generating process. Electricity generated directly from wind turbines or photovoltaics does not typically consume water as part of the generation process.

Therefore, when the difference in consumption of electricity and water are considered from the source, the water used to generate the additional electricity for a dry cooling system can outweigh the water consumption of the efficient wet or evaporative cooling system at a data centre which requires less electricity demand and therefore less 'water at source' (the source being the thermal power station)^{1,2}.

A solution that minimises consumption

The Global Switch Reference Design Template for Cooling Production is a solution that uses hybrid coolers that operate dry at full cooling load and will only call on water use for an evaporative process across the cooling coils of the unit when the ambient temperature is typically over 12 or 13°C. The cooling system uses a closed loop water system to reject heat from the servers to the atmosphere.

At the same time, in our new developments we are seeking alternative sources such as reusing water discharged from an industrial process, using non-potable water from boreholes and rainwater (although the latter is less feasible due to the unreliability of rainfall and higher demand periods in the summer). To maintain this focus on water use and sources we will be developing a water conservation strategy under ISO 46001 (Water Efficiency Management Systems).

¹ ASHRAE Journal, November 2022, A Review of Evaporative Cooling's Efficiency and Environmental Value.

² Chiddix, T., B. Zion. Undated. "Data Center Water Usage for Denver, Phoenix and Los Angeles: A Look at the Big Picture." Swanson Rink.

Air vs liquid cooling

Cooling IT equipment using air is a well-recognised and widely adopted approach, but options such as liquid cooling are more efficient, so we support customers wishing to adopt this technology. Liquid cooling can also reduce water consumption where the temperature of the water in the cooled loop system can be elevated, resulting in less need for evaporative cooling at higher ambient temperatures.

Driving up energy efficiency and reuse

Energy efficiency remains at the heart of our design for all new and redeveloped data centres. We are committed to following the recognised sustainability approach to 'be lean' (energy efficient), 'be clean' (deploy highly efficient infrastructure with the aspiration of low embodied energy) and 'be green' (cover the reduced energy demand with use of renewable energy).

Like all data centres operators in Europe, our operations will fall under the proposed new EU Energy Efficiency Directive that has been legally adopted by the Council of the European Union, and our involvement is being directed through our membership with EUDCA. We are also now a signatory to the Carbon Neutral Data Centre Pact for EU-based data centres which will see our existing data centres running at full capacity to meet the Pact's ambition of an annualised PUE of 1.3 and 1.4 in warm temperatures by 1 January 2030.

Exporting heat to the community

Data centres generate vast quantities of heat, so a good trade-off is to export heat to local communities as a circular heat strategy. This benefits the environment as the reused heat allows local communities to reduce their carbon footprint, and potentially avoids the use of heat rejection equipment that in turn consumes water and energy. Our Reference Design incorporates the means to export heat to the local communities, and we aim to ensure that all new developments are ready to export heat when a suitable network such as a district heating system is available in the vicinity of the data centre.

Water use

Climate change means that droughts magnify the severity of water shortages in some areas, threatening the availability of a precious commodity, while in others, unusually heavy rainfall can cause flooding. These issues not only pose a threat to local communities, they are also a risk to our business. Recognising the importance of water use and water management, we are investing in and implementing mitigation measures, as well as taking steps in our new designs to reduce our dependence on potable water.

Measuring and minimising consumption

To measure the water efficiency achieved in our data centres, we use and report the widely accepted metric of Water Use Efficiency (WUE). This is a ratio of the water used by the data centre (per litre) to the IT equipment energy usage (per kWh).

Our approach is not to eliminate water use from our data centre design but to consider the matter holistically by considering WUE at source. This focuses attention on both the water directly used onsite and on the water used offsite to generate the electricity consumed by that data centre. It also considers the fact that using water sparingly for cooling takes pressure off the electricity grid to meet the peak electricity demand of wholly dry cooling systems during peak summer periods when the electricity grid is capacity stretched.

Striking the right balance

Our site WUE target for new developments is set at less than 0.75 for temperate European climates and 1.0 for warmer more tropical climates. We are, however, working to achieve the EU Climate Neutral Data Centre Pact of 0.4l/kWh by 2040 through our work on examining the balance of water vs. electricity use which may result in using more electricity during mild temperatures to offset water consumption. We are also set to increase operating temperatures of our cooling systems to reduce water demand, while still considering the heat stress for those in the data centre maintaining IT equipment. We are advocates of liquid cooling as it can help mitigate both water consumption and heat stress in the technical space.

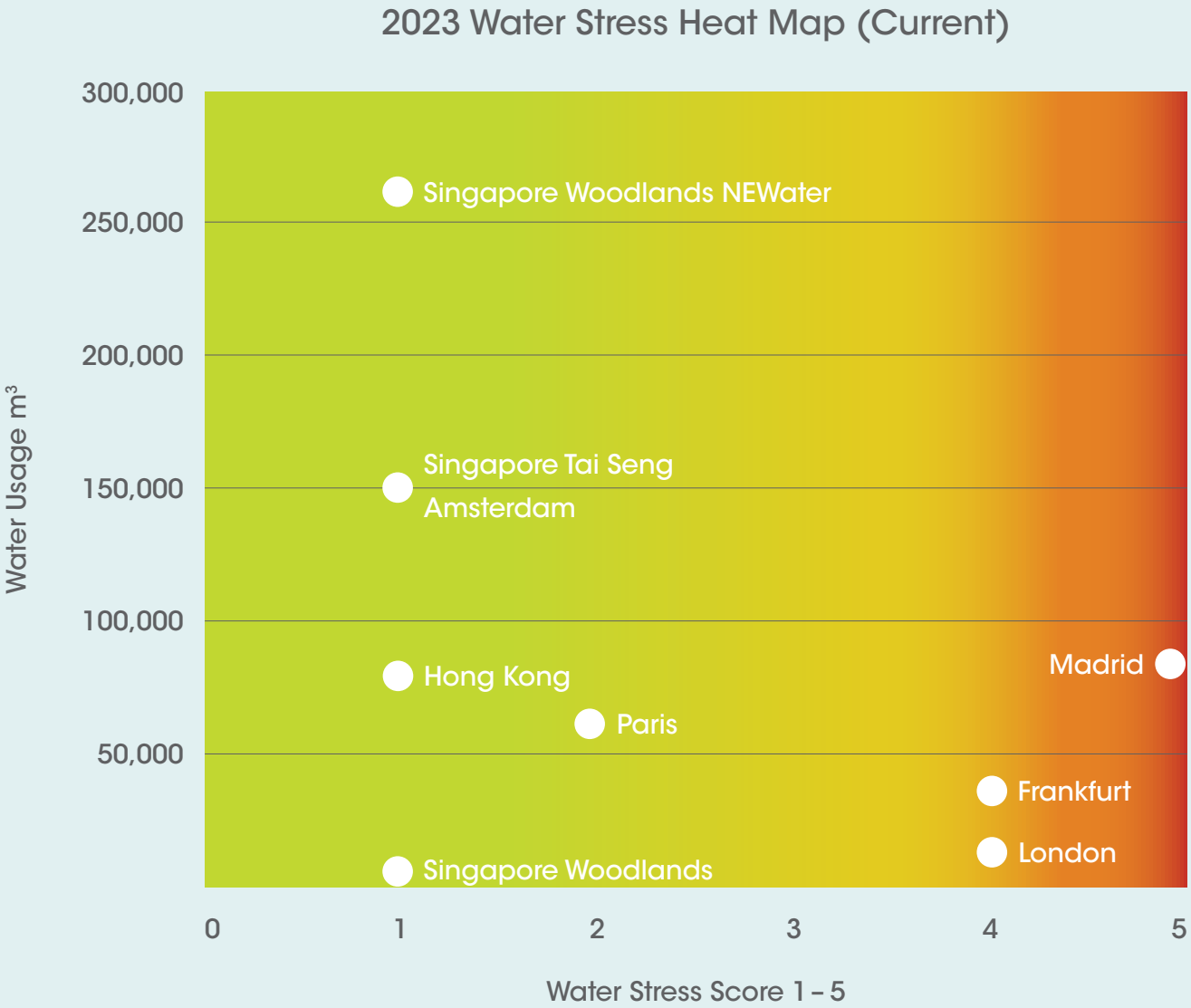


We have also tasked our consultant teams designing our new developments and redevelopments to consider water sources of non-potable water and to analyse the comparable WUE at source so that we are making locally informed decisions for each data centre. There are technologies available that make it possible to eliminate the use of water for cooling – such as the packaged free-cooling, air-cooled chillers recently introduced in our London North data centre, but they will not achieve the ultra-low PUEs expected of our new data centres. In any case, water is still required for humidity control within the technical space, and we encourage customers to adopt a wide humidity range as stipulated by the American Society of Heating Refrigerating and Air-Conditioning Engineers (ASHRAE). In turn we plan to introduce a water conservation initiative to reduce humidity level during winter months, within the ASHRAE recommended range, to save water; our research has shown that reducing humidity from a set point of 50% to 40% RH would reduce the water demand for humidification by 50%, and from 40%-30% RH, a further 30% water could be saved.

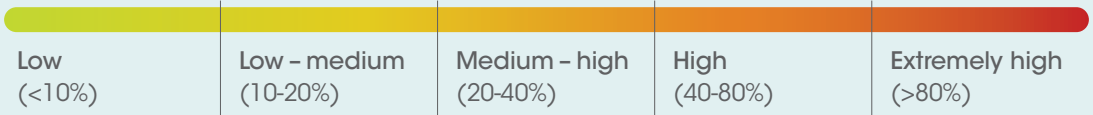
Water stress

Three of our data centres are considered to be located in high water stress areas – as measured by the Aqueduct Water Risk Atlas³ (see table opposite).

Spain is experiencing severe water droughts, and our data centre in Madrid is in an extreme water stress region; it has historically used cooling towers for heat rejection for over twenty years. While it is not possible to convert this data centre over to water-less heat rejection for cooling, we have recently invested in new, replacement cooling towers that are more water-efficient and introduced water conservation strategies to reduce the water demand.



Water Stress



- Arid and low water use
- No data

Assessment of sustainable building design

As part of our commitment to sustainability, Global Switch undertakes holistic building sustainability assessments.

We set minimum targets for sustainability across all our projects. For new developments, we have set LEED Gold and increased this year BREEAM to Excellent. Through these assessments, we ensure that our new build data centres are comprehensively reviewed for sustainability and reflect current 'good' and 'exceptional' practice under BRE and the US Green Building Council. The assessments not only appraise the technical aspects of a new development; they also look at aspects of occupant wellbeing.

In addition to new builds, to demonstrate our commitment to sustainable redevelopment, Global Switch is also considering BREEAM Refurbishment and Fit-out 2014: Data Centres for any Fit-out projects we undertake as part of our business plan.

We are also keen to create better working environments and are focusing on ensuring people-occupied spaces have good daylight penetration and effective ventilation, factors known to have an impact on human health. Other build requirements we have set include alternative modes of transport to the data centre and provisions for bicycle storage, shower rooms and electric car charging points – all initiatives that encourage employees to make sustainable lifestyle choices.

Delivering on our commitments and objectives

The fundamental goal of Global Switch operations is to ensure our data centres are Always On which is matched by our commitment to reduce energy demand by continuing to maximise energy efficiency, thereby minimising the negative impacts of energy consumption. To achieve these dual aims, our Executive Directors and Managing Directors for each data centre are responsible for delivering multiple energy-related commitments and objectives:

Operations

- Operate our data centres to industry best practice standards to reduce energy consumption in line with our business goals and without adversely affecting reliability or resilience.
- Consider the impact of energy in the procurement of goods and services and support the purchase of those products with the lowest impact on the environment.
- Aim for that all staff and contractors at the data centre understand and are aware of the key environmental issues and provide relevant induction and skills training.

Customers

- Work with customers to encourage improved energy efficiency of their equipment and highlight any inefficient practices within their suites, thereby optimising energy consumption.

Environmental Management System

- Maintain an ISO 50001 certified Energy Management System and obtain an ISO 46001-certified Water Efficiency Management System that conforms to local legislation, regulation, statutory requirements and voluntary commitments.
- Develop performance baselines for energy and water consumption, and measure and monitor improvements.
- Continually review activities and operations to identify, understand and evaluate energy and water efficiency and their impact on the environment. To seek ways to continually improve performance, implementing measures that are appropriate and cost-effective.

We are certified and operate to the ISO standards, 14001 and 50001 across our portfolio.



Energy performance

Total electricity consumption increased by ≈2% in 2023 due to continued rising demand from our customers. As the increased consumption is predominately in markets which benefit from renewable electricity this has not resulted in a proportional increase in carbon emissions. The percentage of electricity purchased from renewable sources has continued to stay the same from previous year with 92%.

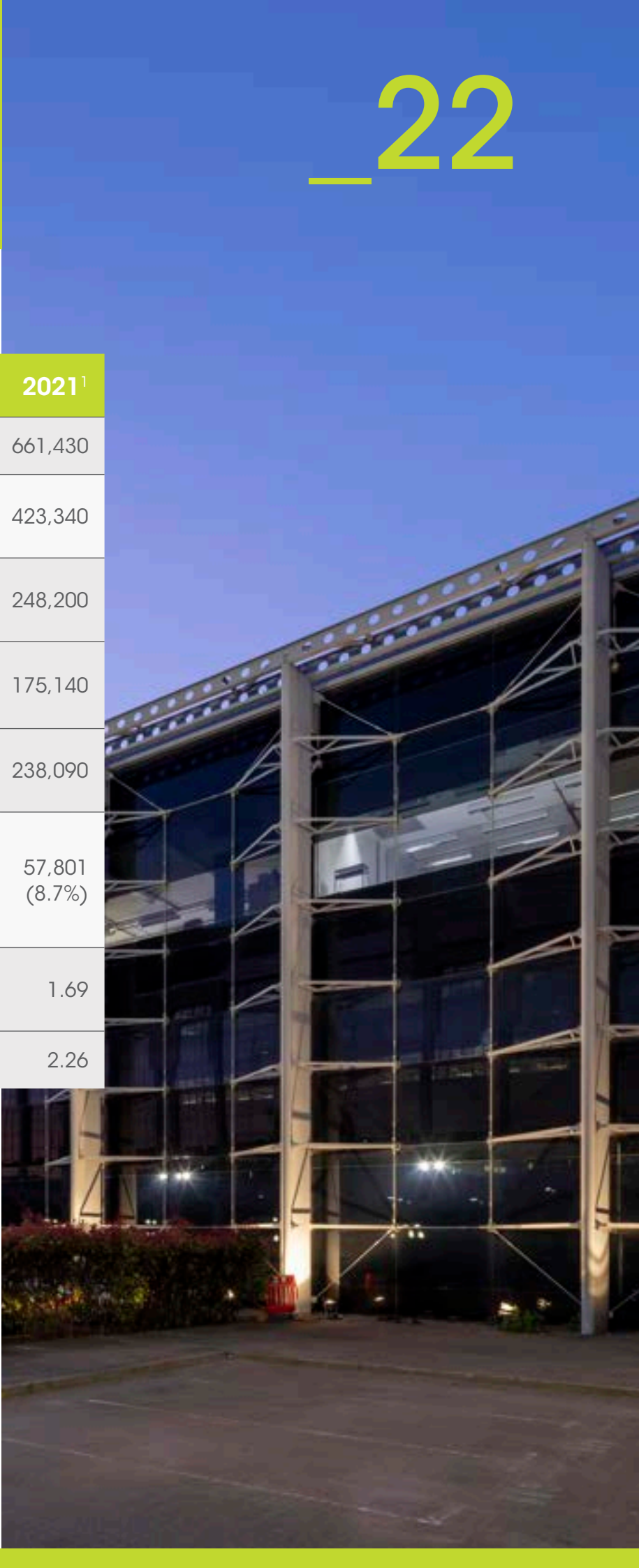
Energy Consumption Data	2023	2022 ¹	2021 ¹
Total energy consumption (MWh)	830,316	813,120	747,903
Total electricity consumption (MWh)	824,206	804,382	736,915
Total electricity consumption from renewable energy (MWh)	755,468	737,122	447,705*
Percentage of renewable energy (%)	92%	92%	61%
Scope 1 – Combustion of fuel and operation of data centres (MWh)	6,136	8,737	11,584
Scope 2 – Total electricity consumption (MWh)	824,206	804,382	736,915
Total Energy Intensity** (MWh/Adjusted Occupied Space)	6.82	6.21	5.72

1 Corrected value for 2021 and 2022 as noted in the GRI index. This is because the report excludes two data centres in Sydney which are subject to separate reporting.
* Includes nuclear energy in the case of Paris for 2021.
** Energy Intensity value is based on total energy consumption of Scope 1 & 2 and the denominator is an Adjusted Occupied Net Lettable Space metric.

Water performance

Water Consumption Data	2023	2022 ¹	2021 ¹
Total Water Consumption (m³)	829,824	800,801	661,430
Total potable water consumption across the Group (m³)	467,325	533,629	423,340
Total potable water consumption across Europe (m³)	343,463	315,257	248,200
Total potable water consumption across Asia-Pacific (m³)	123,862	218,271	175,140
Total non-potable water consumption across the Group (m³)	362,499	267,172	238,090
Water consumption in current Extreme Water Stress locations: Madrid (m³) / % of total water consumption	81,845 (9.9%)	73,806 (9.2%)	57,801 (8.7%)
Average Group annualised WUE (all water types)	1.680	1.74	1.69
Madrid annualised WUE	2.04	2.38	2.26

1 Corrected value for 2021 and 2022 as noted in the GRI index. This is because the report excludes two data centres in Sydney which are subject to separate reporting. When we are replacing cooling systems, we temporarily operate the new and legacy systems, leading to higher water consumption and increased WUE. This is the case for our Paris East and Madrid data centres..



Our carbon footprint

We have made a commitment to purchase 100% renewable electricity across all Global Switch data centres by 2030. As of December 2023, 10 of our 11 data centres are purchasing only renewable electricity.

Continuing progress

Our market-based carbon emissions from 2023 demonstrate a 2.44% increase compared to 2022. This is due to the growth of the data centre in Hong Kong where we do not have renewable energy at the moment, due to the low percentage of renewable electricity production in this region and resulting high cost. Our inability to purchase 100% renewable electricity in Hong Kong and our reliance on the electricity production mix provided through their grid systems means our carbon footprint is different in this location.

Customer emissions

Electricity consumption from customer IT equipment is accounted for within Global Switch's Scope 2 emissions. We adopt this carbon accounting approach (operational approach) because we procure the electricity directly from utility suppliers for IT power so can influence whether it comes from a renewable source.

Electricity consumption from IT equipment is directly measured by meters throughout customers' spaces, enabling us to inform each customer upon request of their carbon emissions associated with energy use.

Carbon emissions related to refrigerant gases

In 2021, we communicated via our Green Bond initiative that all new developments would incorporate chillers utilizing refrigerant gases with a low greenhouse-warming potential (GWP). Additionally, we established a policy for new developments to phase out the use of SF6 gas in switchgear due to its elevated GWP and extended atmospheric persistence.

Refrigerant gas losses in 2023 equated to 3,036 tCO2e, representing 67.8% of our Scope 1 emissions. The remainder of our Scope 1 carbon emissions were emitted through the operation of standby generators using diesel fuel and the consumption of natural gas for heating in the limited data centres where this fuel source is used.

Reducing the embodied carbon of our data centres

Both Capital Goods and Purchased Goods & Services can be associated with the design and construction of our data centres:

Purchased Goods & Services in part relate to the appointment of our external professional design teams who are commissioned to design our data centres along with manufactured technical plant.

Capital Goods comprise the materials used to construct the data centre.

In both cases they have a direct relationship with the embodied energy to construct the data centre (the building fabric and the technical services within it).

To aid in the assessment of embodied carbon in our data centres, our new developments and significant redevelopments will be appraised using Whole Life Carbon Assessments. This looks at not just the technical services that form of cooling and power systems, but also the passive architectural and structural elements. Assessment alone will not affect change, so these developments will require an Embodied Carbon Management Plan to reduce carbon along with regular reporting to track progress.

Our Embodied Carbon Management Plans will make use of established best practice in this field and draw on material such as **London Energy Transformation Initiative (LETI)**

This includes commitments to:

- Recover materials and products on site or from another site for reuse.
- Design buildings for optimisation, longevity, flexibility and adaptability.
- Design for assembly, disassembly and recoverability.
- Design for standardisation and modularisation.
- Construct responsibly, use recycled content or secondary materials, use low impact new materials, design out waste, reduce construction impacts.

It is also important to consider the lifecycle for different elements that make up a data centre. For example, the building frame and ideally the cladding that could last for 30 years should be designed for adaptability, whereas the fit-out for a data hall/ technical suite that may have an effective life of five years and so should be designed to be demountable and reusable for the same function. Also, technical plant can

have a second life in a circular economy in the same way as IT equipment that is replaced in three to five year cycles.

While there may be views within the industry to demolish and replace older data centres, our preference is to redevelop these facilities using the existing building structure and fabric where feasible, thereby reducing the embodied carbon when compared to new construction.

To understand our carbon impact as a leading data centre operator, we would like to see more Original Equipment Manufacturers (OEMs) offering Environmental Product Declarations (EPDs) for their products, and we will be pursuing this information from the supply chain when selecting new infrastructure.

Circular economy – recycling waste material

To support our circular economy ambition, we decommissioned and removed approximately 213 tonnes of materials, including mixed metals and Waste from Electrical and Electronic Equipment (WEEE) from the Global Switch Paris East campus.

The decommissioning project was carried out at various levels of the Paris East data centre. The project commenced in March 2023 and concluded in April 2023. A 6-month commercialisation period followed, during which the equipment was attempted to be resold on the second-hand market. However, due to factors such as the age of the inventory and the lack of a manufacturer's warranty, no sales were made.

At the end of the commercial period, all equipment was recycled with a certified recycling partner, resulting in an estimated carbon savings of 181 tonnes of CO₂. The recycling process was carried out in compliance with relevant standards and regulations for handling WEEE materials sustainably. For the next step of the project, we will focus on maximising recycling output, given the limitations of resale for end-of-life assets.

Data centre waste

We plan to design out waste following the established principles of:

- Design for reuse and recovery.
- Design for off-site construction.
- Design for materials optimisation.
- Design for waste-efficient procurement.
- Design for deconstruction and adaptability.

We also seek to recycle non-hazardous waste generated in the normal day-to-day operation of our data centres. Our waste reduction goals are to:

- Minimise the production of waste.
- Dispose of waste in a way which reduces adverse effects on the environment.
- Optimise the proportion of waste recycled and the amount of recycled materials used within the data centres.

Setting new carbon goals through a science-based target

To support our commitment to purchasing 100% renewable electricity in all our data centres by 2030, we are signing up this year to a science-based target.

Our carbon performance

GHG Source	2023	2022 ¹	2021 ¹
Total Scope 1 GHG emissions (tCO ₂ e)	4,479	3,685	3,732
Total Scope 2 GHG location-based emissions (tCO ₂ e)	248,148	237,563	213,894
Total Scope 2 GHG market-based emissions (tCO ₂ e)	44,034	42,986	125,697
Scope 3 – GHG (MtCO ₂ e)	Not available	Not available	Not available
Scope 1 and 2 GHG intensity on location-based tCO ₂ e / Adjusted Occupied Space*	2.08	1.84	1.66
Scope 1 and 2 GHG intensity on market-based tCO ₂ e / Adjusted Occupied Space*	0.40	0.36	0.99
Diesel fuel carbon emissions (tCO ₂ e) – Scope 1	928	1,488	1,798
Refrigerant loss carbon emissions (tCO ₂ e) – Scope 1	3,036	2,234	1,158

¹ Corrected value for 2021 and 2022 as noted in the GRI index. This is because the report excludes two data centres in Sydney which are subject to separate reporting.

* Carbon Intensity value is based on total carbon emissions of Scope 1 & 2 and the denominator is an Adjusted Occupied Nett Lettable Space metric.

Note: Global Switch takes an operational control consolidation approach to emissions. Calculations for equivalent carbon emissions include CO₂ emissions from electricity supplied by utility companies, direct CO₂ emissions, methane and nitrous oxide from diesel standby generators, and fluorinated/hydrofluorocarbon gases from the release of any refrigerant gases. The Greenhouse Gas Protocol standard was used as well as carbon emissions factors from DEFRA and IEA.

Performance Highlights

- ▶ We continue to implement Climate Action to meet our near-term target of 2030 for the purchase of 100% renewable electricity.
- ▶ In 2023, 10 of our 11 data centres purchased 100% electricity from renewables electricity sources.
- ▶ Climate change presents a material risk to our resource-intensive operations; as with all data centre operators, our infrastructure is at a potential risk from weather events such as extreme temperature, flood damage and water scarcity, creating a threat to business continuity. To ensure that we continue to provide a resilient and secure service to our customers, we have chosen to conduct a TCFD report for the Group. The results from this exercise can be found on our website.
- ▶ Global Switch became a signatory of the EU Climate Neutral Data Centre Pact in 2023
- ▶ London East level 5 fitout achieved an Interim Certificate (design stage) Very Good rating; the first under pilot scheme run the BRE under BREEAM Fit-out 2014 for Data Centres.

2

Energising our human capital

We believe that human capital is the most valuable resource in our industry. We rely on the skills and talent of our people to grow our portfolio of data centres in ways that are economically and environmentally viable, and we are committed to investing widely to foster mutually beneficial relationships with our people.

As a business, we understand that having an engaged workforce is vital to achieving our strategic objectives as it directly leads to better productivity and a driven, committed culture.

- Increased rigour in the recruitment process, which has positively impacted the quality of candidates applying and improved skills and cultural fit.
- A modified approach to performance and development through the annual appraisal process which focuses on ongoing, continuous feedback and employee-led development.
- Identifying and tailoring development for our key talent as well as creating clear succession plans for critical leadership roles.






Total turnover rate is defined by total number of employees that have left throughout 2023, which can be either voluntary or in-voluntary. However, employee attrition is purely defined by number of resignation received in 2023 on a voluntary basis. Our attrition rate for 2022 was 16%, which was comparable to the industry average, and continued to improve in 2023 to 15%. The turnover rate for 2023 was 22%.


We introduced several initiatives in 2023, including:

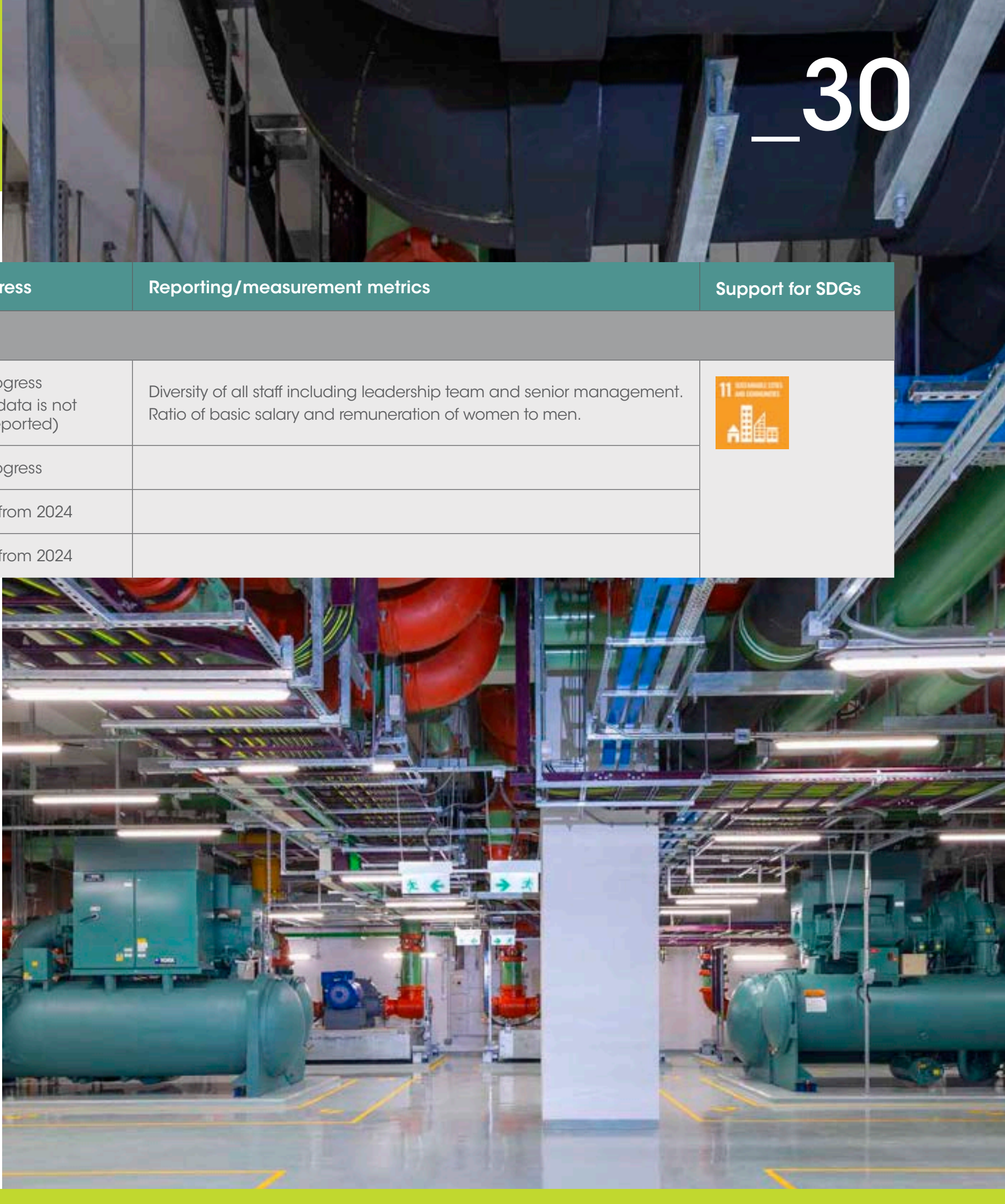
- Continued focus on improving the rigour of our recruitment processes, training hiring managers to focus on hiring strong talent, introducing an Applicant Tracking System and improving the time it takes to recruit new talent into the organisation.
- Staff engagement survey across all Global Switch sites to understand the areas of the business where we are meeting employee expectations and the areas where we need to improve going forward.
- A rigorous approach to performance and development, through the annual appraisal process that focuses on ongoing, continuous feedback and employee development and career progression. In 2023 218 (90%) employees completed a self-evaluation and 195 (80%) had a performance review conversation. Identifying, and tailoring development for our key talent as well as creating succession plans for critical leadership roles.
- Introduction of LinkedIn Learning to support training and development and the focus on career planning.
- Focused wellbeing support through access to a mental health support app called Myndup.

Our commitments

Target	Progress	Reporting/measurement metrics	Support for SDGs
Health & Safety and wellbeing			
Minimise Accidents. Maintain ISO 45001 for operations.	In progress Achieved for 2023	Number of fatalities/high consequence/recordable work-related injuries and near misses.	
Formalise our health and safety, and wellbeing strategy.	In progress	Working conditions and work benefits.	
Develop labour and social dialogue policy.	Not yet started	Social dialogue and collective bargaining reporting.	
Learning & development			
Implement our Learning and Development strategy	In progress (Full data is not yet reported)	Hours of training per employee per year. % of employees receiving performance and career development reviews.	 
Launch and deliver Leadership training for the senior leadership cohort	New from 2024	Measure % of completion	
Introduce Thomas profiles to support the self-awareness and development of all Global Switch employees and develop career development plans	New from 2024	Measure % of completion	
Embed our utilisation of LinkedIn Learning across the business	New from 2024	Measure % of completion	
% of employees completing self-evaluation	New from 2024	Measure % of completion	
Improved metric on engagement survey on questions related to career development	New from 2024	Measure % of completion	
Improved metric on number of employees leaving Global Switch due to career progression.	New from 2024	Measure % of completion	
Launching 360 feedback for people managers	New from 2024	Measure % of completion	

Our commitments

Target	Progress	Reporting/measurement metrics	Support for SDGs
Diversity and inclusion			
Implement our DE&I strategy.	In progress (Full data is not yet reported)	Diversity of all staff including leadership team and senior management. Ratio of basic salary and remuneration of women to men.	
Implement our DE&I action plan	In progress		
Improvement of the staff engagement survey metric linked to DEI.	New from 2024		
Global roll out of bias training	New from 2024		



Employment

As of 31 December 2023, Global Switch employed 275 permanent employees and contractors. Of those, **266** were directly employed by Global Switch, an increase of one when compared to 2022,

An array of cultures, nationalities and backgrounds are represented across our international footprint. We are proud of this diversity and recognise the different skills and experiences our people bring to the Company all serve to enhance our success.

Gender Composition

As of 31 December 2023, the percentage of female representation in the company was approximately 29.2%; an increase from the previous year's 26.5%. Global Switch ensures that during the recruitment process female candidates are represented in the shortlist as far as possible, with all recruitment companies being briefed on this.

Age and Professional Distribution

Our workforce is a mix of emerging talent and seasoned professionals, with the majority of our team considered as very knowledgeable in their fields of expertise. We support all employees in developing their skills and qualifications in line with their career and professional aspirations. The majority of our employees are in non-managerial roles.

Age range	No. of employees		
	2023	2022 ¹	2021 ¹
Under 30	25	25	30
31 - 50	174	175	168
51+	67	68	67
Total	266	268	265
Professional category	No. of employees		
	2023	2022 ¹	2021 ¹
Directors	57	54	35
Line Managers	32	80	65
Others	177	134	168
Total	266	268	265
Professional and Technical Engineering	39	47	57

¹ Corrected value for 2021 and 2022 as noted in the GRI index. This is because the report excludes two data centres in Sydney which are subject to separate reporting.



Employee on-boarding

Our robust on-boarding experience and induction process ensure that new joiners at all levels and in all locations can smoothly and quickly integrate into their roles, improving productivity and enhancing team morale. Our global induction programme enables all new hires to meet virtually and sets the tone for collaborative working practices at the start of their Global Switch journey. Group HR also keeps in touch with new hires at the six-week, six-month and one year mark to monitor their engagement and satisfaction levels in terms of both the Company and their specific roles.

Employee performance and career development

All Global Switch employees received performance, remuneration and career development reviews annually up to 2023 and performance reviews are from 2024 twice yearly and we continue to invest in employee diversity and inclusion, with a particular focus on employee engagement. In 2023 we developed a partnership with LinkedIn learning to provide learning licenses to all employees to be able to access online content, across a range of topics to assist our employees in their personal development goals. In addition we aligned with MYNDUP to provide all employees with the opportunity for 24/7 access to qualified counsellors and coaches to assist them in driving the quality of their personal or professional life, supporting them in achieving their goals.

Employment benefits and fairness

Eligible employees are provided with a competitive benefits package tailored to

each market in which we operate and usually consisting of discretionary bonus, pension, life insurance, medical insurance and leave entitlements. We carry out a role-based benchmarking analysis annually to ensure employees are remunerated fairly against the local market and, where applicable, against their peer group.

Our family-friendly policies adhere to the relevant legislation, varying by country and jurisdiction, and often go further than the local legal requirements. In support of gender equality, Global Switch employees are entitled to two weeks' paternity leave at full basic pay. Weddings and civil partnerships are celebrated with two-days' leave and a gift or voucher worth £500 or equivalent.

We also support an IVF and Antenatal Policy for employees seeking time off for fertility or family-planning appointments, whether for themselves or to accompany partners. We recognise that family is important and having a strong support network at home is vital to employee wellbeing.

In terms of fairness, Global Switch does not use unlawful or unfair means to restrict the relationship between the Company and employees. Employees are free to terminate their employment upon giving their contractual notice, and any formal grievances raised are addressed in accordance with legislative obligations, including meeting any procedural fairness requirements. Our Grievance Policy outlines both formal and informal channels through which grievances may be raised.

The Chief Executive Officer has delegated the day-to-day responsibility of policy implementation to the Chief Legal Officer and Group HR Director. Line Managers are responsible for receiving formal written grievances, and further procedures for addressing grievances are detailed in the Policy.

External benchmarking analysis for competitive remuneration

For the 2023 salary review process, we engaged the global consulting company WTW to evaluate all our roles across the business and to benchmark against the relevant local pay markets (spanning over 10,000 unique roles). Where appropriate, additional benchmarking evidence was provided. Based on the results of the benchmarking exercise, salaries of key competitive roles have been adjusted to reflect local market conditions more closely.

Given the specific skill sets required by some of our more technical roles, which are often difficult to recruit and retain, evaluating our market position and understanding the local markets and payment practices that occur in each of our jurisdictions ensures we remain competitive within the data centre industry. By looking at active market data in conjunction with the benchmarking evidence, we were able to propose evidence-based salary adjustments across the board and understand which specific roles required above-CPI increases to retain our existing talent. We are also in the process of introducing a system of recording full details of all recruitment exercises, successful or not, to identify the areas for improvement in attracting and retaining staff.

Employee diversity and inclusion

We are proud to have an array of cultures, nationalities and backgrounds represented across our international network.

Diversity and inclusion are more than policies, programmes or headcounts. It is widely recognised that equitable employers outpace their competitors by respecting the unique needs, perspectives and potential of all their team members, earning deeper trust and commitment along the way.

A diverse and inclusive working environment is one that makes everyone, regardless of who they are or what they do for the business, feel equally involved in and supported in every area of their working life. The difference between diversity, inclusion and belonging is that diversity is the representation of different people in an organisation, inclusion is ensuring that everyone has an equal opportunity to contribute to and influence every part and level of a workplace, and belonging is ensuring that everyone feels safe and can bring their full, unique selves to work. Global Switch is committed to a culture that empowers its people through a work environment where inclusion, diversity and respect are both expected and valued. We welcome employees of all gender identities, ages, races, ethnicities, national origins, cultures, religious or political beliefs, languages, education levels, socioeconomic backgrounds, family or relationship statuses, sexual orientations, genetics and disabilities.

At the same time, we expect each of us, no matter our level or function, to play an active role in creating environments where people of diverse backgrounds are able to bring all of who they are to do their best work. We want every team member to feel comfortable sharing their unique perspective and encouraged to also seek the perspectives of others. Having this kind of inclusive culture is critical to helping us to attract and retain a diverse set of talent.

Our belief in equality is supported by our Equal Opportunities Policy containing an anti-discrimination statement which has penalties in line with local laws. Our Anti-Harassment Policy details the conditions that are considered as harassment and unacceptable, covering LGBTQ+, race, sex, age and disability. Under our policies, any violation of these rules must be reported to HR or the Chief Executive Officer.



Safety, Health, Environment and Quality (SHEQ)

We believe that the prevention of SHEQ-related accidents and incidents is vital to our success. In accordance with our certification to ISO 45001, ISO 14001 and ISO 9001, we are committed to providing and maintaining a safe, healthy, environmentally friendly and quality-conscious workplace for all employees, contractors, customers and visitors.

Health and safety has always been our #1 priority. To further enhance our existing competencies, we appointed in early 2023 a Health and Safety specialist, who is reviewing and remodelling our current processes and systems.

We are continually striving to eliminate anything which may pose a risk to those who work at or visit our premises or who use our services. Minimising harm to people and/or the environment is at the heart of our

objectives. This is aligned with encouraging Near Miss reporting and always ensuring we learn all applicable lessons from every incident, no matter of its severity. To this end, we continually reinforce that any incident which may occur in the operation of our data centres, in the construction of our new data centres or at our offices, are registered into our Abnormal Incident Reporting (AIR) process.

Learning and Development

We invest in developing our people in a number of ways, from internal and external training programmes to industry qualifications, workshops and information sharing. We also actively encourage our employees to attend industry events so they stay well-connected to the data centre sector.

As we are a company serving the digital economy, our focus on developing the competency and skills of our employees is a prime differentiator and key to maintaining our strategic competitiveness. On top of the continuous upskilling of our people and encouragement to pursue further learning experiences, such as professional seminars and training courses, we also offer financial support for additional academic qualifications and generally pay for professional membership subscriptions.

At a senior level, we invest in developing the leadership and management team that play such a key role in our success. This includes identifying key talent each year and creating

tailored development plans for them and also formulating clear succession plans for critical leadership roles.

Across the Company, every employee has the opportunity to create a personalised development plan based on their skills and experience and how they wish to grow their career at Global Switch. The information is used at the annual performance review to identify top talent for the Group's succession plan.

Engaging in high impact community action

As a leading global business, we are always looking for new and better ways to support and have a positive impact on the communities where we operate.

3

Within our ESG strategy, we have made a clear commitment to engage in 'High-Impact Community Action'. With a footprint that spans 11 data centres worldwide, Global Switch is well-positioned to leverage our influence and benefit the people and places where we do business. This includes our customer, supply chain partners and local communities.

Global Switch in March 2023 partnered with Legion of Racers (LOR), a Singapore lifestyle and entertainment brand specialising in SIM racing and e-sports. The collaborative event, titled "Empowering Youth, Connecting Communities," brought together approximately 70 children and youth from under-resourced communities across Singapore. Beneficiaries from three charities—Muslimin Trust Fund Association (MTFA), Darul Ihsan Orphanages, and SHINE Children and Youth Services—participated in engaging educational activities throughout the day.

The event aimed to bridge marginalised communities with society, emphasising core values such as respect, accountability, integrity, and excellence. Notably, the youngest participant, a nine-year-old, currently receives care from MTFA, Singapore's oldest active Muslim charity. The collaboration underscores our commitment to empowering youth and fostering community connections through innovative initiatives.

Four students from the Institute of Technical Education (ITE) have recently embarked on a three-year internship and study programme with us at our Singapore data centre. These talented individuals bring fresh perspectives and enthusiasm to our team. We are committed to providing them with valuable learning experiences, mentorship, and exposure to real-world challenges. Through this programme, we aim to nurture their skills, foster professional growth, and contribute to their overall development.



Our commitments

Thriving communities

Target	Progress	Reporting/measurement metrics	Support for SDGs
Develop community engagement strategy	Being developed in 2024	Volunteering days allowance per employee.	  
Identification of a nominated charity per site to allocate any funds raised by site	New from 2024		
Improvement in the staff engagement survey metric linked to communities	New from 2024		

Community Investment

We are committed to using our scale and experience to make a positive difference, from working with local schools and learning institutions to our employees donating their time to support causes they care about.

Our efforts are guided by these core principles:

- Partnering with local education organisations at all levels to develop talent that can contribute to our diverse workforce. We are also proud to be involved in the nurturing of the data centre leaders of tomorrow.
- Positive environmental leadership – we understand the positive influence we can have on climate change and are fully committed to setting Science-Based Targets and achieving 100% renewable energy across our global footprint. We aim to partner with local education organisations and groups who share our vision of a greener planet, working together to improve the livelihoods of local communities.

- Employees play a vital role in identifying and driving community initiatives in the places where they live, work and raise families. This local approach engagement is crucial when identifying the path of community engagement in a particular location.
- Transparency and trust – we want to be a valued member of our local community and we feel strongly about being transparent and open about how our business operates and how we can positively impact our local community. Furthermore, we aim to always listen to the views of our local communities and act in ways that promote future engagement.

We also encourage our employees to volunteer for causes they care about whether as individuals or teams.



4




Joining forces with the industry

As an established member of the data centre industry, we understand that we have a shared responsibility to address the ESG challenges we all face.

At Global Switch, we are actively working with peers across the sector to pool knowledge and resources as we believe this is the best way to make meaningful progress and increase the impact we can have both individually and collectively.

Our commitments

Industry collaboration and value chain engagement

Target	Progress	Reporting/measurement metrics	Support for SDGs
Deliver customer engagement strategy, including green clauses in contracts.	Not started yet	Approach to stakeholder engagement.	  
Develop sustainable supply chain strategy.	Not started yet	Customer engagement strategy in place.	
Participation in industry bodies, membership organisations and initiatives for knowledge sharing and co-development of standards and regulations.	Achieved for 2023	ESG criteria used in supplier selection. Reporting on sustainable supply chain strategy.	



Supply chain management

Global Switch does not have a large supply chain for day-to-day operations, but we do source a wide range of specialist equipment and services for the build, operation and maintenance of our data centres. As well as informally encouraging our supply chain to follow our procedures and processes, we also reinforce this message through the Code of Conduct that applies to our suppliers.

This code establishes the minimum principles for suppliers to adhere to in areas including:

- Corporate governance and ethical practices
- Health and safety
- Social, environmental and economic risk management
- Employment practice
- Information security

Our suppliers are chosen through a rigorous selection process to provide specialist equipment to our sites, and OEMs or third-party contractors are awarded ongoing or long-term maintenance agreements. For all maintenance work done at our data centres, we carry out risk assessments (including safety, environmental and information security requirements) to ensure threats are sufficiently mitigated by the contractor prior to approval.

We are in the process of developing a Sustainable Procurement Policy to further embed good practices into our supply chain to help us achieve our ESG objectives, as well as developing a more targeted Supplier Code of Conduct.

Industry memberships

We collaborate continuously by being full and active participants in a number of industry and non-profit associations globally, including:

- EU Data Centre Association (EUDCA)
- TechUK
- Dutch Datacenter Association
- Nederland ICT
- Eco-Verband der deutschen Internetwirtschaft
- Spain Data Centre Association
- Asia-Pacific Data Center Association (APDCA)
- Federation of Hong Kong Industries
- Singapore Green Building Council
- EU Carbon Neutral Data Centre Pact
- Sustainable Markets Initiative
- Pacific Telecommunications Council
- Telecommunications Executive Circle
- The Open Compute Project
- Uptime Institute



Investing in transparency







| We are committed to investing in and demonstrating transparency in everything we do – from governance and business conduct to employee attitudes.

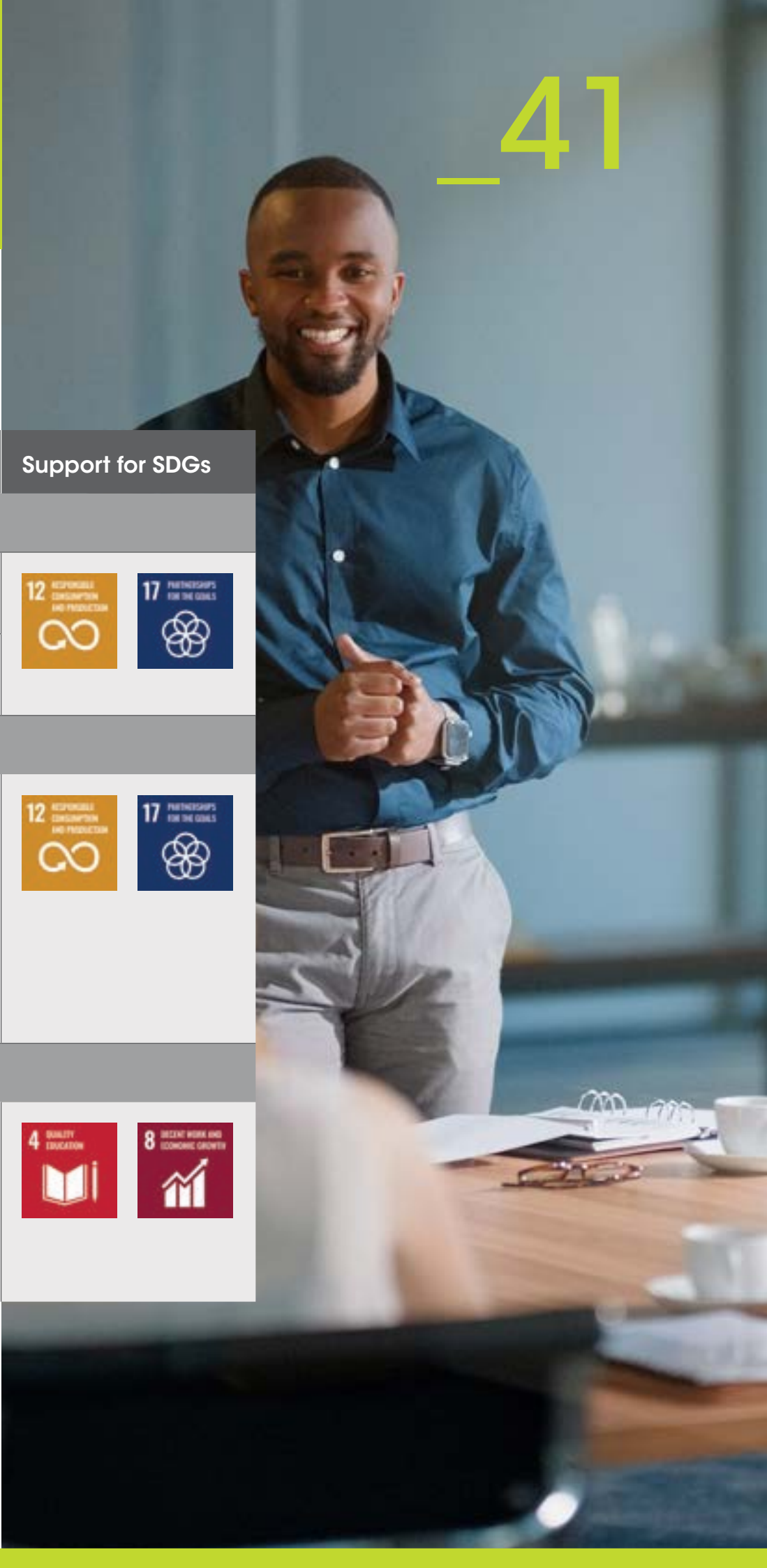
Openness is key to our reputation for integrity, trust and accountability. Throughout the business, we strive for transparent processes by enforcing industry best practices that include customer privacy, anti-bribery, anti-corruption and human rights.

5



Our commitments

Target	Progress	Reporting/measurement metrics	Support for SDGs
Corporate governance			
Deliver business risk assessment, management and monitoring strategy.	In progress	Governance structure, composition and oversight.	 
Conduct climate risk assessment of portfolio and adaptation strategy.	Achieved for 2023	Financial implications and other risks and opportunities due to climate change.	
ESG policies and procedures			
Deliver cybersecurity and data protection strategy.	In progress.	Operations assessed for risks related to corruption.	 
Deliver business continuity strategy.	In progress	Communication and training about anti-corruption policies and procedures.	
Deliver anti-bribery and corruption strategy.	Partially achieved	Deliver GRI and TCFD-aligned reporting.	
Maintain ISO 9001 certification.	Achieved by each site individually	Participate in EcoVadis and CDP's Climate Change data sharing platforms.	
Launch central data collection and reporting system for sustainability.	Partially achieved.		
Human rights			
Uphold modern slavery statement.	In progress	Published modern slavery statement.	 
Deliver sustainable supply chain strategy.	In progress	Risk assessments for operations and suppliers for incidents of forced or compulsory labour. Security personnel trained in human rights policies or procedures.	



Corporate governance

Global Switch has in place a strong corporate governance framework, including Board terms of reference, a delegation of authority, policies and processes, internal audit oversight and separate Board subcommittees (comprising an audit committee (chaired by our independent non-executive director), remuneration committee and investment committee).

In addition, our corporate governance is enhanced by a Shareholders' Agreement under which our shareholders undertake, amongst other things, to permit Global Switch to carry on its business plan and strategy independently from the Shareholders, allowing the executive management to take decisions and allocate budget spend in accordance with the delegation of authority, save in respect of certain matters reserved to the Shareholders. Our Security Control Agreement further enhances this commitment to independence.

Global Switch is committed to continue to strengthen our corporate governance by adopting further relevant policies and procedures to reflect best industry practices. Our aim is to maintain a structured ESG framework, including governance measures, that ensure ESG considerations are factored into every business decision.

Board composition and ESG oversight

The Global Switch Board of Directors is comprised of seven individuals: our chairman, two Executive Directors (the CEO and CFO of the Company), three Non-Executive Directors and one Independent Non-Executive Director.

The CEO of Global Switch has oversight of ESG at the Company and, at an Executive level, we have established an ESG Steering Committee made up of individuals from across the business that meets regularly to discuss relevant initiatives and provide input into the annual ESG Report. In addition, in late 2023, Global Switch hired ESG experts to support the business in the development of its ESG agenda.

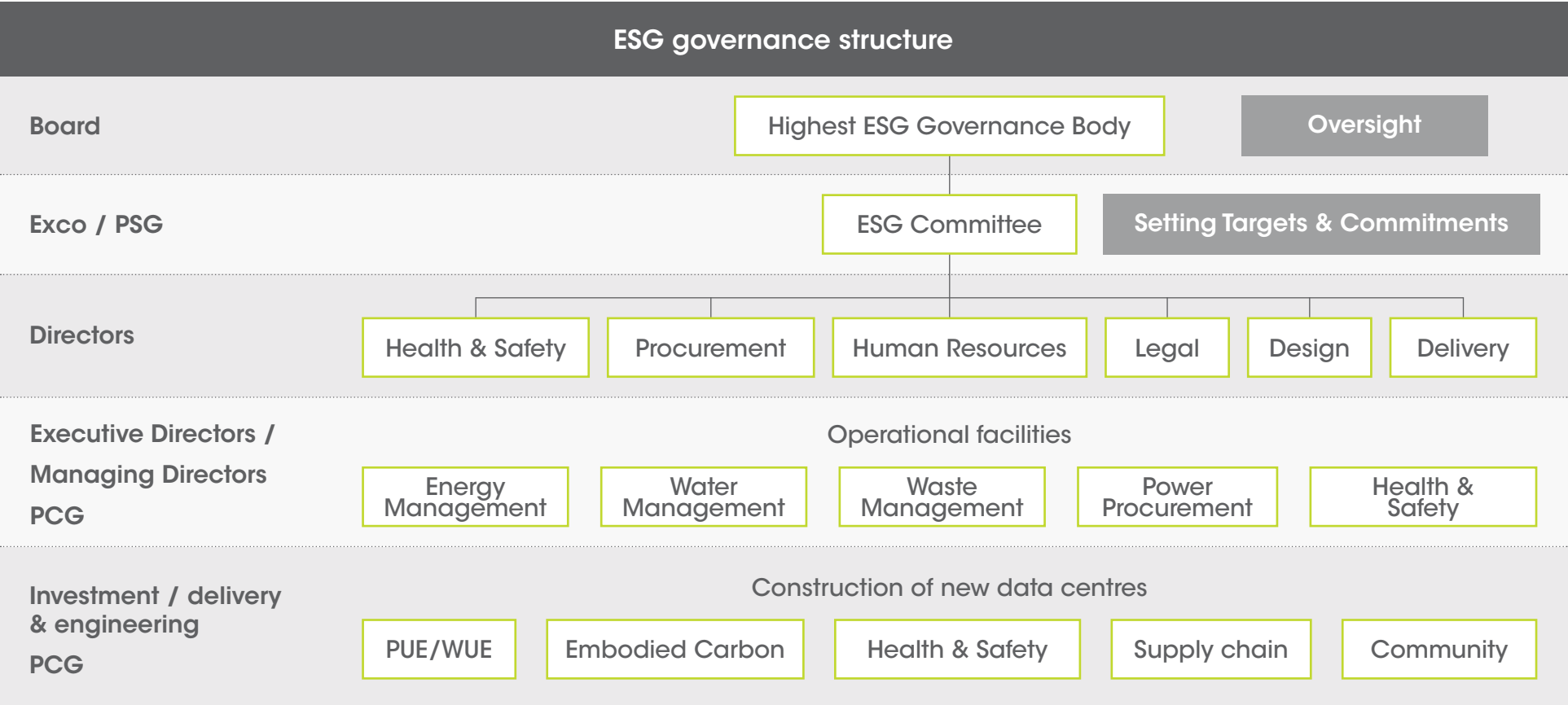
Global Switch maintains a set of comprehensive internal control and risk management procedures to address various operating risks, including financial project management, data centre operations and health and safety risks found in our business. Such risk management policies use the precautionary principle and contain procedures for the level of relevant risk reporting identified in our operations. The Executive Committee is responsible for the oversight of risk management and internal control systems, including ESG risks.

Our ESG governance structure

The Board has the highest level of ESG governance and oversight on the matters of ESG. The ESG Committee is formed of all members of the Executive Committee, which are also represented as the Project Steering Group (PSG) for new and redevelopment projects.

The Executive Group Directors and Site Managing Directors are responsible for the operation of their respective data centre(s) and report on PUE, WUE, Waste, Health and Safety and procurement through a monthly management report submitted to the members of the Executive Committee.

For new developments and redevelopments, the Project Control Group (PCG) (led by Delivery with representation from Investment, Engineering and the Client Group (led by the Site Managing Director) provides a monthly progress report to the PSG. This report includes updates on ESG issues including PUE/WUE, procurement as well as health and safety.



Product responsibility

Our ISO 9001 Quality Management System across all our data centres demonstrates our commitment to quality and customer satisfaction, and a key part of this is engagement and communication. This is facilitated by the close relationships we build with customers, staying in constant touch through meetings, telephone calls, email and conference calls.





Customer privacy

Customer privacy is of paramount importance in our sector and Global Switch enters into non-disclosure agreements with customers to robustly protect their privacy. As part of our commitment to data security throughout our operations, we comply with information security management ISO 27001 in every Global Switch location.

Global Switch also complies fully with laws and regulations relating to protection of customer data under the General Data Protection Regulation (GDPR) and equivalent regimes in other jurisdictions such as the Data Protection Act in the UK. Our supporting policies include GDPR Data Breach Management and Procedure, GDPR Data Protection, GDPR Data Retention, GDPR Handling Data Subject Requests and GDPR Privacy Policies – each addressing a different aspect of GDPR-related privacy.

Anti-bribery and corruption

Global Switch has clear policies dealing with whistleblowing, anti-bribery and corruption, gifts and hospitality and financial crime (including money laundering, sanctions, anti-terrorism and tax evasion). Training on these policies is rolled out to all Group employees and refreshed regularly.

Whistleblowing

Our Whistleblowing Policy covers various forms of misconduct, investigative procedures and protection of the whistle-blower's safety. Employees can raise concerns anonymously by contacting whistleblowing@globalswitch.com. This and other policies are supported by our Disciplinary Policy which sets out a framework for taking action against misconduct.

In 2023, no cases relating to misconduct were reported, and there were no instances of whistleblowing.

Human rights

Our business complies with the Modern Slavery Act 2015 throughout the organisation and our global supply chain. We have published a Prevention of Slavery and Human Trafficking Statement which is available at <https://www.globalswitch.com/modern-slavery-statement/>

We are also working towards further developing our policies and processes for our global supply chain which includes updating our supplier agreements, procurement policies and training procedures and producing a supplier code of conduct.



Performance Highlights

- ▶ EcoVadis ESG Rating of Silver achieved in year 2023.
- ▶ Published report aligned with the Task Force for Climate-related Financial Disclosures (TCFD)'s recommendations.
- ▶ Participated in the CDP Climate Change Questionnaire 2023 (for 2022 data)

Performance highlights

0

reported cases of whistleblowing incidents

0

information security breaches

0

corruption incidents

About this report

This report, produced by and for Global Switch, is presented as a true and accurate reflection of our Environmental, Social and Governance (ESG) practices over this reporting period.

This report covers the 2023 financial year from 1 January 2023 to 31 December 2023, utilising the Global Reporting Initiative (GRI) Standards to structure our disclosure of information. This report has been written in accordance with the GRI Standards: Core option. We have referenced our GRI-aligned disclosures via a content index at the back of this report.

The boundary of our ESG disclosure is the same as the 'operational control' approach to consolidating greenhouse gas (GHG) emissions. Our chosen GHG methodology (GHG Reporting Protocol) defines this as operations where we have full authority to introduce and implement our operating policies. We consider that this

approach incorporates all of our entities with sustainability impacts that are actually or potentially material, including social and governance impacts.

However, disclosures beyond this boundary specifically pertaining to the development of a Scope 3 baseline are included where applicable.

The words 'Group' or 'Company' refer to Global Switch unless stated otherwise.

This report has been reviewed and approved by the Chief Executive Officer and is confirmed to be an accurate and true account of the Company's ESG performance.

Any questions or comments regarding this ESG report and the information contained within it can be directed to: esg@globalswitch.com

Verification statement for Scope 1 and 2 carbon emissions

We planned and performed our work to obtain the information, explanations, and evidence that we considered necessary to provide a limited level of assurance based on the process and procedures conducted.

We conducted our verification of Global Switch's GHG assertion, which included assessment of the company GHG information system, monitoring and reporting methodology. This assessment included the collection of evidence supporting the reported data and multiple checks relative to the provisions of the legislation, reporting standard and calculation methodologies referenced in the verification criteria. This statement shall be interpreted with the GHG assertion of Global Switch as a whole.

Accenture's approach is risk-based, drawing on an understanding of the risks associated with calculating GHG emission information and the controls in place to mitigate these risks. Our examination included assessment, on a limited sample basis, of evidence relevant to the reporting of emissions information.

Based on the data and information provided by Global Switch and the processes and procedures conducted, Accenture concludes with limited assurance there is no evidence that the GHG assertion:

- is not materially correct,
- is not a fair representation of the GHG emissions data and information, and
- is not prepared in accordance with the criteria listed above.

It is our opinion that Global Switch has established sufficient systems for the collection, aggregation and analysis of quantitative data for determination of these GHG emissions for the stated period and boundaries.

The GHG information for the period 01/01/2023 – 31/12/2023 is verified by Accenture to a limited level of assurance, consistent with the agreed verification scope, objectives and criteria. 100% of emissions are verified as:

Reporting Period: 01/01/2023 – 31/12/2023		
Scope 1	Scope 2 (location-based)	Scope 2 (market-based)
Reported Emissions: 4,479 tCO ₂ e	Reported Emissions: 248,148 tCO ₂ e	Reported Emissions: 44,034 tCO ₂ e

Observations

- Based on our work, Accenture considers that material GHG sources are appropriately identified and reported on.
- All material errors in reported data identified during the verification process have been duly corrected.

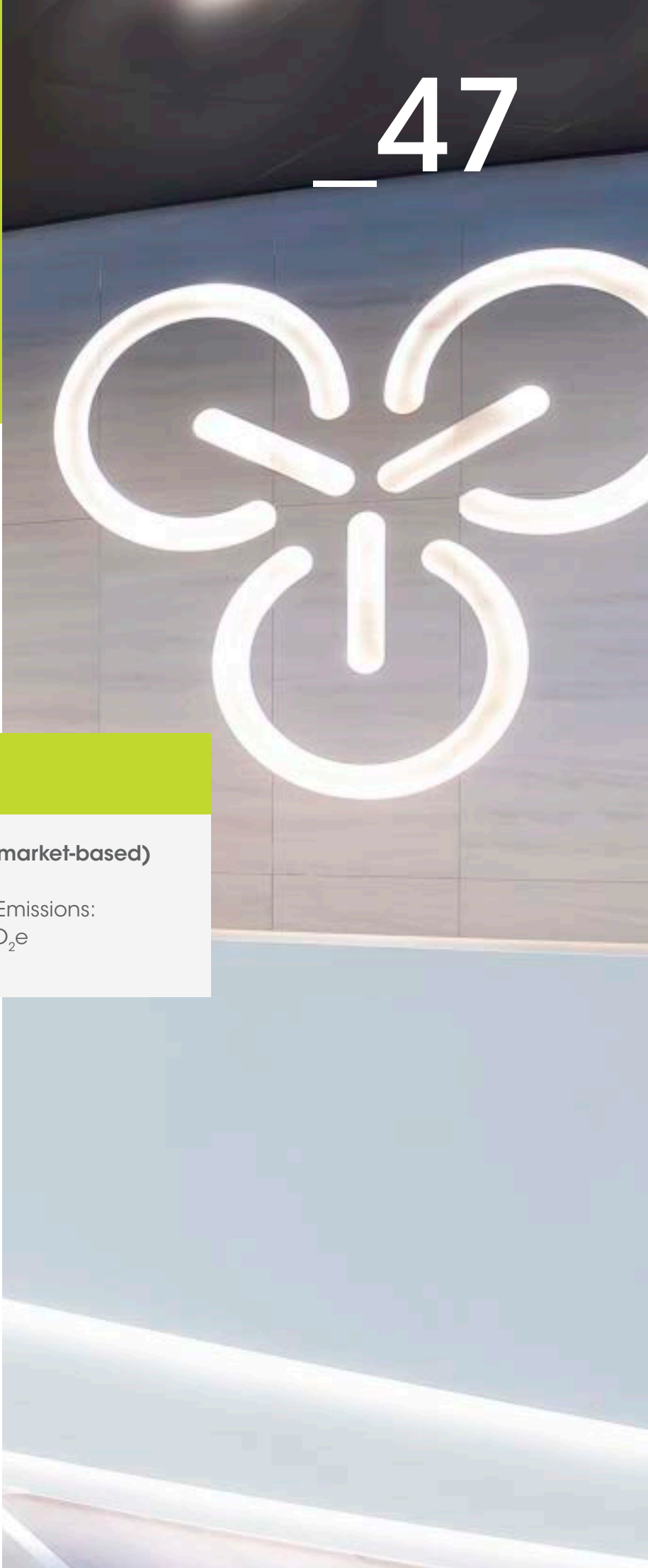
Attestation

Annie Timbers



Lead Verifier

On behalf of Accenture



GRI Index

General disclosures

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
General disclosures		
GRI 2: General Disclosures 2021	2-1 Organizational details	<p>Global Switch Holdings Limited is a private limited company registered in the British Virgin Islands with company registration number 1468649. The corporate office is located at: 2nd Floor, Nova North, 11 Bressenden Place, London, SW1E 5BY, United Kingdom. Global Switch is privately owned.</p> <p>The Company’s shareholders are Elegant Jubilee Limited (51%), Strategic IDC Limited (24.99%) and Tough Expert Limited (24.01%); the controlling shareholder is Jiangsu Shagang Group Co., Ltd, which indirectly owns 51.7% of the Company</p>
	2-2 Entities included in the organization’s sustainability reporting	<p>These are the legal entities that own and operate all the 11 Global Switch data centres with exception of Global Switch Limited that represents the corporate office.</p> <ul style="list-style-type: none">■ Global Switch Limited (corporate office in London Victoria),■ Global Switch Amsterdam Property B.V. (Amsterdam),■ Global Switch FM GmbH (Frankfurt),■ Global Switch Estates 1 Limited, Global Switch Estates 2 Limited (London),■ Global Switch Property Madrid S.L (Madrid),■ Global Switch Paris Sarl (Paris),■ Global Switch Hong Kong Limited (Hong Kong),■ Global Switch (Property), Singapore Pte Limited (Singapore)
	2-3 Reporting period, frequency and contact point	<p>Data refers to calendar year 2023, unless otherwise stated. Annual ESG report issued in Q2 of the subsequent year, or soon after, once the validation and analysis of the relevant data are completed.</p> <p>Financial Statement is issued in March.</p> <p>Contact details for ESG-related matters: esg@globalswitch.com.</p>
	2-4 Restatements of information	<p>For reporting year 2023, the data centres in Australia have been excluded from all the data due to the fact that they are subject to separate reporting. This change is applied to data from 2021 and 2022 as well.</p> <p>GHG Scope 1 emissions for 2022 have been amended to reflect a correction to data reported for London. An additional 312kg of R134a has been recorded equating to 561tCO2e, a 34% increase in emissions from refrigerant loss.</p>

[illegible]

General disclosures

GRI Standard/ other source	Disclosure	Answer																																																		
		Topic Disclosures																																																		
General disclosures																																																				
GRI 2: General Disclosures 2021	2-8 Workers who are not employees	As of 31st December 2023, Global Switch had 9 workers that were not employees, of which 7 were based in the corporate office (Victoria), 1 based at the London Docklands and 1 based in Shanghai.																																																		
		<table><tr><th>Breakdown by Gender – Contractors</th><th>Male</th><th>Female</th><th>Other</th><th>Total</th></tr><tr><td>No. of temporary employees (headcount/FTE)</td><td>8</td><td>1</td><td>0</td><td>9</td></tr><tr><td>No. of non-guaranteed hours employees (headcount/FTE)</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>No. of full-time hours employees (headcount/FTE)</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>No. of part-time hours employees (headcount/FTE)</td><td>0</td><td>0</td><td>0</td><td>0</td></tr></table>	Breakdown by Gender – Contractors	Male	Female	Other	Total	No. of temporary employees (headcount/FTE)	8	1	0	9	No. of non-guaranteed hours employees (headcount/FTE)	0	0	0	0	No. of full-time hours employees (headcount/FTE)	0	0	0	0	No. of part-time hours employees (headcount/FTE)	0	0	0	0																									
		Breakdown by Gender – Contractors	Male	Female	Other	Total																																														
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		<table><tr><th>Breakdown by Site - Contractors</th><th>VIC</th><th>LON</th><th>AMS</th><th>FRA</th><th>MAD</th><th>PAR</th><th>HKG</th><th>SIN</th><th>SHA</th></tr><tr><td>No. of temporary employees (headcount/FTE)</td><td>7</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>1</td></tr><tr><td>No. of non-guaranteed hours employees (headcount/FTE)</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>No. of full-time hours employees (headcount/FTE)</td><td>7</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>1</td></tr><tr><td>No. of part-time hours employees (headcount/FTE)</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr></table>	Breakdown by Site - Contractors	VIC	LON	AMS	FRA	MAD	PAR	HKG	SIN	SHA	No. of temporary employees (headcount/FTE)	7	1	0	0	0	0	0	0	1	No. of non-guaranteed hours employees (headcount/FTE)	0	0	0	0	0	0	0	0	0	No. of full-time hours employees (headcount/FTE)	7	1	0	0	0	0	0	0	1	No. of part-time hours employees (headcount/FTE)	0	0	0	0	0	0	0	0	0
		Breakdown by Site - Contractors	VIC	LON	AMS	FRA	MAD	PAR	HKG	SIN	SHA																																									
		No. of temporary employees (headcount/FTE)	7	1	0	0	0	0	0	0	1																																									
		No. of non-guaranteed hours employees (headcount/FTE)	0	0	0	0	0	0	0	0	0																																									
	No. of full-time hours employees (headcount/FTE)	7	1	0	0	0	0	0	0	1																																										
	No. of part-time hours employees (headcount/FTE)	0	0	0	0	0	0	0	0	0																																										
	2-9 Governance structure and composition	Refer to p. 42-43 (Corporate Governance)																																																		
2-10 Nomination and selection of the highest governance body		The Board shall consist of up to seven Directors as follows: two Directors appointed by the majority shareholder; one Director appointed by each of the other shareholders; the CEO; the CFO and an Independent Director. The CEO and CFO of the Company are nominated by the majority shareholder and appointed or removed by the Board and are employed and serve on the Board pursuant to their respective service agreements. The majority shareholder and the other shareholders are entitled by notice in writing to the Company (or produced at a meeting of the Directors) to appoint (and to remove or replace) their respective Director(s). The Independent Director is appointed, removed and replaced by the Board (acting by way of a majority of all the Directors comprising within such majority either of the CEO or the CFO).																																																		
		2-11 Chair of the highest governance body	The Chairman, Mr He is a non-executive member of the Board of Global Switch Holdings Limited																																																	
			2-12 Role of the highest governance body in overseeing the management of impacts	Refer to p. 42-43 (Corporate Governance)																																																

General disclosures

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
General disclosures		
GRI 2: General Disclosures 2021	2-13 Delegation of responsibility for managing impacts	Responsibility is delegated to the Executive Committee (Exco) of Global Switch Holding Limited through the Delegation of Authority policy. Refer to p. 42-43 (Corporate Governance)
	2-14 Role of the highest governance body in sustainability reporting	Refer to p. 8 (Our Materiality assessment)
	2-15 Conflicts of interest	Certain reserved matters which are considered by the Board, including but not limited to the entering into or amendment of a contract or transaction with any of the Company’s shareholders or their respective affiliates or shareholders or with any Director (or any person connected with that Director) must be passed by a special majority of at least two thirds of the Directors, comprising within such two thirds: (A) either of the CEO or the CFO; and (B) the Independent Director, provided that where both the CEO and CFO are interested in the matter, neither the CEO nor the CFO shall be included within such two thirds.
	2-16 Communication of critical concerns	Critical business concerns are reported via the various departmental reporting structures up to the Executive committee of the Company, comprising senior members of the Company's C-suite (CEO, COO, CFO, CLO, CCO and CDO, as well as Group regional Directors for EMEA and Asia-Pacific). If and to the extent that these concerns are required to be communicated to the Board of the Company, they will be communicated either through a Board paper or briefing note and will be further discussed by the Board.
	2-17 Collective knowledge of the highest governance body	Refer to p. 42-43 (Corporate Governance)
	2-18 Evaluation of the performance of the highest governance body	Refer to p. 42-43 (Corporate Governance)

General disclosures

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
General disclosures		
GRI 2: General Disclosures 2021	2-19 Remuneration policies	Not disclosed as not deemed material for this report and due to confidentiality constraints
	2-20 Process to determine remuneration	Not disclosed as not deemed material for this report and due to confidentiality constraints
	2-21 Annual total compensation ratio	Not disclosed as not deemed material for this report and due to confidentiality constraints
	2-22 Statement on sustainable development strategy	Refer to the CEO statement on p. 3-4 (Welcome to our ESG report)
	2-23 Policy commitments	Global Switch operates under a Code of Conduct that applies to all Employees. Our business complies with the Modern Slavery Act 2015 throughout our Group and global supply chain. We have published a Prevention of Slavery and Human Trafficking Statement which is available at https://www.globalswitch.com/modern-slavery-statement/ We are also working towards further developing our policies and processes for our global supply chain, as part of which we will be updating our supplier agreements, procurement policies and training procedures where necessary. Refer to p. 11-12 (the five pillars of our ESG strategy)
	2-24 Embedding policy commitments	Refer to p. 42-44 (Corporate Governance)

General disclosures

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
General disclosures		
GRI 2: General Disclosures 2021	2-25 Processes to remediate negative impacts	Refer to p. 8 (Our Approach to ESG), p. 8 (Our Materiality assessment), to p. 9-10 (Our Approach to Stakeholder Engagement), to p. 42-44 (Corporate Governance).
	2-26 Mechanisms for seeking advice and raising concerns	Global Switch is committed to the highest ethical and professional standards and it is the Company’s policy to conduct all of our business in an honest and transparent manner. We are committed to acting professionally, fairly and with integrity in all of our business dealings and relationships and have implemented a suite of policies (including a Code of Conduct) which have been designed to ensure that our employees, external consultants and contractors comply with applicable laws and regulations in each of the jurisdictions in which the company operates. If any employee wishes to report any behaviour which they feel does not accord with the standards that Global Switch aspires to, they are able to do so in accordance with our Whistleblowing policy. Refer to p. 32 (Employment Benefits and Fairness) and p. 44 (Whistleblowing)
	2-27 Compliance with laws and regulations	No instances of non-compliance in 2023.
	2-28 Membership associations	Refer to p. 39 (Joining forces with the industry)
	2-29 Approach to stakeholder engagement	Refer to p. 9-10 (Our Approach to Stakeholder Engagement)
	2-30 Collective bargaining agreements	9% of our employees are covered by a collective bargaining agreement. For employees not covered by a collective bargaining agreement, the organisation does not determine their working conditions and terms of employment based on any internal or external collective bargaining agreements.This is based more on external benchmarking, relevant outputs of the staff engagement survey. A Social and Economic Committee exists at our Paris data centre and covers all 23 employees that are employed in Paris. The remaining employees of Global Switch of which there are 243 are not covered by any collective bargaining agreement.

Material topics

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
Material topics		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Refer to p. 8 (Our materiality assessment)
	3-2 List of material topics	Refer to p. 8 (Our materiality assessment)

201 Economic performance

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
201 Economic performance		
GRI 3: Material Topics 2021	3-3 Management of material topics	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	This information is disclosed in the group’s Annual Report and Accounts.
	201-2 Financial implications and other risks and opportunities due to climate change	Global Switch has undertaken a TCFD assessment which sets out to assess the risks and opportunities posed by climate change; the output of this exercise is given in a separate section of this ESG report, titled TCFD Disclosure.
	201-3 Defined benefit plan obligations and other retirement plans	We offer statutory pension schemes to all employees globally. Please refer to the company annual accounts report for more information.
	201-4 Financial assistance received from government	No such amounts are received.

202 Market presence

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
202 Market presence		
GRI 3: Material Topics 2021	3-3 Management of material topics	
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	No change from 2022 submission (refer to 2022 report)
	202-2 Proportion of senior management hired from the local community	Not currently disclosed as it is not deemed material but this will be reevaluated in the short-medium term.

203 Indirect economic impacts

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
203 Indirect economic impacts		
GRI 3: Material Topics 2021	3-3 Management of material topics	Not currently disclosed as it is not deemed material but this will be reevaluated in the short-medium term.
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Not currently disclosed as it is not deemed material but this will be reevaluated in the short-medium term.
	203-2 Significant indirect economic impacts	Not currently disclosed as it is not deemed material but this will be reevaluated in the short-medium term.

204 Procurement practices

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
204 Procurement practices		
GRI 3: Material Topics 2021	3-3 Management of material topics	Global Switch does not currently have a formalised local sourcing policy, but plans are in place for the development of relevant strategy and data collection in the short-medium term.
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	a. Estimated – 80% b. within 25 miles c. Each data centre campus

205 Anti-corruption

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
205 Anti-corruption		
GRI 3: Material Topics 2021	3-3 Management of material topics	Refer to p. 44 (Anti-bribery and corruption)
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Not currently measured but plans are in place for the development of relevant strategy and data collection in the short-medium term.
	205-2 Communication and training about anti-corruption policies and procedures	We expect all of our employees to be aware of and to comply with our Anti-Bribery and Corruption policy and to act with the highest degree of integrity; all employees of the Company (including all Executive committee members) have been made aware of and have received communications relating to the same (including the fact that the policy is available on the Company's intranet).Since the beginning of 2023 we have introduced a requirement for all of the Company's employees (including all Executive committee members) to read the policy and participate in a mandatory quiz relating to those policies; all employees are required to familiarise themselves with the policy and to achieve a pass rate in the quiz of over 85%. 100% of our people including governance body members have successfully completed the relevant training. All recent contracts include the requirement for suppliers to comply with relevant anti-corruption laws and regulations. Global Switch also shares its anti-corruption policies and procedures with clients as necessary and has submitted these policies to EcoVadis, an ESG assessment platform.
	205-3 Confirmed incidents of corruption and actions taken	There were no confirmed incidents of corruption in 2023.

206 Anti-competitive behaviour

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
206 Anti-competitive behaviour		
GRI 3: Material Topics 2021	3-3 Management of material topics	Refer to p. 42-44 (Corporate Governance).
GRI 206: Anti- competitive Behaviour 2016	206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	There were no legal actions brought against Global Switch that related to anti-competitive behaviour, anti-trust activities or monopoly practices in 2023.

207 Tax

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
207 Tax		
GRI 3: Material Topics 2021	3-3 Management of material topics	Global Switch's approach to tax is to comply with the relevant rules in all territories and operate in compliance with all local compliance requirements.
GRI 207: Tax 2019	207-1 Approach to tax	The group does not have a formalised tax policy although this continues to be reviewed and is under development.The group's day-to-day tax affairs are managed by the corporate group function, reporting to the Group's CFO. Responsibility for local tax compliance rests with each local entity. Material tax issues are reported to the group's Board as required from time to time.
	207-2 Tax governance, control, and risk management	Overall responsibility for tax governance and control rests with the CFO.The group finance function exercises oversight of all activity within the group to ensure that all relevant tax legislation is complied with. Any concerns can be raised in line with the whistleblowing policy. Tax disclosures are reviewed by the group's auditors as part of the annual audit process.
	207-3 Stakeholder engagement and management of concerns related to tax	Shareholder and other stakeholders are engaged with on an ad-hoc basis when queries are raised. The group engages regularly with tax authorities in relation to tax audits and other queries raised from time to time. The group does not engage in any public policy advocacy in relation to tax.
	207-4 Country-by-country reporting	Not currently disclosed as it is not deemed material but this will continue to be reevaluated on an ongoing basis.

301 Materials

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
301 Materials		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materials are used to construct the new facilities and redevelopments and would form Scope 3 carbon emissions. These are presently not measured during construction and handover; however, the client briefing documents call for the professional design teams to examine embodied carbon during design to facilitate use of sustainable materials. Global Switch has set an objective for developing a sustainable supply chain Policy which will set out future targets on recycled content and a cutoff date by which it will be mandatory for the vendors to submit relevant information during the tendering process and/ or during the ordering of the equipment.
GRI 301: Materials 2016	303-1 Materials used by weight or volume	Not currently measured but plans are in place for the development of relevant strategy and data collection in the short-medium term.
	303-2 Recycled input materials used	Not currently measured but plans are in place for the development of relevant strategy and data collection in the short-medium term.
	303-3 Recycled input materials used	Not currently measured but plans are in place for the development of relevant strategy and data collection in the short-medium term.

302 Energy

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
302 Energy		
GRI 3: Material Topics 2021	3-3 Management of material topics	<p>Energy consumption is a key material topic as illustrated in the materiality assessment as it directly relates to the Scope 2 carbon emissions; which is a significant contributor to carbon emissions for the data centre sector when compared to Scope 1 and 3. While Scope 2 can strictly be seen as the infrastructure energy consumption; our Scope 2 also includes the energy consumption related to the IT power. Further details on the impact of energy are given in the main body of the ESG report.</p> <p>Energy is managed at facility level against ISO 50001 [Energy Management Systems]. Refer to p. 13 (Energy and Water)</p>
GRI 302: Energy 2016	302-1 Energy Consumption within the Organisation	<p>a. Total fuel consumption within the organization from non-renewable sources - 74,848GWhs</p> <p>b. Total fuel consumption within the organization from renewable sources - 755,468GWhs</p> <p>c. Total</p> <ul style="list-style-type: none">i. electricity consumption - 824,206GWh'sii. heating consumption - not measurediii. cooling consumption - not measurediv. steam consumption - not applicable <p>d. Total</p> <ul style="list-style-type: none">i. electricity sold – not applicableii. heating sold – not applicableiii. cooling sold – not applicableiv. steam sold – not applicable <p>e. Total energy consumption within the organization, in joules or multiples - 830,316 GWhs.</p> <p>f. Standards, methodologies, assumptions, and/or calculation tools used - the data is collected from digital power meters in the infrastructure.</p> <p>g. Source of the conversion factors used - no conversion factors are used for the measurement of electricity, for the conversion of the diesel and natural gas, conversion factor were taken from DEFRA GHG Conversion factors 2022</p>
	302-2 Energy consumption outside of the organization	Not applicable

302 Energy

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
302 Energy		
GRI 302: Energy 2016	302-3 Energy intensity	a. Energy intensity ratio for the organization - Total Energy, 6.82 GWh/m ² b. Organization-specific metric - Adjusted Occupied Technical Space (technical space that is set aside for redevelopment is not included) c. Types of energy included in the intensity ratio - Electricity, Diesel Fuel and Natural Gas d. Whether the ratio uses energy consumption within the organization, outside of it, or both. Total energy consumption within the organisation
	302-4 Reduction of energy consumption	Legacy cooling units within the London East building operated on a fixed speed fan control irrespective of heat demand within the associated technical suite. During 2023 a program of energy reduction was instigated based upon closer control of cooling energy in response to operational customer utilisation. This initiative has delivered a calculated electricity saving of 2,717 megawatt hours across the 12 month period. The calculations are based upon the electrical demand of the fixed speed fans in years prior to the initiative and the operational hours saved via reducing the speed when not required.
	302-5 Reductions in energy requirements of products and services	See 302-4. The operational energy initiatives in London East has resulted in more efficient operation of the cooling system, resulting in consequential electrical energy reduction.

303 Water and effluents

GRI Standard/ other source	Disclosure	Answer																																					
		Topic Disclosures																																					
303 Water and effluents																																							
GRI 3: Material Topics 2021	3-3 Management of material topics	Water consumption is a key material topic as illustrated in the materiality assessment as more focus is placed on water consumption by data centres. Further details on the impact of water consumption and water stress is given in the main body of the ESG report. A new water conservation strategy is to be employed which will be managed under 46001 [Water Efficiency Management Systems] along with ISO 14001 [Environmental Management systems]. Refer to p. 13 (Energy and Water)																																					
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	<p>a. Water is consumed within the data centres for sanitary, humidification of technical spaces and for cooling. At present potable water is used for these purposes, however alternative water sources are being sought for the new developments and certain redevelopments.</p> <p>b. WUE is calculated on a monthly basis for each individual data centre. The annualised water consumption is set against a water stress matrix based on the AquaDuct data.</p> <p>c. A limit on WUE has been set and new developments seek to use alternative water source where they are available. A more detailed description of a water conversation policy is given in the body of this ESG report.</p> <p>d. In areas with extremely high water stress, reduced limits on WUE are set and water recycling initiatives are sought.</p>																																					
	303-2 Management of water discharge-related impacts	Global Switch abides by minimum quality standards for the location and this is managed by the sites' ISO14001 certified Environmental Management System.																																					
	303-3 Water withdrawal	<table><tr><td rowspan="9">Total water consumption across the Group was 829,824m³. Total potable water consumption across the Group was 467,342 m³, this can be divided by European and Asia Pacific, which is 343,463 m³ and 123,862 m³ respectively. All water is obtained from the water utility supply.</td><td>Water Consumption Data</td><td>2023</td><td>2022</td><td>2021</td></tr><tr><td>Total Water Consumption (m³)</td><td>829,824</td><td>800,801</td><td>661,430</td></tr><tr><td>Total potable water consumption across the Group (m³)</td><td>467,325</td><td>533,629</td><td>423,340</td></tr><tr><td>Total potable water consumption across Europe (m³)</td><td>343,463</td><td>315,257</td><td>248,200</td></tr><tr><td>Total potable water consumption across Asia-Pacific (m³)</td><td>123,862</td><td>218,271</td><td>175,140</td></tr><tr><td>Total non-potable water consumption across the Group (m³)</td><td>362,499</td><td>267,172</td><td>238,090</td></tr><tr><td>Water consumption in current Extreme Water Stress locations: Madrid (m³) / % of total water consumption</td><td>81,845 (9.9%)</td><td>73,806 (9.2%)</td><td>57,801 (8.7%)</td></tr><tr><td>Average Group annualised WUE (all water types)</td><td>1.680</td><td>1.74</td><td>1.69</td></tr><tr><td>Madrid annualised WUE</td><td>2.04</td><td>2.38</td><td>2.26</td></tr></table>	Total water consumption across the Group was 829,824m³. Total potable water consumption across the Group was 467,342 m³, this can be divided by European and Asia Pacific, which is 343,463 m³ and 123,862 m³ respectively. All water is obtained from the water utility supply.	Water Consumption Data	2023	2022	2021	Total Water Consumption (m³)	829,824	800,801	661,430	Total potable water consumption across the Group (m³)	467,325	533,629	423,340	Total potable water consumption across Europe (m³)	343,463	315,257	248,200	Total potable water consumption across Asia-Pacific (m³)	123,862	218,271	175,140	Total non-potable water consumption across the Group (m³)	362,499	267,172	238,090	Water consumption in current Extreme Water Stress locations: Madrid (m³) / % of total water consumption	81,845 (9.9%)	73,806 (9.2%)	57,801 (8.7%)	Average Group annualised WUE (all water types)	1.680	1.74	1.69	Madrid annualised WUE	2.04	2.38	2.26
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303-4 Water discharge	Not currently measured but plans are in place for the development of relevant strategy and data collection in the short-medium term.																																						
303-5 Water consumption	<p>a. Total water consumption from all areas in mega-litres – 829,824m³.</p> <p>b. Total water consumption from all areas with water stress in mega-litres – 81,84m³ (Madrid extreme water stress).</p> <p>c. Change in water storage in mega-litres - no change; water is stored to meet capacity requirements and Uptime Tier III concurrent maintainability</p> <p>d. Any contextual information necessary to understand how the data have been compiled - The water consumption is measured at the incoming utility water meter point.</p>																																						

304 Biodiversity

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
304 Biodiversity		
GRI 3: Material Topics 2021	3-3 Management of material topics	Not currently measured but plans are in place for the development of relevant strategy and data collection in the medium-long term.
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not currently measured but plans are in place for the development of relevant strategy and data collection in the medium-long term.
	304-2 Significant impacts of activities, products and services on biodiversity	Not currently measured but plans are in place for the development of relevant strategy and data collection in the medium-long term.
	304-3 Habitats protected or restored	Not currently measured but plans are in place for the development of relevant strategy and data collection in the medium-long term.
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not currently measured but plans are in place for the development of relevant strategy and data collection in the medium-long term.

305 Carbon Emissions

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
305 Carbon Emissions		
GRI 3: Material Topics 2021	3-3 Management of material topics	The Scope 1 and 2 carbon emissions are noted a being highly material to all stakeholders.The carbon emissions are calculated in accordance with Greenhouse Gas Protocol and conversion factors for carbon emissions have been taken from the IEA in respect to electricity conversion factors and DEFRA for refrigerant gases, diesel fuel, natural gas and water. An in-house calculation tool is used to calculate the carbon emissions; these are assured by an independent assessor. In terms of the impacts accounting to the carbon emissions; further commentary is given in the body of the ESG report. Refer to p. 13 (Carbon Footprint)
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	<p>a. Gross direct (Scope 1) GHG emissions – 4,479TCO₂eq.</p> <p>b. Gases included in the calculation – CO₂, CH₄, N₂O, HFCs, PFCs, SF6, NF3.</p> <p>c. Biogenic CO₂ emissions in metric tons of CO₂ – Not applicable, no biomass systems or other similar organic combustion systems are installed in any of the Global Switch's data centres.</p> <p>d. Base year for the calculation – Base year 2020</p> <p> i. the rationale for choosing it - The base year has been selected to coincide with a Science Based Target</p> <p> ii. emissions in the base year - 3,732TCO2eq.</p> <p> iii. the context for any significant changes in emissions that triggered recalculations of your base year - No change.</p> <p>e. Source of the emission factors – IEA and DEFRA GHG Conversion Factors 2023.</p> <p>f. Consolidation approach for emissions - Operational control.</p> <p>g. Standards, methodologies, assumptions - GHG Protocol, in-house calculation tool used to calculate carbon emissions.</p> <p>Diesel fuel carbon emissions (tCO2 e) scope 1: 928</p> <p>Refrigerant gas carbon emissions (tCO2 e) Scope 1: 3,036</p>
	305-2 Energy indirect (Scope 2) GHG emissions	<p>a. Gross location-based energy indirect (Scope 2) GHG emissions - 248,148 TCO₂eq.</p> <p>b. If applicable, gross market-based energy indirect (Scope 2) GHG emissions - 44,034 TCO₂eq.</p> <p>c. If available, the gases included in the calculation - CO₂, CH₄, N₂O, HFCs, PFCs, SF6, NF3</p> <p>d. Base year for the calculation - Base year 2020</p> <p> i. the rationale for choosing it - The base year has been selected to coincide with a Science Based Target</p> <p> ii. emissions in the base year - Market based emissions were 125,697 TCO₂eq.</p> <p> iii. the context for any significant changes in emissions that triggered recalculations of base year emissions - No change</p> <p>e. Source of the emission factors - IEA and DEFRA GHG Conversion Factors 2022</p> <p>f. Consolidation approach for emissions - Operational Control.</p> <p>g. Standards, methodologies, assumptions - GHG Protocol, In-house calculation tool used to calculate carbon emissions</p>
	305-3 Other indirect (Scope 3) GHG emissions	Not currently measured but plans are in place for the development of relevant strategy and data collection in the short-medium term.

305 Carbon Emissions

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
305 Carbon Emissions		
GRI 305: Emissions 2016	305-4 GHG emissions intensity	a. GHG emissions intensity ratio for the organization – 0.40 TCO ₂ eq./m ² b. Organization-specific metric - Market-Based Emissions against Adjusted Occupied Technical Space (technical space that is set aside for redevelopment is not included) c. Types of GHG emissions included in the intensity ratio - Scope 1 and 2 d. Gases included in the calculation – CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF6, NF3.
	305-5 Reduction of GHG emissions	N/A
	305-6 Emissions of ozone-depleting substances (ODS)	There is no production, imports or exports of CFC-11.
	305-7 Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	No measurements are recorded currently.

306 Waste

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
306 Waste		
GRI 3: Material Topics 2021	3-3 Management of material topics	Global Switch facilities operate Environmental Management Systems certified under ISO 140001 and waste management is part of the aspects managed and audited at site level.
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	The majority of waste is generated from customers use of the technical space (upstream); this includes packing material for their equipment.
	306-2 Management of significant waste-related impacts	Not currently measured but plans are in place for the development of relevant strategy and data collection in the medium term.
	306-3 Waste generated	Not currently measured but plans are in place for the development of relevant strategy and data collection in the medium term.
	306-4 Waste diverted from disposal	Not currently measured but plans are in place for the development of relevant strategy and data collection in the medium term.
	306-5 Waste directed to disposal	Not currently measured but plans are in place for the development of relevant strategy and data collection in the medium term.

308 Supplier environmental assessment

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
308 Supplier environmental assessment		
GRI 3: Material Topics 2021	3-3 Management of material topics	Such criteria are not currently used but plans are in place for the development of relevant strategy and data collection in the short-medium term.
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Such criteria are not currently used but plans are in place for the development of relevant strategy and data collection in the short-medium term.
	308-2 Negative environmental impacts in the supply chain and actions taken	Such criteria are not currently used but plans are in place for the development of relevant strategy and data collection in the short-medium term.

401 Employment

GRI Standard/ other source	Disclosure	Answer																																								
		Topic Disclosures																																								
401 Employment																																										
GRI 3: Material Topics 2021	3-3 Management of material topics	Refer to p. 27 (Energising our human capital)																																								
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Employee turnover rate: 22% Employee turnover is defined based on the number of employees that has left throughout 2023 for reasons such as resignation, end—of fixed-term contract, terminations, retirements and failed probation periods. Employee turnover is calculated based on total number of leavers divided by total head count for the previous year.																																								
		Attrition rate: 15% Attrition rate is defined based on employee resignation received throughout 2023. Attrition percentage is calculated based on total resignations received throughout 2023 divided by the total head count for the previous year.																																								
		<table><tr><th>Total number of new employees 2023 – By Gender</th><th>Male</th><th>Female</th></tr><tr><td>Under 30</td><td>7</td><td>3</td></tr><tr><td>31-50</td><td>20</td><td>14</td></tr><tr><td>51+</td><td>9</td><td>3</td></tr></table>	Total number of new employees 2023 – By Gender	Male	Female	Under 30	7	3	31-50	20	14	51+	9	3																												
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		31-50	20	14																																						
		51+	9	3																																						
		<table><tr><th>Total number of new employees 2023 – By Age and Region</th><th>VIC</th><th>LON</th><th>AMS</th><th>FRA</th><th>MAD</th><th>PAR</th><th>HKG</th><th>SIN</th><th>SHA</th></tr><tr><td>Under 30</td><td>4</td><td>0</td><td>1</td><td>1</td><td>1</td><td>0</td><td>1</td><td>2</td><td>0</td></tr><tr><td>31-50</td><td>10</td><td>8</td><td>4</td><td>2</td><td>2</td><td>2</td><td>3</td><td>5</td><td>0</td></tr><tr><td>51+</td><td>2</td><td>0</td><td>2</td><td>0</td><td>1</td><td>2</td><td>1</td><td>2</td><td>0</td></tr></table>	Total number of new employees 2023 – By Age and Region	VIC	LON	AMS	FRA	MAD	PAR	HKG	SIN	SHA	Under 30	4	0	1	1	1	0	1	2	0	31-50	10	8	4	2	2	2	3	5	0	51+	2	0	2	0	1	2	1	2	0
		Total number of new employees 2023 – By Age and Region	VIC	LON	AMS	FRA	MAD	PAR	HKG	SIN	SHA																															
		Under 30	4	0	1	1	1	0	1	2	0																															
31-50	10	8	4	2	2	2	3	5	0																																	
51+	2	0	2	0	1	2	1	2	0																																	
<table><tr><th>Region</th><th>New Joiners</th><th>Region</th><th>Leavers</th></tr><tr><td>Europe</td><td>20</td><td>Europe</td><td>23</td></tr><tr><td>UK</td><td>25</td><td>UK</td><td>18</td></tr><tr><td>APAC</td><td>17</td><td>APAC</td><td>18</td></tr><tr><td>Total</td><td>62</td><td>Total</td><td>59</td></tr></table>	Region	New Joiners	Region	Leavers	Europe	20	Europe	23	UK	25	UK	18	APAC	17	APAC	18	Total	62	Total	59																						
Region	New Joiners	Region	Leavers																																							
Europe	20	Europe	23																																							
UK	25	UK	18																																							
APAC	17	APAC	18																																							
Total	62	Total	59																																							

401 Employment

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
401 Employment		
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Refer to p. 32 (Employment Benefits and Fairness)
	401-3 Parental leave	a. All employees are eligible for parental leave. b. Total number of employees that took parental leave, by gender – 3 male and 2 female c. Total number of employees that returned to work in the reporting period after parental leave ended, by gender. 3 male and 2 female d. Five for the period of 2023. e. 100%

402 Labour/management relations

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
402 Labor/management relations		
GRI 3: Material Topics 2021	3-3 Management of material topics	
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	No minimum notice periods are contractually set down for employees for an operational change.

403 Occupational health and safety

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
403 Occupational health and safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	<p>Global Switch believes that workplace Health and Safety is all about actively managing risks to protect our workers, third parties and our business. Good Health and Safety management is characterised by strong leadership involving our directors, workers, suppliers, contractors and customers. In a global context, Health and Safety is also an essential part of the movement towards sustainable development.</p> <p>The Global Switch Health and Safety Policy has been reviewed and substantially amended. It now sets out our general approach to Health and Safety. It explains how Global Switch, as an employer, will manage Health and Safety in our business. It clearly states who does what, when and how.</p> <p>The new Health and Safety Policy will be issued in 2024.</p> <p>In addition, each Data Centre is individually accredited to ISO 45001. Global Switch believes that one of the most important benefits of ISO 45001 is that it can help improve employee morale and retention.</p> <p>When our employees feel that Global Switch is committed to their Health and Safety, they are more likely to be engaged in their work and have a positive attitude towards the organisation.</p>
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	<p>Benefits of Health and Safety Management Systems</p> <p>Taking a systematic approach to management makes managing our business easier. It can also make our management more effective. Within the Critical Environments Department, we work out the best way to handle each key activity and make sure that everyone uses the same approach every time.</p> <p>A consistent approach like this reduces the number of mistakes and the cost of correcting problems. It also ensures that we comply with Global Legislation and ISO 45001.</p> <p>This has positively influenced Global Switch in the following ways:</p> <ul style="list-style-type: none">■ Improved Health and Safety performance in our business.■ Improved awareness of legal requirements reduces the chance that we will commit any offences.■ Relations and morale have improved as employees can see that we are actively looking after their Health and Safety.■ We have improved the efficiency of our business.■ We can demonstrate that we are controlling risk effectively.
	403-2 Hazard identification, risk assessment, and incident investigation	<p>Hazards can be defined as factors that have the potential to cause harm or ill-health to anyone from workers and site-visitors to members of the public. They are a source of danger. For example, potentially dangerous equipment such as heavy machinery — forklifts, hydraulic presses, abrasive wheels etc. — are hazards because they’re a source of Health and Safety risks.</p> <p>Global Switch uses the 5-step approach to assessing risk:</p> <p>Step 1 - Identify the hazards</p> <p>Step 2 - Decide who might be harmed and how</p> <p>Step 3 - Evaluate the risks and decide on precautions</p> <p>Step 4 - Record your findings and implement them</p> <p>Step 5 - Review your assessment and update if necessary</p> <p>Global Switch believe that accident investigation is a crucial component of an effective health and safety management system. By learning from incidents and near misses, we can identify the root causes of accidents, implement corrective measures, and potentially prevent future occurrences.</p>

403 Occupational health and safety

GRI Standard/ other source	Disclosure	Answer																
		Topic Disclosures																
403 Occupational health and safety																		
GRI 403: Occupational Health and Safety 2018	403-3 Occupational health services	We do not offer occupational health services. We have a HRIS system (Cascade) that people record any ill health issues on for sickness reporting that is visible only to HR and the Line Manager.The data is not used for any other purposes than understanding how we can support employees and introduce wellness initiatives.																
	403-4 Worker participation, consultation, and communication on occupational health and safety	<p>a. Worker participation refers to any process in the company that allows workers to exert influence over their work or their working conditions. Worker participation is obligatory in various processes in the company due to European legislation. In practice, it can be seen as a powerful instrument in safety and health management and is strongly recommended by OSH experts as well as by the European Commission to generally involve the workers and their representatives.</p> <p>The participation process can be individual, involving a single worker, or done in a form of group participation.The participation can be either direct, which means workers or groups of workers get involved immediately, or indirect through representatives, who can be works councils, trade unions or any other kind of representative.</p> <table><tr><td>Individual Direct Participation:</td><td>Group Direct Participation:</td><td>Individual Indirect Participation:</td><td>Group Indirect Participation:</td></tr><tr><td>Direct Conversation</td><td>Health Circles</td><td>Peers Observations</td><td>Safety representatives within the company (Shop Stewards, Safety Councils, Work Councils, etc.)</td></tr><tr><td>Interviews</td><td>Teamwork</td><td>Feedback Systems</td><td></td></tr><tr><td>Surveys</td><td>Project Groups</td><td></td><td></td></tr></table> <p>b. Formal joint management worker Health and Safety Committees are not currently implemented but this may be considered at a later date.</p>	Individual Direct Participation:	Group Direct Participation:	Individual Indirect Participation:	Group Indirect Participation:	Direct Conversation	Health Circles	Peers Observations	Safety representatives within the company (Shop Stewards, Safety Councils, Work Councils, etc.)	Interviews	Teamwork	Feedback Systems		Surveys	Project Groups		
	Individual Direct Participation:	Group Direct Participation:	Individual Indirect Participation:	Group Indirect Participation:														
	Direct Conversation	Health Circles	Peers Observations	Safety representatives within the company (Shop Stewards, Safety Councils, Work Councils, etc.)														
Interviews	Teamwork	Feedback Systems																
Surveys	Project Groups																	
403-5 Worker training on occupational health and safety	Global Switch has developed and rolled out a new Health and Safety induction for all our employees, unaccompanied visitors and contractors. This induction must be completed, and a test passed, before access will be allowed into any of our data centres.The induction provides the groundwork and foundations for accessing and working safely in our Data Centres, protecting visitors, employees and contractors. It covers important safety topics such as confined spaces, hazards to be aware of, how to report an incident, how to act and behave in the workplace and among your co-workers, what to do when something goes wrong, and understanding important safety policies and procedures. Inductions are reviewed on a regular basis to ensure that the correct information is being delivered.																	
403-6 Promotion of worker health	<p>a. By involving people in decisions about their health and care we will improve health and wellbeing, improve the quality of care and ensure people make informed use of available healthcare resources.</p> <p>b. Examples of voluntary health and care services available to the Global Switch employees includes:</p> <p>MYNDUP</p> <p>MYNDUP provides same-day mental health support for employees. With MYNDUP as a benefit, employees have access to 1:1 video sessions across the entire mental health spectrum, including:</p> <p>■ Therapy & Counselling ■ Life Coaching & Career Coaching ■ Mindfulness & Meditation</p> <p>These services have been proven to:</p> <p>■ Reduced stress, anxiety & depression in 95% of users ■ Boosted confidence, motivation & productivity in 99% of users</p> <p>The mission at MYNDUP is to help employees and their companies thrive by providing the best mental health support.</p>																	

403 Occupational health and safety

GRI Standard/ other source	Disclosure	Answer																															
		Topic Disclosures																															
403 Occupational health and safety																																	
GRI 403: Occupational Health and Safety 2018	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	<p>Global Switch has adopted a long-term vision for health and safety in order to minimise harm.</p> <p>This means that we minimise the likelihood and severity, to customers, employees, contractors, suppliers or members of the general public, that anyone should be injured or fall ill because of Global Switch’s workplaces and activities.To achieve this, Global Switch prioritises preventative health and safety work and has a comprehensive programme that includes detailed targets, activities, and indicators for monitoring that primarily encompass the following focus areas:</p> <ul style="list-style-type: none">■ Leadership and corporate culture that create business value■ Well-being and work-life balance■ Streamlined processes and systems■ Involving our contractors <p>Every year, each business unit breaks down the detailed goals into local activities and interim goals to be achieved during the year.The Board and management team monitor progress on a quarterly basis, including compliance with the plan, as well as risks, serious incidents and accidents. Global Switch imposes the same requirements on its own staff as it does on the staff of its contractors in order to also protect their health and safety at Global Switch’s workplaces.</p> <p>Global Switch does all of this in collaboration and in partnership with our contractors, clients and customers.</p>																															
	403-8 Workers covered by an occupational health and safety management system	We have a Health and Safety Policy which has recently been reviewed and updated and will be issued to all employees and interested parties in 2024.The Health and Safety Policy sets out Global Switch’s general approach to Health and Safety. It explains how we, as an employer, will manage Health and Safety in our business. It will clearly state who does what, when and how.																															
	403-9 Work-related injuries	<table><tr><td>Fatalities</td><td>0</td><td>Recorded injuries</td><td>2</td><td>Recorded third party injuries</td><td>26</td><td>Recorded near misses</td><td>24</td></tr><tr><td>X 200,000</td><td>0</td><td>X 200,000</td><td>400,000</td><td>X 200,000÷</td><td>5,200,000</td><td>X 200,000</td><td>4,800,000</td></tr><tr><td>÷ No. hours worked</td><td>531,240</td><td>÷ No. hours worked</td><td>531,240</td><td>No. hours worked</td><td>531,240</td><td>÷ No. hours worked</td><td>531,240</td></tr><tr><td>Fatality rate</td><td>0</td><td>Accident injury rate</td><td>0.75</td><td>Accident injury rate</td><td>9.11</td><td>Near miss rate</td><td>9.04</td></tr></table> <p>c.The work-related hazards that pose a risk of high-consequence injury, including:</p> <p>i. how these hazards have been determined;</p> <p>At Data Centres the most common work-related health and safety hazards include:</p> <ul style="list-style-type: none">■ fire■ electrical hazards■ extreme cold■ noise■ Slips, trips and falls■ Falls from height <p>These hazards have been determined through the study of accidents that have occurred in the Global Switch Data Centres and by reviewing published performances of other Data Centre operators.</p> <p>ii. which of these hazards have caused or contributed to high-consequence injuries during the reporting period:</p>	Fatalities	0	Recorded injuries	2	Recorded third party injuries	26	Recorded near misses	24	X 200,000	0	X 200,000	400,000	X 200,000÷	5,200,000	X 200,000	4,800,000	÷ No. hours worked	531,240	÷ No. hours worked	531,240	No. hours worked	531,240	÷ No. hours worked	531,240	Fatality rate	0	Accident injury rate	0.75	Accident injury rate	9.11	Near miss rate
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403 Occupational health and safety

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
403 Occupational health and safety		
GRI 403: Occupational Health and Safety 2018	403-9 Work-related injuries	<p>Slips, trips and falls</p> <p>iii. actions taken or underway to eliminate these hazards and minimise risks using the hierarchy of controls.</p> <p>During the risk assessment process, Global Switch aims to implement the recognised hierarchy of controls as follows:</p> <ul style="list-style-type: none">■ Elimination – physically remove the hazard,■ Substitution – replace the hazard,■ Engineering controls – isolate people from the hazard,■ Administrative controls – change the way people work,■ PPE – protect the worker with equipment. <p>d. Any actions taken or underway to eliminate other work-related hazards and minimise risks using the hierarchy of controls.</p> <p>Risk assessments are produced prior to work commencing and then reviewed and updated:</p> <p>Annually, or</p> <p>Whenever there are any significant changes to our workplace processes or design.</p> <p>Whenever new machinery, substances or procedures are introduced,</p> <p>Whenever there is an injury or incident as a result of hazard exposure.</p> <p>Inspections are undertaken internally by our SHEQ department and Critical Environments Managers.</p> <p>Externally inspections are undertaken by Health and Safety Consultancy organisations.</p> <p>All inspection reports are issued to the Data Centre Managing Directors, the CE Director and SHEQ Director</p>
	403-10 Work-related ill health	<p>a. For all employees:</p> <p>i The number of fatalities as a result of work-related ill health 0</p> <p>ii The number of cases of recordable work-related ill health 0</p> <p>iii The main types of work-related ill health 0</p> <p>b. For all workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <p>i The number of fatalities as a result of work-related ill health 0</p> <p>ii The number of cases of recordable work-related ill health 0</p> <p>iii The main types of work-related ill health 0</p> <p>c. The work-related hazards that pose a risk of ill health, including:</p> <p>i How these hazards have been determined 0</p> <p>ii Which of these hazards have caused or contributed to cases of ill health during the reporting period 0</p> <p>iii Actions taken or underway to eliminate these hazards and minimize risks using the hierarchy of controls 0</p> <p>d. Whether and, if so, why any workers have been excluded from this disclosure, including the types of workers excluded – No workers have been excluded from this disclosure.</p> <p>e. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used – No contextual information used.</p>

404 Training and education

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
404 Training and education		
GRI 3: Material Topics 2021	3-3 Management of material topics	Global Switch did not have a formalised strategy on this in 2023 but plans are in place for the development of the relevant strategy within the short term.
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Not currently measured but plans are in place for the development of relevant strategy and data collection in the medium term.
	404-2 Programs for upgrading employee skills and transition assistance programs	Not currently measured but plans are in place for the development of relevant strategy and data collection in the medium term.
	404-3 Percentage of employees receiving regular performance and career development reviews	Refer to p. 27 (Employee performance and career development)

405 Diversity and equal opportunity

GRI Standard/ other source	Disclosure	Answer																								
		Topic Disclosures																								
405 Diversity and equal opportunity																										
GRI 3: Material Topics 2021	3-3 Management of material topics	Refer to p. 33 (Employee Diversity and Inclusion)																								
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Board Age and Gender Diversity Half of Global Switch's Board of Directors is aged 31-50 years with the remaining aged above 50																								
		<table><tr><th>Board Age Range</th><th>2023 Composition</th><th>2022 Composition</th><th>2021 Composition</th><th>Board Gender</th><th>2023 Composition</th><th>2022 Composition</th><th>2021 Composition</th></tr><tr><td>31-50</td><td>14%</td><td>29%</td><td>50%</td><td>Male</td><td>86%</td><td>100%</td><td>100%</td></tr><tr><td>50 +</td><td>86%</td><td>71%</td><td>50%</td><td>Female</td><td>14%</td><td>0%</td><td>0%</td></tr></table>	Board Age Range	2023 Composition	2022 Composition	2021 Composition	Board Gender	2023 Composition	2022 Composition	2021 Composition	31-50	14%	29%	50%	Male	86%	100%	100%	50 +	86%	71%	50%	Female	14%	0%	0%
		Board Age Range	2023 Composition	2022 Composition	2021 Composition	Board Gender	2023 Composition	2022 Composition	2021 Composition																	
		31-50	14%	29%	50%	Male	86%	100%	100%																	
	50 +	86%	71%	50%	Female	14%	0%	0%																		
	405-2 Ratio of basic salary and remuneration of women to men	Data is currently under review, but plans are in place for the development of relevant strategy and data publication in the medium term.																								

406 Non-discrimination

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
406 Non-discrimination		
GRI 3: Material Topics 2021	3-3 Management of material topics	Refer to p. 33 (Employee Diversity and Inclusion)
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	<p>There was one incident reported in 2023</p> <p>Actions that were taken:</p> <p>We investigated in line with Company and legal regulations, undertaken by an external lawyer who was appointed to carry it out. The investigation was jointly carried out with the Works Council</p> <p>While no discrimination was found, we still took preventative action and re-trained the individuals involved.</p> <p>We partnered with the union and local labour officer on all steps and communicated all outcomes.</p>

407 Freedom of association and collective bargaining

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
407 Freedom of association and collective bargaining		
GRI 3: Material Topics 2021	3-3 Management of material topics	Refer to p. 40 (Human Rights)
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Not currently measured but plans are in place for the development of relevant strategy and data collection in the medium term.

408 Child labour

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
408 Child labour		
GRI 3: Material Topics 2021	3-3 Management of material topics	Refer to p. 40 (Human Rights)
GRI 408: Child Labour 2016	408-1 Operations and suppliers at significant risk for incidents of child labour	Not currently measured but plans are in place for the development of relevant strategy and data collection in the medium term.

409 Forced or compulsory labour

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
409 Forced or compulsory labour		
GRI 3: Material Topics 2021	3-3 Management of material topics	Refer to p. 40 (Human Rights)
GRI 409: Forced or Compulsory Labour 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	Not currently measured but plans are in place for the development of relevant strategy and data collection in the medium term.

410 Security practices

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
410 Security practices		
GRI 3: Material Topics 2021	3-3 Management of material topics	
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	Not currently measured but plans are in place for the development of relevant strategy and data collection in the medium term.

411 Rights of indigenous peoples

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
411 Rights of indigenous peoples		
GRI 3: Material Topics 2021	3-3 Management of material topics	Not deemed material for the organisation at the moment.
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	Not deemed material for the organisation at the moment.

413 Local communities

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
413 Local communities		
GRI 3: Material Topics 2021	3-3 Management of material topics	Refer to p. 36 (Engaging in high impact community action)
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Not currently measured but plans are in place for the development of relevant strategy and data collection in the medium term.
	413-2 Operations with significant actual and potential negative impacts on local communities	Not currently measured but plans are in place for the development of relevant strategy and data collection in the medium term.

414 Supplier social assessment

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
414 Supplier social assessment		
GRI 3: Material Topics 2021	3-3 Management of material topics	Such criteria are not currently used but plans are in place for the development of relevant strategy and data collection in the short-medium term.
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Such criteria are not currently used but plans are in place for the development of relevant strategy and data collection in the short-medium term.
	414-2 Negative social impacts in the supply chain and actions taken	Such criteria are not currently used but plans are in place for the development of relevant strategy and data collection in the short-medium term.

415 Public policy

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
415 Public policy		
GRI 3: Material Topics 2021	3-3 Management of material topics	In accordance with our Anti-Bribery and Corruption policy, it is the Company’s policy not to make political donations to any person or organisation.
GRI 415: Public Policy 2016	415-1 Political contributions	None in 2023.

416 Customer health and safety

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
416 Customer health and safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Global Switch works closely with our customers to ensure that all the services and work areas we provide are safe and secure. All work inside a customer area is controlled by the customer in their own secure area of our facilities. The isolation and de-isolation of services to the customer area is carried out by Global Switch and/or their facilities management partner. Any work that a customer requires to carry out is controlled by a Permit to Work, issued to them by Global Switch, only after the submission and review of detailed Risk Assessment and Method statement (RAMS). Our Safe Systems of Work (SSOW) and Critical Facilities work Rules (CFWR) apply to our customers and they must go through the site induction process.
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	All of our incidents, regardless of if they affect a customer or not, are captured by the AIR process and procedure. All incidents which affect a customer are communicated to them formally by our Customer Incident Report process, part of the Critical Environments Programme.

417 Marketing and labelling

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
417 Marketing and labelling		
GRI 3: Material Topics 2021	3-3 Management of material topics	
GRI 417: Marketing and Labelling 2016	417-1 Requirements for product and service information and labelling	Not currently measured but plans are in place for the development of relevant strategy and data collection in the medium term.
	417-2 Incidents of non-compliance concerning product and service information and labelling	None identified in 2023.
	417-3 Incidents of non-compliance concerning marketing communications	None identified in 2023.

418 Customer privacy

GRI Standard/ other source	Disclosure	Answer
		Topic Disclosures
418 Customer privacy		
GRI 3: Material Topics 2021	3-3 Management of material topics	Refer to p. 44 (Customer Privacy)
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	There have been no substantiated complaints concerning breaches of customer privacy and losses of customer data in 2023.

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