



---

# Environment, Social and Governance **Report 2022**



# Contents

Welcome to our 2022 ESG Report	03
Growing a responsible global business	05
Our approach to ESG	08
The five pillars of our ESG strategy	15
1. Taking climate action	17
2. Energising our human capital	33
3. Engaging in high impact community action	40
4. Joining forces with the industry	42
5. Investing in transparency	44
About this report	49
Verification statement for Scope 1 and 2 carbon emissions	50
GRI Content Index	51







# Welcome to our 2022 ESG report

I am pleased to present Global Switch's Environmental, Social and Governance Report for 2022. This report consolidates our vision as a sustainable data centre operator.

At Global Switch, we put sustainability at the centre of everything we do. We recognise that minimising our carbon footprint and embedding best-in-class energy efficiency into our data centres is critical for our customers and the critical role we play in their supply chains.

A fundamental element of our strategy is to reduce our carbon footprint across the entire portfolio in order to contribute towards a more sustainable global economy. Whether we are building a new data centre or improving one of our existing sites, we are committed to delivering world-class energy efficiency.

Our commitment to sustainability has never been as important as it is now, as the fallout from the war in Ukraine drove record price rises for energy and

uncertain financial markets continues to impact companies around the world. Against this volatile macroeconomic backdrop, our customers are continually looking for improvements in energy efficiency capabilities and the purchase of renewable electricity to help to control costs, as well as to fulfil their own sustainability commitments.

Global Switch was one of the initial entrants into the carrier neutral colocation market over two decades ago, and our portfolio now offers significant potential to increase the power available for sale to customers within the physical confines of the existing buildings. By redeveloping our existing space, we can densify to a power availability of up to 5,000 watts per square metre, as well as reducing our annualised power usage effectiveness (PUE).





We have also made significant strides with our transition to green energy. I am pleased to announce that in 2022, ten of our thirteen data centres purchased 100% renewable electricity. Not only does this enable us to help our customers with the green transition, it also illustrates that we are well on our way to achieving our target of all our data centres purchasing 100% renewable electricity by 2030.

In our 2021 ESG report we committed to conducting an assessment for TCFD (Task Force on Climate-related Financial Disclosures) and I am pleased to report that this is now complete and the output is available on our website. In addition, importantly, we will be setting a Science Based Target by 2024, in line with the goals of the Paris Agreement to limit global temperature by 1.5°C. I would also like to confirm my support for the Terra Carta under the Sustainable Market Initiative that places Nature, People and Planet at the centre of the organisation's value creation.

Our ESG commitments have been recognised by a number of external stakeholders, reflecting our commitment to sustainability across our entire business, including:

- Being awarded a 2022 EcoVadis Silver medal for our complete portfolio of data centres. While this is an important recognition of the progress, we have already made to put ESG at the heart of the business, we recognise that more can be done and we are developing a pathway to improve upon this.
- We are delighted to have purchased, through the **World Land Trust** ([www.worldlandtrust.org](http://www.worldlandtrust.org)), acreage which is protected for biodiversity that matches our own physical footprint.

Looking ahead, we are focusing in particular on our water conservation and will be putting in place a strategy which will be managed under the ISO standard for water management. As part of the conservation strategy, we will improve the efficiency of existing devices that utilise water and will examine alternative sources of water for new developments whilst in the design phase. We have also this year become a signatory to the EU Climate Neutral Data Centre Pact, which will complement the work to date on ESG.

With increasing scale, the business continues to evolve and we have made important strides with our ESG reporting and engagement with the publication of our first ESG report and our staff survey. These are critical first steps as we look to build best-in-class functions in both sustainability and HR to support our talent acquisition strategy.

Finally, I want to pay tribute to our people who worked incredibly hard this year to ensure we succeeded in furthering our sustainability agenda – without them we could not continue to make such great progress. As we continue to execute our proven growth strategy, we remain committed to becoming one of the leading sustainable data centre operators in the world to support our customers, colleagues and the communities in which we operate.



**John Corcoran**  
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 428,000 square metres, are located exclusively in super prime positions in the Tier 1 markets of Europe and Asia-Pacific. They provide reliability, security and flexibility in highly secure and resilient environments operating to industry leading Tier III plus standards.

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 the local communities and broader society through our work.

**13**

world-class  
data centres

428,000 sq m  
of gross  
floor area

**297**

employees  
globally

## London

### London East

65,542 sq m of gross space  
60MVA

### London North

23,439 sq m of gross space  
26MVA

## Madrid

### Madrid

21,922 sq m of gross space  
18MVA

## Paris

### Paris East

34,915 sq m of gross space  
25MVA

### Paris West

16,703 sq m of gross space  
25MVA

## Amsterdam

### Amsterdam West

41,061 sq m of gross space  
32MVA

### Amsterdam East

(under construction)  
32,000 sq m of gross space  
40MVA

## Frankfurt

### Frankfurt North

11,862 sq m of gross space  
14MVA

### Frankfurt South

17,686 sq m of gross space  
14MVA

## Singapore

### Singapore Tai Seng

26,743 sq m of gross space  
30MVA

### Singapore Woodlands

25,157 sq m of gross space  
30MVA

## Hong Kong

### Hong Kong

70,545 sq m of gross space  
100MVA

## Sydney

### Sydney East

31,226 sq m of gross space  
45MVA

### Sydney West

41,575 sq m of gross space  
35MVA

Global Switch's portfolio comprises 13 world-class data centres owned by consolidated entities that house 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, cloud and managed services.



# 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. Yet while the vast majority will have heard of the Cloud and be using it to some degree, far fewer understand the role that data centres play. This exponential growth has led to a corresponding rise in energy use, and data centres are 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 have 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 that balance, and our priority is now to ensure future developments meet the highest industry environmental standards. At the very heart of our business model is the cutting-edge design and efficiency of both our new and redeveloped data centres. This 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 life cycle.







## 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 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 a Group ESG strategy that is based on a materiality assessment and is now guiding us on making the right decisions for the future of our business.

### Our materiality assessment

The company's material topics for the 2022 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.



## Process for Identifying **Material Topics**

Establishing  
the list of issues  
potentially  
relevant to the  
organisation

Referring to GRI list of topics.

Reviewing national and  
global regulations.

Conducting desktop study  
of industry peers.

Determining  
the actual  
and potential  
impacts of the  
organisation

Analysing impacts on  
economy, environment,  
and people.

Including impacts  
on human rights.

Assessing negative and  
positive effects.

Assessing the  
significance of  
the impacts

Evaluating the magnitude  
and scope of each impact.

Considering short-term and  
long-term implications.

Engaging external  
consultancy for expert  
assessment.

Prioritising the  
most significant  
impacts for  
reporting

Conducting materiality  
survey with stakeholders.

Engaging Global Switch  
people, vendors, customers,  
and bondholders.

Parameters used were:

Importance to the  
stakeholder.

Importance for  
Global Switch.

Validating  
the priorities

Reviewing and refining  
survey results with external  
consultancy input.

Review and approval by the  
Executive Committee.



To determine its material topics, Global Switch considered the GRI list of topics, national and global rules and regulations relevant to its sector. It also conducted a desktop study of its peers within the data centre industry to understand what its peers consider to be material topics in the sector, and consulted a specialist external consultancy.

To prioritise the material topics, the business, the Company engaged with stakeholders and experts who provided their views and input in the process. The stakeholders whose views informed the process include:

- Global Switch people (employees)
- Customers
- Bondholders
- Vendors (contractors and Original Equipment Manufacturers (OEMs))

The materiality survey results were reviewed, refined, and validated through input from the specialist consultancy working with the chair of Global Switch's ESG Committee. The results are shown in the materiality map and represent an aggregate of all stakeholder groups.

Differences, as expected, were noted:

**The top five issues for the internal stakeholder group were:**

- Health and Safety and wellbeing
- Energy efficiency
- Learning and career development
- Labour conditions and human rights
- Climate change action

**The top five issues for the external stakeholder group were:**

- Energy efficiency
- Biodiversity
- Climate change action
- Anti-bribery and corruption
- Health and Safety and wellbeing





# Our **materiality** map

The priority material topics were ultimately reviewed and approved by the governance body, Global Switch's Executive Committee. The following 16 material topics are considered the top ESG priorities by the business.



Key

Environmental

Governance

Social



50  
acres of land  
have been  
protected

Compared to our previous materiality assessment the topics of: Biodiversity and nature; Building sustainability certifications (BREEAM, LEED, etc.); Procurement and supply chain management; Service and product design and quality; Pollution prevention and control; and the Management of climate-related business risks were added to our list of material topics given their increased importance in regulations and awareness whereas the topic of Tax has dropped out of the strategic priorities as it is a relatively low concern to Global Switch stakeholders.

For the materiality survey we conducted with customers, employees and other stakeholders, we teamed up with the World Land Trust (WLT), an international conservation charity that pioneered the 'Buy an Acre' concept of buying land for conservation thereby protecting the world's most biologically significant and threatened habitats. For every survey completed, we are contributing to this programme with the goal of safeguarding an area of tropical forest habitat that matches our own physical footprint.

50 acres of land have been protected by our initiative this year.



WORLD  
LAND  
TRUST



# Stakeholder engagement

The table below outlines our engagement with stakeholders during 2022.

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 our 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 as a means 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	Ongoing	The purpose of ESG engagement for our ESG Committee is to foster a culture of sustainability throughout the organisation. By engaging with various 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 that 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 Green Bond investors, 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 2022.

Type of stakeholder	Form(s) of engagement	Frequency of engagement	Purpose of the engagement
Global Switch employees	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 ensure that our shared values and ESG expectations are aligned. 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.



## The five pillars of **our ESG strategy**

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.

1

Taking  
climate  
action

2

Energising  
our human  
capital

3

Engaging in  
high impact  
community  
action

4

Joining  
forces with  
the industry

5

Investing in  
transparency

# Our ESG Strategy

## Objectives and Commitments

### Taking climate action

#### Energy, renewables, carbon

Purchase 100% renewable electricity by 2030. Become net zero carbon by 2050 by doing our part on climate action by joining sustainability leaders with ambitious climate targets in line with the Paris Agreement.

#### Water

Reduce potable water use to mitigate water scarcity by reducing 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 2050 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 and Safety and wellbeing

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

#### Learning and development, Diversity and inclusion

Invest in learning and development as well as diversity and inclusion, to enhance our 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 and 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

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

#### ESG policies and procedures

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

#### Building certifications

Obtain sustainable and healthy buildings certifications that drive collaboration and value with our supply chain and local communities.

#### Human rights

Continue to grow responsibly with respect to human rights.





## 1. 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.

### **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.



## Carbon emissions

While our ESG report in 2021 reported on our Scope 1 and 2 electricity consumption and carbon emissions, we did not disclose carbon emissions associated with Scope 3. However, we have examined a baseline for 2020 and, from our initial investigations into our Scope 3 footprint, most of our emissions can be associated with Capital Goods and Purchased Goods & Services (60%) which relate to the construction 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 the 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.



## Earth Hour

Last year we showed our support for Earth Hour by switching off our lights at all our data centres for 60 minutes, and we continued to support this cause this year along with Earth Day.

## 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.






## Net Zero

We remain committed to setting a Net Zero target by 2024, starting with a pledge to set a Science-Based Target.



# Our commitments

## Energy, carbon, renewables

Target	Reporting/measurement metrics	Support for SDGs
Set a Science-Based Target by 2024 approved by the SBTi.	SBTi-approved carbon reduction targets and plans to be in place by 2024.	  
Purchase 100% renewable electricity to cover Scope 2 emissions by 2030.	% renewable electricity purchased and absolute renewable electricity (kWh).	
Measure and report energy and carbon emissions.	Energy used (KWh/year). Scope 1, 2 and 3 verified emissions (tCO <sub>2</sub> e).	
Design for new data centres with a maximum annualised PUE at full load of <1.2 Europe and <1.4 Asia-Pacific (exceeds the CNDCCP).	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 of <1.3 by 2030 in accordance with the EU Climate Neutral Data Centre Pact.	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.	% conversion to be reported year-on-year from 2024.	
Adopt the use of biofuels in all new developments and phase out the purchase of diesel fuel for standby generation by 2025.	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.	Set out in the brief for new developments.	








# Our commitments



## Water

Target	Reporting/measurement metrics	Support for SDGs
Introduce a water conservation policy and management to ISO 46001.	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 CNDGP by 2040: <0.75 European climate and <1.0 Tropical climate	Set out in the brief for new developments.	
Consider other sources of water such as an industrial water supply, boreholes and rainwater harvesting.	Set out in brief for new developments.	
Incorporate metering into the design for new developments.	Potable water withdrawn, used and discharged (m <sup>3</sup> ). % or amount of water saved.	



# Our commitments

## Waste and Materials

Target	Reporting/measurement metrics	Support for SDGs
Zero waste to landfill by 2030.	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.	% or amount of low carbon and low water materials used in new developments.To be reported from 2024.	

## Biodiversity and Pollution control

Target	Reporting/measurement metrics	Support for SDGs
Introduce biodiversity strategy. Maintain ISO14001.	Biodiversity strategy in place. Square metres of enhanced biodiversity. 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 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 do not typically consume water as part of the generation process, but this represents only a small proportion of the global energy production; currently around 80% of global power is generated using thermal power stations.

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).<sup>1,2</sup>

### 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 water discharged from an industrial process, 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 implementing a water conservation strategy under ISO 46001 (Water Efficiency Management Systems).

### Balancing power and water use on our projects

Taking our new data centre in Amsterdam as an example, the coolers can operate dry up to an ambient temperature of 13°C dry bulb. They can still provide 100% free cooling up to 19°C dry bulb but with the use of water for evaporation; this avoids the use of electricity-driven refrigerant compressors. This will allow our Amsterdam data centre to achieve 100% free cooling for 7,186 hours or 82% of the year and revert to partial free cooling using the refrigerant compressors for the remainder of the year. Our Reference Design will see an annualised PUE of less than 1.2 and WUE less than 0.75. We are however examining how we can further reduce water consumption, prioritising water optimisation over power to reduce WUE to 0.4 while still keeping PUE within the limit of 1.2.

Our Paris East data centre is currently undergoing a redevelopment which will see the replacement of the original cooling towers with hybrid coolers, meeting our Reference Design. Once complete, this change in technology and cooling approach will see a significant reduction in water consumption; a change from annualised WUE of over 2.0 to significantly less than 0.75 along with annualised PUE of less than 1.2.

In our Singapore Woodlands data centre, for example, we use reclaimed wastewater called NEWater for the cooling process; this represents over 99% of the total water consumed in the data centre. We intend to make this same positive impact in our Tai Seng data centre and so we are planning to replace our existing cooling systems and convert the water supply to NEWater.

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

<sup>2</sup> 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).

### Less impactful redevelopments

In line with our Taking Climate Action strategy pillar, we have initiated a lifecycle replacement programme and energy efficiency improvement initiative as part of a redevelopment programme that will see us transform 72MW of capacity by 2027. The programme includes the power intensification of technical space while considering the replacement of plant at the end of its lifecycle for more energy efficient solutions. It also avoids the embodied carbon that goes with constructing new data centres.

The programme began in 2020 with our London North, Paris East and Madrid data centres, and will continue with our Singapore Tai Seng and London East data centres. The completed projects have already demonstrated that it is possible to improve energy efficiency while increasing power density in a live data centre environment. Where the redevelopments are live in Paris and Madrid, we have seen a saving in 2022 of 6,600 megawatt hours or a saving of electricity equivalent to over 2,200 average British households equalling a saving of 550 tCO<sub>2</sub>e.

In Paris, we have also been embracing the circular economy, making plant that has been removed from service available to Cirkla. For more information on this subject, refer to the section on embodied carbon on page 29.

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 01 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.

### 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 entirely 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 takes into account 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 capacity is 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 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.





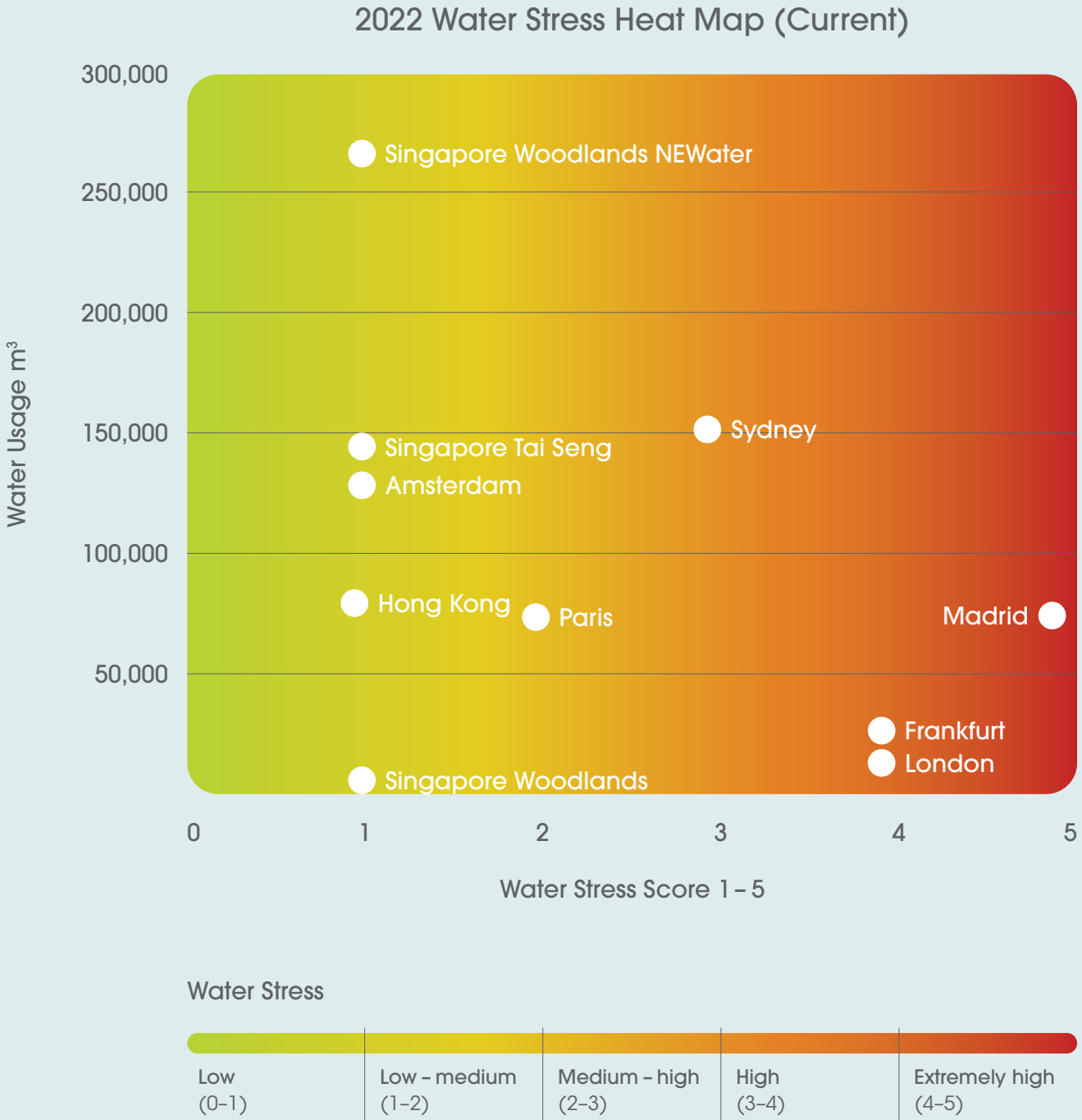
We have also tasked our consultant teams designing our new developments and redevelopments to consider water sources of non-potable water and to analyse the comparable WUE at source so that we are making locally informed decisions for each data centre. There are technologies available that make it possible 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 Atlas (see table opposite).

Our London data centre campus has low water consumption as the current cooling solutions do not use water for evaporative cooling. This is the same for our Paris West data centre but is not the case for Paris East. The cooling towers in Paris East are being replaced with hybrid coolers which will see a significant reduction in water consumption when compared to cooling towers and so reduce our water consumption.

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 taken steps while replacing the cooling towers to replace them with more water efficient cooling towers and introduce water conservation strategies to reduce the water demand. These measures include optimisation through linking the main building cooling system with the dry coolers that are being installed for the standby generators. This will allow cascading of heat rejection, using dry coolers first, followed by the cooling towers to emit any leftover residual heat. When the generators are called to operate, the dry coolers are decoupled from the general cooling system where they are then dedicated to the generators, this will override water optimisation for the duration of standby power operation, but this typically only happens for a few hours of a year and so does not materially impact the annualised WUE.







### Assessment of sustainable building design

As part of our commitment to sustainability, Global Switch undertakes holistic building sustainability assessments. Each of our new developments have been assessed using at least one of the two industry-recognised sustainability assessment tools, and in some cases, we also adopt local assessment tools such as BEAM Plus in Hong Kong and BCA Green Mark in Singapore. 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 currently piloting with the BRE, BREEAM assessments for data centre fit-out in both London and Paris as part of our redevelopment programme. This has resulted in being awarded an Interim Certificate (design stage) rated Very Good for London East level 5 for BREEAM Refurbishment and Fit-out 2014: Data Centres.

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 on a number of 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.
- Ensure 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

- Provide an ISO 50001 accredited Energy Management System and ISO 46001 Water Efficiency Management System that conforms to local legislation, regulation and statutory requirements.
- 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.
- Ensure compliance with the ISO standards for Energy and Water Efficiency Management Systems by all Global Switch staff, suppliers and contractors.



## Energy performance

In 2022, we saw our total electricity consumption increase by 5.4% due to rising demand for IT power from our customers. This trend was not reflected in carbon emissions as we increased the purchase of renewable electricity to 78% (from 38.4% in 2021) as part of our pledge to purchase 100% of electricity from renewable sources by 2030 at all of our data centres.

Energy Consumption Data	2022	2021
Total energy consumption (MWh)	955,935	907,729 <sup>1</sup>
Total electricity consumption (MWh)	945,302	896,146
Total electricity consumption from zero-carbon sources (MWh)	737,122	447,705
Percentage of renewable and zero carbon energy* (%)	78%	49.9%
Percentage of renewable energy (%)	78%	38.4%
Scope 1 – Combustion of fuel and operation of data centres (MWh)	10,633	11,584 <sup>1</sup>
Scope 2 – Total electricity consumption (MWh)	945,302	896,146
Total Energy Intensity** (MWh/Adjusted Occupied Space)	6.13	5.81 <sup>1</sup>

<sup>1</sup> Corrected value for 2021 as noted in the GRI index.

\* 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

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.

Water Consumption Data	2022	2021
Total Water Consumption	951,497	828,405 <sup>1</sup>
Total potable water consumption across the Group (m³)	684,325	590,315 <sup>1</sup>
Total non-potable water consumption across the Group (m³)	267,172	238,090
Water consumption in current Extreme Water Stress locations: Madrid (m³) / % of total water consumption	73,806 / (7.8%)	57,801 (7%)
Average Group annualised WUE (all water types)	1.80	1.76 <sup>1</sup>

<sup>1</sup> Corrected value for 2021 as noted in the GRI index.





## Our carbon footprint

We have made a commitment to purchase 100% renewable electricity across all Global Switch data centres by 2030. As of December 2022, ten of our 13 data centres are purchasing only renewable electricity.

### Continuing progress

We reduced our market-based carbon emissions for 2022 by 40% compared to 2021, primarily due to the purchase of 100% renewable electricity in Paris and Singapore.

However, a key challenge we face is sourcing renewable electricity in our Asia-Pacific locations of Hong Kong and Sydney – this is due to the low percentage of renewable electricity production in those regions and the resulting high cost. Our inability to purchase 100% renewable electricity in Hong Kong and Sydney and our reliance on the electricity production mix provided through their grid systems means our carbon footprint is different in those countries.

### Customer emissions

Electricity consumption from customer IT equipment is accounted for within Global Switch's Scope 2 emissions. We adopt this carbon accounting 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 of their carbon emissions associated with energy use.

### Carbon emissions related to refrigerant gases

In 2021 we announced through our Green Bond that new developments would be constructed with chillers that used refrigerant gases with a low Greenhouse Warming Potential (GWP). We also set a policy on new developments to eliminate the use of SF<sub>6</sub> gas in switchgear due to its high GWP and long atmospheric lifetime. It is our policy to limit the GWP to < 750 to align with the EU F-gas legislation.

While there is a demand for low GWP refrigerant gases, there is also a call from the European Union to eliminate Perfluoroalkyl and Polyfluoroalkyl Substances (PFAS) gases with a suggested ban by 2038. This would include a considerable number of low GWP refrigerant gases which have been found to accumulate in the food chain and pose a health threat to those exposed to them.

This could make the choice of refrigerant gas difficult in the future, potentially leaving only Carbon Dioxide (R744), Propane (R290) and Ammonia (R717) as products that would not be affected by these regulations. R32 could also be an option as it is a Hydrofluorocarbon (HFC) with a GWP of 675, but it is flammable with a classification of A2. While Carbon Dioxide would be the preference as it is a naturally occurring gas, it is operated at high pressures in chillers which brings in its own risks, and it is not the most efficient refrigerant, lowering equipment's coefficient of performance (COP).



The subject of banning PFAS substances is currently being debated at the European Union level; it is understood that the refrigerant gases used in chillers that fall into this category will be exempt due to short atmospheric life but this is yet to be confirmed. Whatever the outcome, our long-term aim is to eliminate the use of chillers altogether by raising the cooling temperature serving IT equipment.

In Amsterdam it is proposed to use the refrigerant gas R1233zd which has a GWP of less than 1 and is a PFAS gas. However, its atmospheric life is only 26 days so it is not considered to have the same issues as other PFAS substances that do not break down.

Refrigerant gas losses in 2022 equated to 1,673 tCO<sub>2</sub>e, representing 40% 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.

### Amsterdam East Case Study

Our new development in the Netherlands, Amsterdam East, is under construction and will see water-cooled chillers installed with a HFO refrigerant gas R1233zd. This non-flammable, ultra-low GWP replacement for low pressure centrifugal chillers has a GWP of less than 1 and ODP of 0.

The data centre's 12kV MV switchgear will be air insulated with vacuum circuit breakers, with the exception of a few Ring Main Units (RMUs). External mounted air-insulated RMUs are not currently available in the switchgear market, and we encourage vendors to investigate manufacturing a product that does not use SF<sub>6</sub> gas but can be located outside in the free-air, avoiding the need for a switchroom with mechanical cooling.

A new fuel system is being installed to support the standby generators at the site; the fuel used and stored will be the HVO biofuel which is a more sustainable alternative to diesel.

### Reducing the embodied carbon of our data centres

While there is a focus in this report on Scope 1 and 2 carbon emissions in the form of operational energy consumption, Scope 3 emissions also need to be targeted and requires a significant focus. We have started by examining our Scope 3 carbon emissions for 2020 based on the Spend method of calculation. For Global Switch, the key Scope 3 categories are: Fuel and Energy Related Activities (FERA), Capital Goods, and Purchased Goods & Services.

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

**Purchased Goods and 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 carbon 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)**.<sup>1</sup>

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.

<sup>1</sup> LETI – see: [www.leti.uk/about](http://www.leti.uk/about)



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. This will be the case for Hall 1 in Amsterdam – this major structure will be reclad and fitted out with new plant to provide contiguous technical space delivering 15MW IT capacity.


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 technical plant

Our redevelopment programme related to our Paris East data centre is based on our aim to transform existing data centre space to provide greater power density and improve energy efficiency through the natural progression of life cycle replacement. The circular economy has a part to play in this so we have teamed up with Cirkla, an organisation that aims to connect buyers and sellers worldwide in over 100 countries, to take advantage of their trading platform for the resale of technical plant.

This plant, which has been replaced with state-of-the-art equipment, is still operational and has the potential of a second life. It is advertised on the data centre equipment area of the Cirkla platform with a technical description that includes the carbon and water saved in its re-use.

Above is an example of Global Switch equipment that has been offered through the platform. This programme will be rolled out across other Global Switch redevelopment projects and we will report the carbon and water saved in the process.



CO<sub>2</sub>

3,096.00 kg / 6,825.50 lb of CO<sub>2</sub> saved

18.58 trees saved by being CO<sub>2</sub> efficient

111,800.00 L / 29,534.43 gal of water saved

SOLD

Stulz MRD 762 G Downflow Air handling unit

Category	Mechanical / Cooling
Subcategory	CRAC CW
Voltage (Volts):	400
Self Declaration of Product Performance by Owner	Working properly with documented regular maintenance
PRICE	\$4,579

### 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 to a science-based target by 2024.

### Our carbon performance

GHG Source	2022	2021
Total Scope 1 GHG emissions (tCO <sub>2</sub> e)	4,166	3,732 <sup>1</sup>
Total Scope 2 GHG location-based emissions (tCO <sub>2</sub> e)	333,149	318,206 <sup>1</sup>
Total Scope 2 GHG market-based emissions (tCO <sub>2</sub> e)	138,572	231,37 <sup>1</sup>
Scope 3 – GHG (MtCO <sub>2</sub> e)	Not available	Not available
Scope 1 and 2 GHG intensity on location-based tCO <sub>2</sub> e / Adjusted Occupied Space*	2.16	2.06 <sup>1</sup>
Scope 1 and 2 GHG intensity on market-based tCO <sub>2</sub> e / Adjusted Occupied Space*	0.91	1.50 <sup>1</sup>
Diesel fuel carbon emissions (tCO <sub>2</sub> e) – Scope 1	1,969	1,798 <sup>1</sup>
Refrigerant gas carbon emissions (tCO <sub>2</sub> e) – Scope 1	1,673	1,157

<sup>1</sup> Corrected value for 2021 as noted in the GRI index.

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

Note: Global Switch takes an operational control consolidation approach to emissions. Calculations for equivalent carbon emissions include CO<sub>2</sub> emissions from electricity supplied by utility companies, direct CO<sub>2</sub> 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 2021, six of our 13 data centres purchased 100% electricity from renewable electricity sources. In 2022, this increased to ten of our data centres, progress that saw carbon market-based emissions reduced by 92,799 tCO<sub>2</sub>eq. compared to 2021.
- Climate change presents a material risk to our resource-intensive operations; our infrastructure, similar to other data centres, 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 our 'Always On' 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.
- 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.





To increase employee engagement, reduce turnover and formalise health and safety activity, we introduced several initiatives in 2022, including:

- 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.
- Our attrition rate for 2022 was 16%, which compared favourably with 2021 when it was 27%.





## Our commitments

Target	Reporting/measurement metrics	Support for SDGs
Health and Safety and wellbeing		
Zero accidents aim. Maintain ISO 45001 for operations.	Number of fatalities/high consequence/recordable work-related injuries and near misses.	
Formalise our health and safety, and wellbeing strategy.	Working conditions and work benefits.	
Develop labour and social dialogue policy.	Social dialogue and collective bargaining reporting.	
Learning and development		
Implement our learning and development strategy.	Hours of training per employee per year.  % of employees receiving performance and career development reviews.	 
Diversity and inclusion		
Implement our diversity and inclusion strategy.	Diversity of all staff including leadership team and senior management.  Ratio of basic salary and remuneration of women to men.	



## Employment

As of 31 December 2022, Global Switch employed 313 permanent employees and contractors. Of those, 297 were directly employed by Global Switch, a difference of only two when compared to 2021, demonstrating our commitment to stability and investment in long-term relationships with our employees.

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

## Gender composition

As of 31 December 2022, the percentage of female representation in the Company was approximately 27%; a slight reduction from the previous year's 31%. 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.

Our female-to-male employment ratio is monitored on an ongoing basis, and we are pleased that our female employment rate is higher than some of our closest peers in the market.

## 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	
	2022	2021
Under 30	27	31
31-50	192	187
51+	78	77
Total	297	295

Professional category	No. of employees	
	2022	2021
Directors	59	37
Line Managers	85	71
Others	153	187
Total	297	295

Professional and Technical Engineering	No. of employees	
	2022	2021
Total	47	57







### Employee on-boarding

Our tailored 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 receive performance, remuneration and career development reviews annually, and we continue to invest in employee diversity and inclusion, with a particular focus on employee engagement. Our monthly Team Bulletin introduces all the new hires for the month, anecdotal news about individual employees (such as new babies, weddings and partnerships) and announces any role or title changes and promotions. Current vacancies are also shared, backed by our employee referral scheme which offers a generous bonus.

### 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 that all 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 (139 roles in total) 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 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.

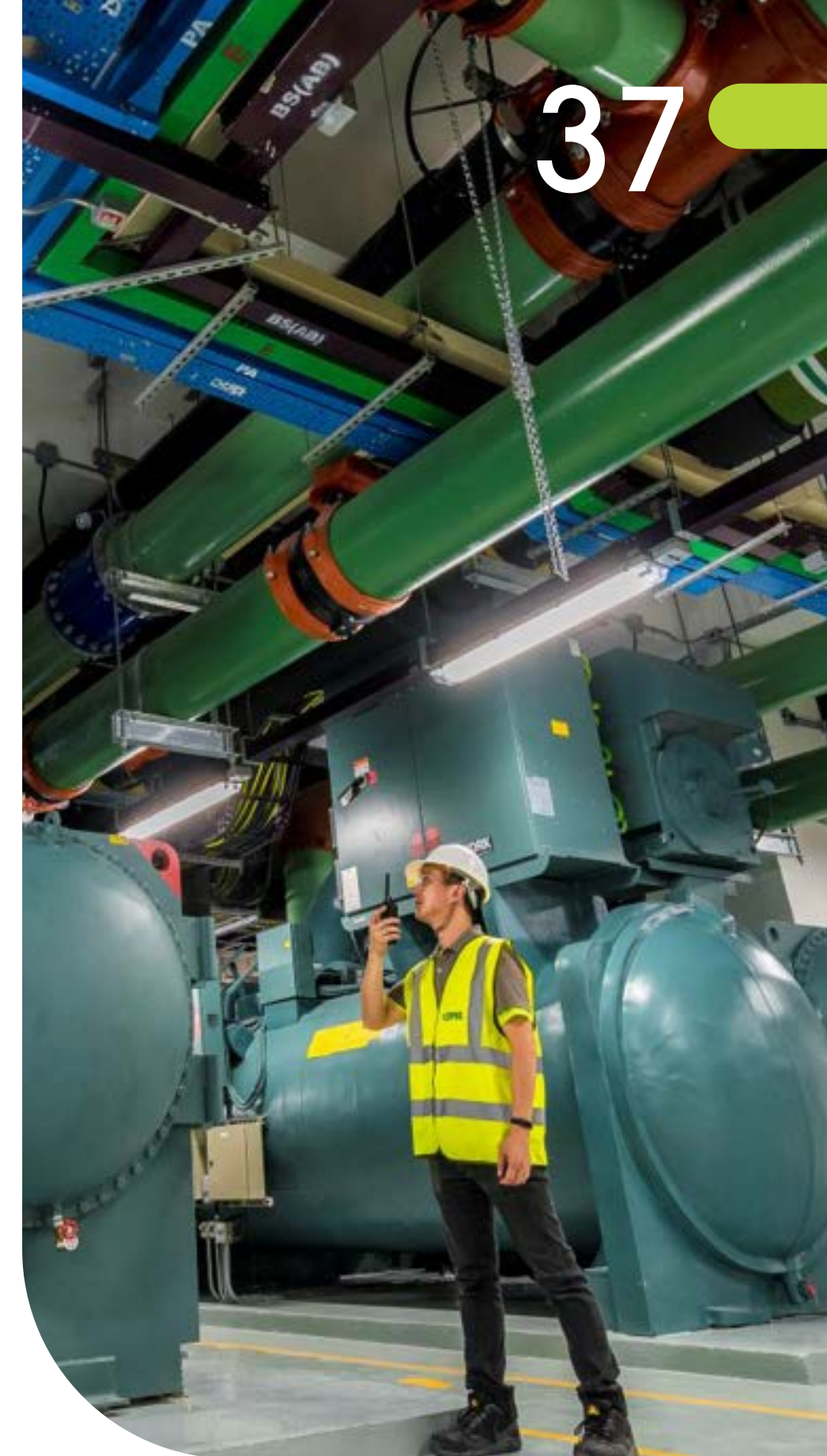
Diversity and inclusion are more than policies, programmes or headcounts. It is widely recognised that equitable employers outpace their competitors by respecting the unique needs, perspectives and potential of all their team members, earning deeper trust and commitment along the way.

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. We are pleased to report that there were no registered cases of discrimination within the Group in 2022.







## 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 recently appointed in early 2023 a Health and Safety specialist, who is reviewing and remodelling our current processes and systems. We have also reinforced that any injuries that either occur in our data centres, in the construction of our new data centres or at our offices, are registered into our Abnormal Incident Reporting (AIR) process. This ensures that senior management are aware of these incidents and that these are suitably being addressed to avoid similar incidents in the future.

We are continually striving to eliminate anything which may pose a risk to those who work at or visit our premises or use our services and have set a key objective to reduce accidents to zero incidents.



## 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, this 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.

### Performance highlights

**79**  
female  
employees

**27%\***  
of workforce

**0**  
discrimination,  
diversity, and  
harassment  
reports

**1**  
permanent  
staff work-related  
injuries

\*Figures correct as of 31 December 2022





### 3. 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.

Within our ESG strategy, we have made a clear commitment to engage in 'High-Impact Community Action'. With a footprint that spans 13 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.



# Our commitments

## Thriving communities

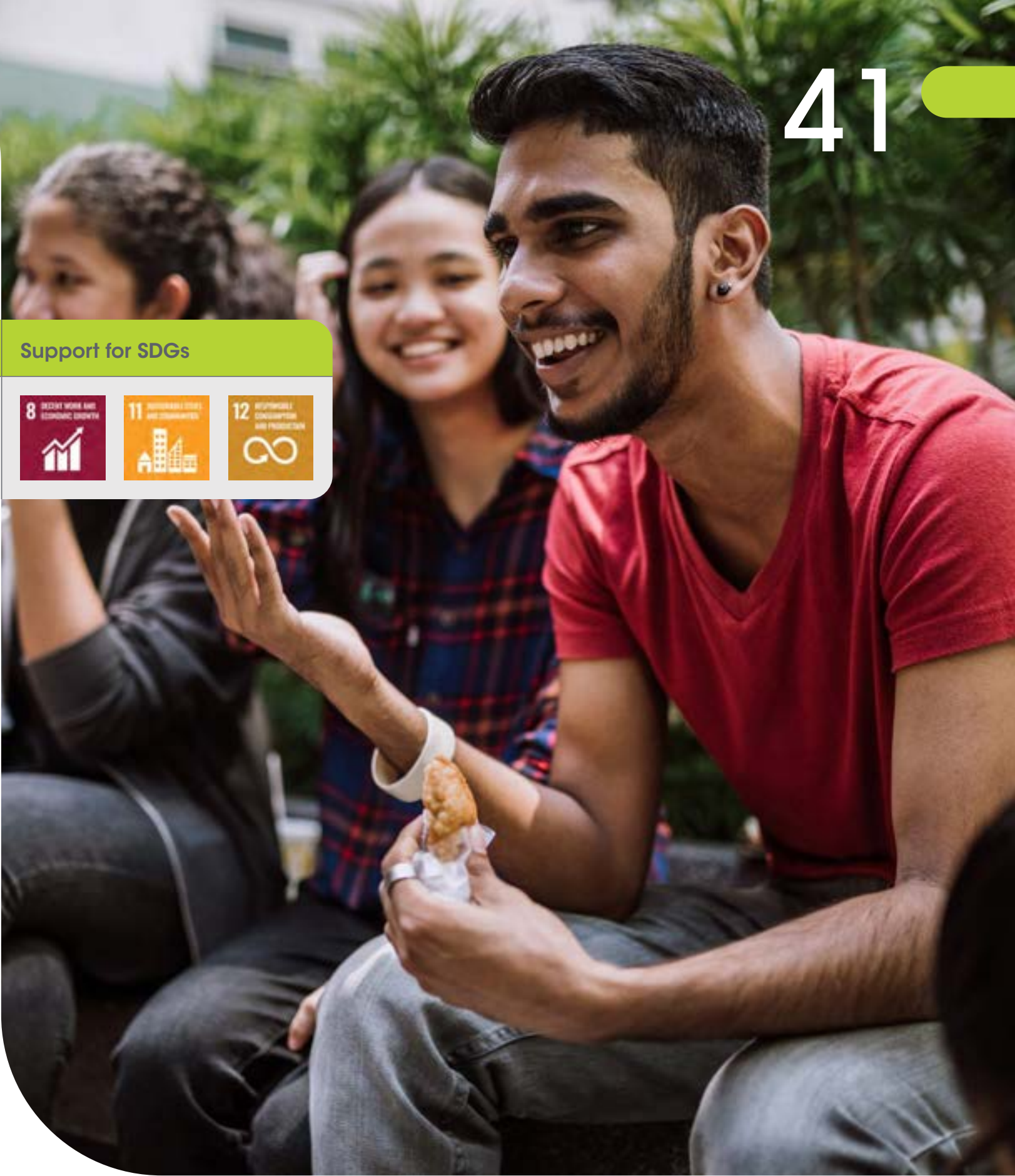
Target	Reporting/measurement metrics	Support for SDGs
Develop community engagement strategy. Implement policy for two days' volunteering allowance for staff.	Volunteering days allowance per employee.	  

# 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 reaching net zero and achieving 100% renewable energy across our global footprint. We 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 will 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	Reporting/measurement metrics	Support for SDGs
<p>Deliver customer engagement strategy, including green clauses in contracts.</p> <p>Develop sustainable supply chain strategy.</p> <p>Participation in industry bodies, membership organisations and initiatives for knowledge sharing and co-development of standards and regulations.</p>	<p>Approach to stakeholder engagement.</p> <p>Customer engagement strategy in place.</p> <p>ESG criteria used in supplier selection.</p> <p>Reporting on sustainable supply chain strategy.</p>	<div> <div>8</div> <div>DECENT WORK AND ECONOMIC GROWTH</div> <div>12</div> <div>RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div>17</div> <div>PARTNERSHIPS FOR THE GOALS</div> </div>



## 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 our 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.

## 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)
- Carbon Neutral Data Centre Pact\*
- 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
- Sustainable Markets Initiative
- Pacific Telecommunications Council
- Telecommunications Executive Circle
- The Open Compute Project
- Uptime Institute

\*Joined in 2023



## Performance highlights

We have now become a signatory of the EU Climate Neutral Data Centre Pact





## 5. 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.



# Our commitments

Target	Reporting/measurement metrics	Support for SDGs
Corporate governance		
Deliver business risk assessment, management and monitoring strategy.	Governance structure, composition and oversight.	 
Conduct climate risk assessment of portfolio and adaptation strategy.	Financial implications and other risks and opportunities due to climate change.	
ESG policies and procedures		
Deliver cyber security and data protection strategy. Deliver business continuity strategy. Deliver anti-bribery and corruption strategy. Maintain ISO 9001 certification. Launch central data collection and reporting system for sustainability.	Operations assessed for risks related to corruption. Communication and training about anti-corruption policies and procedures. Deliver GRI and TCFD-aligned reporting. Participate in EcoVadis and CDP's Climate Change data sharing platforms.	 
Human rights		
Uphold modern slavery statement. Deliver ethical supply chain strategy.	Published modern slavery statement. 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, and separate Board subcommittees (covering 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. 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 set up 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.

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 C-suite is responsible for the oversight of risk management and internal control systems, including ESG risks.

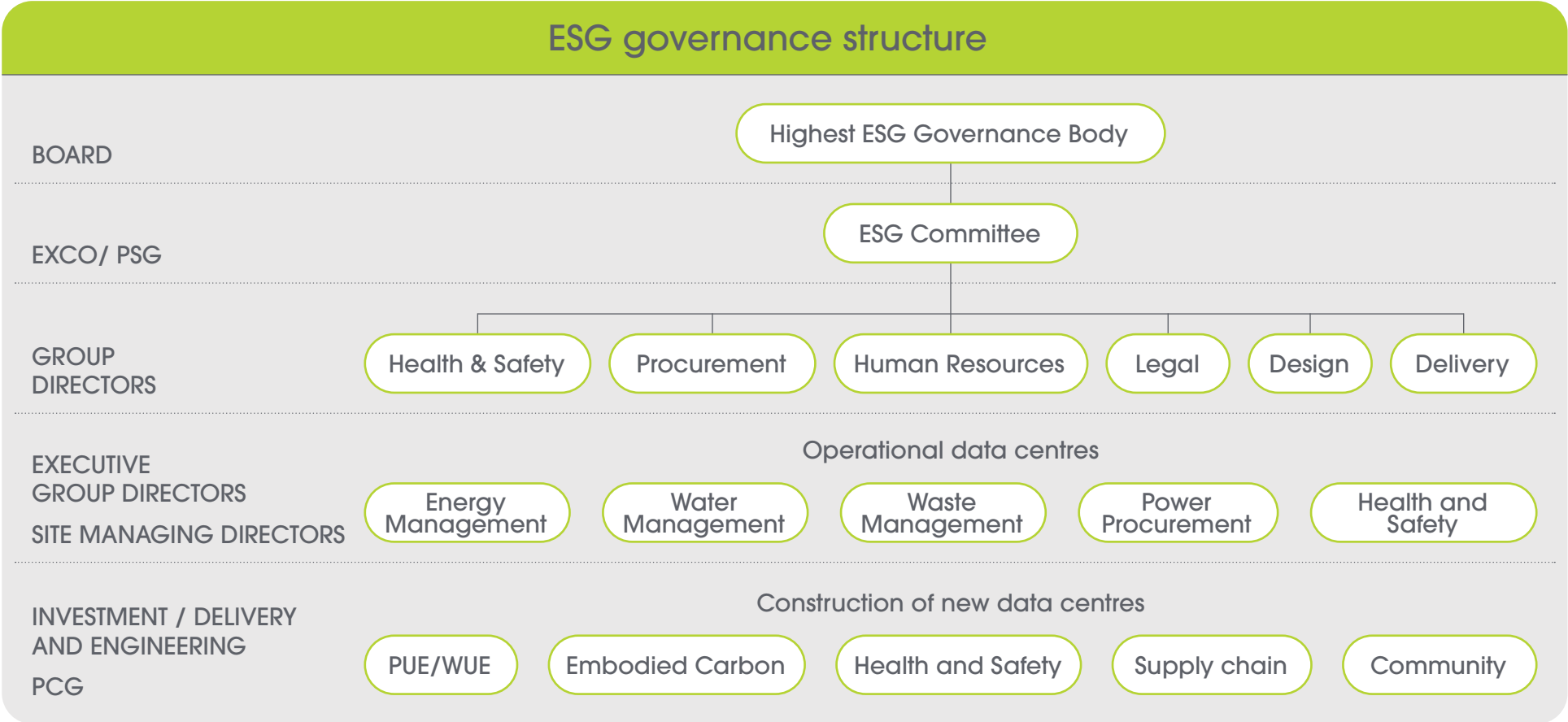


### Our ESG governance structure

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 ISO 27001 (Information Security Management) 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 whistleblower's safety. Employees can raise concerns anonymously by contacting [whistleblowing@globalswitch.com](mailto:whistleblowing@globalswitch.com). This and other policies are supported by our Disciplinary Policy which sets out a framework for taking action against misconduct. In 2022, no cases relating to misconduct were reported, and there were no instances of.

### 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 [www.globalswitch.com/modern-slavery-statement](http://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.
- Aligned with the Task Force for Climate-related Financial Disclosures (TCFD)'s recommendations.
- Participated in the CDP Climate Change Questionnaire 2023 (for 2022 data).

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 2022 financial year from 1 January 2022 to 31 December 2022, 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](mailto:esg@globalswitch.com).



# Verification statement for Scope 1 and 2 carbon emissions



## Verification opinion

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 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.

Carbon Intelligence'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 emission information.

Based on the data and information provided by Global Switch and the processes and procedures conducted, Carbon Intelligence 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 01/01/2022 – 31/12/2022 is verified by Carbon Intelligence to a limited level of assurance, consistent with the agreed verification scope, objectives and criteria. 100% of emissions by scope are verified as:

### Observations

- Based on our work, Carbon Intelligence 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

**Oliver Smallman**  
Lead Verifier

**Scope 1**  
**Reported Emissions**  
4,166 tCO<sub>2</sub>e

**Scope 2 Location-based**  
**Reported Emissions**  
333,149 tCO<sub>2</sub>e

**Scope 3 Market-based**  
**Reported Emissions**  
138,572 tCO<sub>2</sub>e

**Reporting Period**  
01/01/22 - 31/12/22



# GRI Content Index

## General disclosures

Disclosure No.	Description	Response
GRI 2: General Disclosures 2021	2-1 Organisational 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 organisation's sustainability reporting	<p>These are the legal entities that own and operate all the 13 Global Switch data centres with exception of Global Switch Limited that represents the corporate office:</p> <ul style="list-style-type: none"> <li>■ Global Switch Limited (corporate office in London),</li> <li>■ Global Switch Amsterdam Property B.V. (Amsterdam),</li> <li>■ Global Switch FM GmbH (Frankfurt),</li> <li>■ Global Switch Estates 1 Limited, Global Switch Estates 2 Limited (London),</li> <li>■ Global Switch Property Madrid S.L (Madrid),</li> <li>■ Global Switch Paris Sarl (Paris),</li> <li>■ Global Switch Hong Kong Limited (Hong Kong),</li> <li>■ Global Switch (Property), Singapore Pte Limited (Singapore),</li> <li>■ Global Switch Property (Australia) Pty Limited (Australia).</li> </ul>
	2-3 Reporting period, frequency and contact point	<p>Data refers to calendar year 2022, unless otherwise stated. Annual ESG report issued in the subsequent year, once the validation and analysis of the relevant data are completed.</p> <p>Annual Report and audited Financial Statements issued in March following the 31 December end of financial year.</p> <p>Contact details for ESG-related matters: <a href="mailto:esg@globalswitch.com">esg@globalswitch.com</a>.</p>
	2-4 Restatements of information	<p>For the reporting year 2021, the GHG carbon emissions and water consumption are restated as follows. The conversion to kWh of diesel fuel was corrected resulting in a revised value of 11,584 MWh's. This correction resulted in a change to Scope 1 emissions which increased to 3,732 tCO<sub>2</sub>e (from 2,086); the emissions associated with standby generators increased to 1,798 tCO<sub>2</sub>e. Scope 2 location-based emissions have been reduced to 318,206 tCO<sub>2</sub>e. (from 366,825) to take into account the reduced carbon emissions factor for nuclear power generation in Paris. Potable water was corrected to 11,268m<sup>3</sup> for London which results in a total water consumption of 828,405m<sup>3</sup>, an increase from 817,148m<sup>3</sup> or 1.37% increase.</p>



General disclosures

Disclosure No.		Description	Response																																																
GRI 2: General Disclosures 2021	2-5	External assurance	Global Switch under its policy seeks external independent 3rd party limited assurance of carbon emissions; this process is overseen by the ESG Committee Chair, while ESG performance is communicated to the Board of Global Switch Holdings Limited through the CEO. It is noted that the whole report has not been the subject of external assurance. Accenture (formerly Carbon Intelligence), an independent 3rd party, have conducted verification of Global Switch Scope 1 and Scope 2 GHG calculation data, based on limited assurance. Refer to p. 50 (Verification statement for Scope 1 and 2 carbon emissions).																																																
	2-6	Activities, value chain and other business relationships	<p>Global Switch is a large-scale owner and operator of multi tenanted data centres. Global Switch operate 13 data centres that all highly connected, offering large scale space, either as private suites or shared colocation, across Europe and Asia-Pacific.</p> <p>Our supply chain consists primarily of domestic and international vendors in industry sectors such as equipment manufacture and construction engineering. We also engage with consultancy service providers which support the business’ day-to-day functions relating to facilities management, IT, Operations, Sales, Marketing, Communications, Legal, Finance and Human Resources. Refer to pp. 5–6 for more information.</p>																																																
	2-7	Employees	<p>As of 31 December 2022, Global Switch had 297 employees. This data has been taken from the HR platform that Global Switch operates called Cascade. There is no significant fluctuation with the total permanent employees when compared with 31 December 2021, with the total being 295 employees. The percentage split of female employees as a total of employees for 2022 was 27%; this can be compared with 2021 at 31% and so a reduction has been experienced.</p> <table><thead><tr><th>Breakdown by Gender</th><th>Male</th><th>Female</th><th>Other</th><th>Total</th></tr></thead><tbody><tr><td>No. of permanent</td><td>218</td><td>79</td><td>0</td><td>297</td></tr><tr><td>No of non-guaranteed hrs</td><td>1</td><td>0</td><td>0</td><td>1</td></tr><tr><td>No of full-time hours</td><td>211</td><td>79</td><td>0</td><td>290</td></tr><tr><td>No of part time</td><td>6</td><td>0</td><td>0</td><td>6</td></tr></tbody></table> <p><b>Geographic Location</b> An array of cultures, nationalities and backgrounds are represented across our international footprint. We are proud of this diversity and recognise that the different assets and experiences our people bring to the Company all serve to enhance our success.</p> <table><thead><tr><th>Location</th><th>Employees</th></tr></thead><tbody><tr><td>Corporate Office (London)</td><td>71</td></tr><tr><td>London</td><td>28</td></tr><tr><td>Amsterdam</td><td>23</td></tr><tr><td>Frankfurt</td><td>26</td></tr><tr><td>Madrid</td><td>16</td></tr><tr><td>Paris</td><td>24</td></tr><tr><td>Hong Kong</td><td>35</td></tr><tr><td>Singapore</td><td>43</td></tr><tr><td>Sydney</td><td>29</td></tr><tr><td>Shanghai</td><td>2</td></tr><tr><td>TOTAL</td><td>297</td></tr></tbody></table>	Breakdown by Gender	Male	Female	Other	Total	No. of permanent	218	79	0	297	No of non-guaranteed hrs	1	0	0	1	No of full-time hours	211	79	0	290	No of part time	6	0	0	6	Location	Employees	Corporate Office (London)	71	London	28	Amsterdam	23	Frankfurt	26	Madrid	16	Paris	24	Hong Kong	35	Singapore	43	Sydney	29	Shanghai	2	TOTAL
Breakdown by Gender	Male	Female	Other	Total																																															
No. of permanent	218	79	0	297																																															
No of non-guaranteed hrs	1	0	0	1																																															
No of full-time hours	211	79	0	290																																															
No of part time	6	0	0	6																																															
Location	Employees																																																		
Corporate Office (London)	71																																																		
London	28																																																		
Amsterdam	23																																																		
Frankfurt	26																																																		
Madrid	16																																																		
Paris	24																																																		
Hong Kong	35																																																		
Singapore	43																																																		
Sydney	29																																																		
Shanghai	2																																																		
TOTAL	297																																																		



# General disclosures

Disclosure No.		Description	Response																									
GRI 2: General Disclosures 2021	2-8	Workers who are not employees	<p>As of 31 December 2022, Global Switch had 16 workers that were not employees, of which 15 were based in the Corporate Office (London) and one based at the London data centre campus. 5 of the 16 workers were female.</p> <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</td><td>11</td><td>5</td><td>0</td><td>16</td></tr><tr><td>No of non-guaranteed hrs employees</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>No of full-time hours employees</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>No of part time employees</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	11	5	0	16	No of non-guaranteed hrs employees	0	0	0	0	No of full-time hours employees	0	0	0	0	No of part time employees	0	0	0	0
	Breakdown by Gender – contractors	Male	Female	Other	Total																							
	No. of temporary employees	11	5	0	16																							
	No of non-guaranteed hrs employees	0	0	0	0																							
	No of full-time hours employees	0	0	0	0																							
No of part time employees	0	0	0	0																								
2-9	Governance structure and composition	Refer to pp. 46–47 (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 largest direct shareholder; one Director appointed by each of the other two direct 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 Chunsheng 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 pp. 46–47 (Corporate Governance).																										



## General disclosures

Disclosure No.	Description	Response
GRI 2: General Disclosures 2021	2-13	Delegation of responsibility for managing impacts Responsibility is delegated to the Executive Committee (Exco) of Global Switch Holdings Limited through the Delegation of Authority. Refer to pp. 46–47 (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, CFO, COO, CLO, CCO and CDO, as well as Group regional Directors for UK/ Europe 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. In 2022, one internal grievance was raised and communicated to the Executive Committee as part of our company procedure, pending the outcome of an independent external investigation. The investigation found that there was no wrongdoing by the Company and no case to answer.
	2-17	Collective knowledge of the highest governance body Refer to pp. 46–47 (Corporate Governance).
	2-18	Evaluation of the performance of the highest governance body Refer to pp. 46–47 (Corporate Governance).



## General disclosures

Disclosure No.		Description	Response
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 (Welcome to our ESG report).
	2-23	Policy commitments	Refer to pp. 15–16 (The five pillars of our ESG strategy).
	2-18	Embedding policy commitments	<p>Global Switch operates under a Code of Conduct that applies to all employees.</p> <p>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 <a href="http://www.globalswitch.com/modern-slavery-statement">www.globalswitch.com/modern-slavery-statement</a>.</p> <p>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.</p> <p>Refer also to pp. 46–48 (Corporate Governance).</p>



## General disclosures

Disclosure No.	Description	Response
GRI 2: General Disclosures 2021	2-25	Processes to remediate negative impacts
	2-26	Mechanisms for seeking advice and raising concerns
	2-27	Compliance with laws and regulations
	2-28	Membership associations
	2-29	Approach to stakeholder engagement
	2-30	Collective bargaining agreements

## Material topics

Disclosure No.		Description	Response
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

Disclosure No.		Description	Response
GRI 3: Material Topics 2021	3-3	Management of material topics	This information is disclosed in the Group's Annual Report and Financial Statements.
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	This information is disclosed in the Group's Annual Report and Financial Statements.
	201-2	Financial implications and other risks and opportunities due to climate change	Global Switch has commenced work to align with the Taskforce for Climate-related Financial Disclosures (TCFD) recommendations including an assessment of the risks and opportunities arising from climate change; refer to TCFD report on Global Switch website.
	201-3	Defined benefit plan obligations and other retirement plans	We offer statutory pension schemes to all employees globally.
	201-4	Financial assistance received from government	No such amounts are received.



## 202 Market presence

Disclosure No.		Description	Response
GRI 3: Material Topics 2021	3-3	Management of material topics	Global Switch is committed to managing its market presence-related impacts in accordance with our business strategy and the global Sustainable Development Goals. We continually assess and enhance our presence by engaging with stakeholders, ensuring transparency, and aligning our operations with market expectations. Our ESG initiatives focus on sustainable growth, risk mitigation, and industry leadership, demonstrating our dedication to responsible business practices. Through participation in industry forums and partnerships, we contribute to shaping a more sustainable data centre industry. Our market presence strategies reflect our commitment to economic, environmental and social responsibility, positively impacting the communities in which we operate and aligning with global sustainability objectives.
GRI 202: Market Presence 2016	201-4	Ratios of standard entry level wage by gender compared to local minimum wage	Global Switch operates a market based salary framework for all our employees, regardless of gender, race, age, or any other protected characteristic. We target new recruitment at salary levels broadly consistent with the Upper Quartile Salary Band for their specific role in whatever country they work in. The vast majority of our recruitment is for technical and professional roles that require a university degree or similar level of advanced educational attainment. We therefore do not recruit any roles across any of our sites that are paid near to any minimum wage levels. We use robust third party market data, along with an independent Reward Consultancy, to ensure that salaries are relevant to individuals' roles and geographies, and meet our principles, regardless of who they are.
	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

Disclosure No.		Description	Response	Page No.
GRI 3: Material Topics 2021	3-3	Management of material topics	Not currently disclosed as it is not deemed material but this will be re-evaluated 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 re-evaluated in the short-medium term.	
	203-2	Significant indirect economic impacts	Not currently disclosed as it is not deemed material but this will be re-evaluated in the short-medium term.	

## 204 Procurement practices

Disclosure No.		Description	Response
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	<p>a. Estimated – 80%.</p> <p>b. The geographical definition of location is within 25 miles.</p> <p>c. The definition used for significant locations of operation is each data centre campus.</p>

## 205 Anti-corruption

Disclosure No.		Description	Response
GRI 3: Material Topics 2021	3-3	Management of material topics	Refer to p. 48 (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%.
	205-3	Confirmed incidents of corruption and actions taken	There were no confirmed incidents of corruption in 2022.



## 206 Anti-competitive behaviour

Disclosure No.		Description	Response
GRI 3: Material Topics 2021	3-3	Management of material topics	Refer to pp. 46–48 (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 2022.

## 207 Tax

Disclosure No.		Description	Response
GRI 3: Material	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 it is intended this will be developed in the near future. The Group's day-to-day tax affairs are managed by the corporate group function, reporting to the CFO. Responsibility for local tax compliance rests with each local entity. Material tax issues are reported to the group's Audit Committee 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 be reevaluated in the short-medium term.

### 301 Materials

Disclosure No.		Description	Response
GRI 3: Material Topics 2021	3-3	Management of material topics	Materials are used to construct the new data centres 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 cut-off 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

Disclosure No.		Description	Response
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 data centre level against ISO 50001 [Energy Management Systems]. Refer to p. 17 (Taking Climate Action).</p>
GRI 302: Energy 2016	302-1	Energy consumption within the organisation	<p>a. Total fuel consumption within the organisation from non-renewable sources – 208,180GWhs.</p> <p>b. Total fuel consumption within the organisation from renewable sources – 737,122GWhs.</p> <p>c. Total</p> <ul style="list-style-type: none"> <li>i. electricity consumption – 945,302GWhs</li> <li>ii. heating consumption – not measured</li> <li>iii. cooling consumption – not measured</li> <li>iv. steam consumption – not applicable</li> </ul> <p>d. Total</p> <ul style="list-style-type: none"> <li>i. electricity sold – not applicable</li> <li>ii. heating sold – not applicable</li> <li>iii. cooling sold – not applicable</li> <li>iv. steam sold – not applicable</li> </ul> <p>e. Total energy consumption within the organisation, in joules or multiples – 955,935GWhs.</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 organisation	Not currently measured but plans are in place for the development of relevant strategy and data collection in the short-medium term.

## 302 Energy

Disclosure No.		Description	Response
GRI 302: Energy 2016	302-3	Energy intensity	<p>a. Energy intensity ratio for the organisation – total energy, 6.13GWh/m<sup>2</sup>.</p> <p>b. Organisation-specific metric – adjusted occupied technical space (technical space that is set aside for redevelopment is not included).</p> <p>c. Types of energy included in the intensity ratio – electricity, diesel fuel and natural gas.</p> <p>d. Whether the ratio uses energy consumption within the organisation, outside of it, or both. Total energy consumption within the organisation.</p>
	302-4	Reduction of energy consumption	<p>The redevelopment programme in Paris and Madrid realised an energy saving on account of the data centre infrastructure being upgraded to make it more energy efficient; this consequently resulted in reduction of Power Usage Effectiveness (PUEs) across the data centres, evidenced through a saving of 6,600 MWh of electricity in 2022 equalling a saving of 550 tCO<sub>2</sub>e. These calculations are based on measured data from power meters in the upgraded infrastructure and the existing infrastructure; the savings are calculated by applying the existing data centre PUE against the IT power covered under the redevelopment infrastructure to give a total energy demand and then subtracting the total energy measured for the new infrastructure that supports the IT power by the energy demand using existing data centre PUE. We also have a redevelopment strategy for Singapore Tai Seng and London East, which will commence shortly.</p>
	302-5	Reductions in energy requirements of products and services	<p>The redevelopment programme has resulted in new cooling and power infrastructure that is more energy efficient supporting the IT load of redeveloped spaces. See 302-4.</p>



## 303 Water and effluents

Disclosure No.		Description	Response																														
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. 17 (Taking climate action).																														
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 Systems.																														
	303-3	Water withdrawal	<div><div>Total water consumption 951,497m³; this can be divided into European and Asia-Pacific consumption, which is 315,357m³ and 638,546m³ respectively. All water is obtained from the water utility supply.</div><table><tr><th>Water data</th><th>2022</th><th>2021</th></tr><tr><td>Total Water Consumption</td><td>951,497</td><td>828,405<sup>1</sup></td></tr><tr><td>Total potable water consumption across the Group (m³)</td><td>684,325</td><td>590,315<sup>1</sup></td></tr><tr><td>Total potable water consumption across Europe (m³)</td><td>315,257</td><td>248,200<sup>1</sup></td></tr><tr><td>Total potable water consumption across Asia-Pacific (m³)</td><td>368,968</td><td>342,114</td></tr><tr><td>Total non-potable water consumption across the Group (m³)</td><td>267,172</td><td>238,090</td></tr><tr><td>Water consumption in current extreme water stress locations</td><td>73,806</td><td>57,801</td></tr><tr><td>Madrid (% of total water consumption)</td><td>7.8%</td><td>7%</td></tr><tr><td>Average Group annualised WUE (all water types)</td><td>1.80</td><td>1.76<sup>1</sup></td></tr><tr><td>Madrid annualised WUE</td><td>2.38</td><td>2.26</td></tr></table><div><sup>1</sup> Correct value for 2021 as noted in GRI index.</div></div>	Water data	2022	2021	Total Water Consumption	951,497	828,405 <sup>1</sup>	Total potable water consumption across the Group (m³)	684,325	590,315 <sup>1</sup>	Total potable water consumption across Europe (m³)	315,257	248,200 <sup>1</sup>	Total potable water consumption across Asia-Pacific (m³)	368,968	342,114	Total non-potable water consumption across the Group (m³)	267,172	238,090	Water consumption in current extreme water stress locations	73,806	57,801	Madrid (% of total water consumption)	7.8%	7%	Average Group annualised WUE (all water types)	1.80	1.76 <sup>1</sup>	Madrid annualised WUE	2.38	2.26
	Water data	2022	2021																														
	Total Water Consumption	951,497	828,405 <sup>1</sup>																														
	Total potable water consumption across the Group (m³)	684,325	590,315 <sup>1</sup>																														
Total potable water consumption across Europe (m³)	315,257	248,200 <sup>1</sup>																															
Total potable water consumption across Asia-Pacific (m³)	368,968	342,114																															
Total non-potable water consumption across the Group (m³)	267,172	238,090																															
Water consumption in current extreme water stress locations	73,806	57,801																															
Madrid (% of total water consumption)	7.8%	7%																															
Average Group annualised WUE (all water types)	1.80	1.76 <sup>1</sup>																															
Madrid annualised WUE	2.38	2.26																															
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 – 951,497m³.</p> <p>b. Total water consumption from all areas with water stress in mega-litres – 73,806m³ (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

Disclosure No.		Description	Response
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

Disclosure No.		Description	Response
GRI 3: Material Topics 2021	3-3	Management of material topics	The Scope 1 and 2 carbon emissions are noted as 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. 17 (Taking climate action).
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	<p>a. Gross direct (Scope 1) GHG emissions – 4,166 tCO<sub>2</sub>e.</p> <p>b. Gases included in the calculation – CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, PFCs, SF<sub>6</sub>, NF<sub>3</sub>.</p> <p>c. Biogenic CO<sub>2</sub> emissions in metric tons of CO<sub>2</sub> – 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 – 3,821 tCO<sub>2</sub>e.</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 – DEFRA GHG 2022 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>
	305-2	Energy indirect (Scope 2) GHG emissions	<p>a. Gross location-based energy indirect (Scope 2) GHG emissions – 333,149 tCO<sub>2</sub>e.</p> <p>b. If applicable, gross market-based energy indirect (Scope 2) GHG emissions – 138,572 tCO<sub>2</sub>e.</p> <p>c. If available, the gases included in the calculation – CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, PFCs, SF<sub>6</sub>, NF<sub>3</sub>.</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 179,57 tCO<sub>2</sub>e.</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

Disclosure No.		Description	Response
GRI 305: Emissions 2016	305-4	GHG emissions intensity	<p>a. GHG emissions intensity ratio for the organisation – 0.91 tCO<sub>2</sub>e/m<sup>2</sup>.</p> <p>b. Organisation-specific metric – market-based emissions against adjusted occupied technical space (technical space that is set aside for redevelopment is not included).</p> <p>c. Types of GHG emissions included in the intensity ratio - Scope 1 and 2.</p> <p>d. Gases included in the calculation – CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, PFCs, SF<sub>6</sub>, NF<sub>3</sub>.</p>
	305-5	Reduction of GHG emissions	<p>a. GHG emissions reduced as a direct result of reduction initiatives: 92,799 tCO<sub>2</sub>e.</p> <p>b. Gases included in the calculation: CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, PFCs, SF<sub>6</sub>, NF<sub>3</sub>.</p> <p>c. Base year: 2020, earliest year that limited Assurance of GHG emissions were obtained.</p> <p>d. Scopes in which reductions were achieved: energy indirect (Scope 2).</p> <p>e. Standards, methodologies, assumptions: GHG Protocol, in-house calculation tool used to calculate carbon emissions.</p>
	305-6	Emissions of ozone-depleting substances (ODS)	There is no production, imports or exports of CFC-11.
	305-7	Nitrogen oxides (NO <sub>x</sub> ), sulphur oxides (SO <sub>x</sub> ), and other significant air emissions	No measurements are recorded currently.



306 Waste

Disclosure No.		Description	Response
GRI 3: Material Topics 2021	3-3	Management of material topics	Global Switch data centres 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

Disclosure No.		Description	Response
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

Disclosure No.		Description	Response							
GRI 3: Material Topics 2021	3-3	Management of material topics	Refer to p. 44 (Investing in Transparency).							
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	Employee hires 2022		No.	Percentage	Employee leavers 2022		No.	Percentage
			Total		75	100%	Total		68	100%
			Gender				Gender			
			Male		51	68%	Male		56	82.35%
			Female		24	32%	Female		12	17.65%
			Age breakdown				Age breakdown			
			Male under 30 yrs		6	11.76%	Male under 30 yrs		5	8.93%
			Male 31-50 yrs		31	60.78%	Male 31-50 yrs		45	80.36%
			Male over 50 yrs		14	27.45%	Male over 50 yrs		6	10.71%
			Female under 30 yrs		2	8.33%	Female under 30 yrs		4	33.33%
			Female 31-50 yrs		20	83.33%	Female 31-50 yrs		7	58.33%
			Female over 50 yrs		2	8.33%	Female over 50 yrs		1	8.33%



## 401 Employment

Disclosure No.		Description	Response
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. 33 (Energising our human capital).
	401-3	Parental leave	a. All employees are eligible for parental leave. b. Two for the period of 2022. c. Two for the period of 2022. d. Two for the period of 2022. e. 100%.

## 402 Labour/management relations

Disclosure No.		Description	Response
GRI 3: Material Topics 2021	3-3	Management of material topics	Global Switch is committed to maintaining strong labour/management relations to ensure a fair and productive work environment. We foster open communication through regular dialogue with our workforce and their representatives. Our practices include fair remuneration, health and safety programmes, and employee development initiatives. Our commitment to constructive labour/management relations is integral to our sustainable operations, supporting our employees' well-being and overall corporate performance.
GRI 402: Labour/ Management Relations 2016	401-1	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

Disclosure No.		Description	Response
GRI 3: Material Topics 2021	3-3	Management of material topics	Global Switch considers health and safety and incident prevention to be vital to our success. In accordance with our certification to ISO45001 for our Health and Safety Management System, we are committed to providing and maintaining a safe and healthy environment for all employees, contractors, customers and visitors. We are continually striving to eliminate anything which may pose a risk to those who work in or visit Global Switch premises or use our services. Our goal is to have zero injuries where we operate.
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	<p>We have recently engaged with a specialist consultant who provides a professional service role, offering advice and guidance to organisations and employers. Their aim is to assist our organisation to reduce health and safety, environmental and quality risks in the workplace, as well as providing best practice consultancy to manage the process internally more efficiently.</p> <p>Current tasks include:</p> <ul style="list-style-type: none"> <li>■ Reviewing the Global Switch health and safety, environmental and quality systems.</li> <li>■ Producing policies and procedures.</li> <li>■ Auditing business processes.</li> <li>■ Advising and training on health and safety practices.</li> <li>■ Carrying out risk assessments.</li> <li>■ Undertaking inspections.</li> <li>■ Incident investigations.</li> </ul>
	403-2	Hazard identification, risk assessment, and incident investigation	<p>Global Switch deploys Safe Systems Of Work (SSOW) at all of its data centres, whereby activities are Risk Assessed prior to taking place and where applicable controlled by the issuing of a Permit to Work (PTW). All activities will be covered by a Method Statement and/or detailed procedure, prior to it taking place. The Critical Facilities Work Rules add to this SSOW whereby a detailed analysis is also done as to the effect that any activity may have on our customers and also lay out rules for our data centres that must be adhered to. All of these processes form part of the Critical Environments Programme (CEP) and associated Management System (CEMS) which is developed and managed by the independent Critical Environments team and is reviewed on a regular basis. The data centres are audited against the CEMS on a regular basis, as well as continuously monitored by the Critical Environments Managers (CEMs) at each data centre.</p> <p>Another part of the CEP is the Risk Management process, through which a Risk Register (RR) is collated for each data centre and this is reviewed on a monthly basis by each site, led by the site Risk Manager. The RR is used to record all risks that potentially impose a risk threat to the health and safety of people, the environment and the local operation. It is a dynamic document, which is populated through a risk assessment and evaluation process. This enables the identified risks to be quantified and ranked accordingly to the management so the risk can be focused on prevention and mitigation.</p> <p>As a further part of the CEP, Global Switch also operates an Abnormal Incident Reporting (AIR) system, designed to provide a standard method for reporting all incidents, events, or near-misses. There is a standard AIR template, which is used for reporting all abnormal incidents, and the details are captured in the Group AIR Register. Each AIR is investigated and has a Root Cause Analysis (RCA) carried out, the depth of which is dependent on the consequence, or possible consequence, of the event. RCA Methods/Principles which are generally used are "5 Why Method", "Cause and Effect diagrams (Ishikawa)" and "Eight Disciplines (8D)". Actions from the RCAs are captured and tracked. Lessons learned from incident investigation are shared in many forums and around the Company by the Critical Environments team. Incident details and the tracking of statistics are published in monthly and quarterly reports to the Executive and Board.</p>



## 403 Occupational health and safety

Disclosure No.	Description	Response
GRI 403: Occupational Health and Safety 2018	403-3	Occupational health services
		We do not offer occupational health services. We have a HRIS system 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
		Plans are in place for the development of relevant strategy and data collection in the short-medium term.
	403-5	Worker training on occupational health and safety
		Global Switch employees, contractors and/or customers, who enter a Global Switch data centre, unaccompanied, must go through an Induction, which covers, among many things, occupational health and safety. The successful passing of a test, post induction, is required before being granted access.
	403-6	Promotion of worker health
		In the UK and Hong Kong, we offer private medical insurance services and we promote these to staff.
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships
		Each data centre controls access to only those people who have been inducted or are accompanied at all times. A further induction is required for those carrying out physical work. This applies to all of our customers and contractors, as well as employees.
	403-8	Workers covered by an occupational health and safety management system
		We have a Health and Safety Policy and are currently updating it with the new SHEQ Director. The Critical Environments Programme and Security protocols cover systems and procedures to ensure the health and safety of those who attend one of our data centres. They provide a framework of how people are inducted all the way through to controlling work and including the provision of first aid. These rules and procedures are applicable to everyone entering our data centres, regardless of who they work for.

## 403 Occupational health and safety

Disclosure No.		Description	Response															
GRI 403: Occupational Health and Safety 2018	403-9	Work-related injuries	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. Near misses are not presently reported throughout the AIR system, although they are recorded under the project activities.															
			<table><tr><th>Who</th><th>No. of accidents</th><th>Injury</th></tr><tr><td>Global Switch</td><td>3</td><td>1</td></tr><tr><td>Contractor</td><td>24</td><td>11</td></tr><tr><td>Customer</td><td>6</td><td>4</td></tr><tr><td>Total</td><td>33</td><td>16</td></tr></table>	Who	No. of accidents	Injury	Global Switch	3	1	Contractor	24	11	Customer	6	4	Total	33	16
			Who	No. of accidents	Injury													
			Global Switch	3	1													
			Contractor	24	11													
			Customer	6	4													
	Total	33	16															
403-10	Work-related ill health	No work-related ill health reported for 2022.																

## 404 Training and education

Disclosure No.		Description	Response
GRI 3: Material Topics 2021	3-3	Management of material topics	Global Switch did not have a formalised strategy on this in 2022 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	Programmes 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. 33 (Energising our human capital).



### 405 Diversity and equal opportunity

Disclosure No.		Description	Response																		
GRI 3: Material Topics 2021	3-3	Management of material topics	Refer to p. 33 (Energising our human capital).																		
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	70% of the Global Switch board of directors are aged over 50 years with the remaining aged below 50.																		
			<table><tr><td>Board age range</td><td>2022</td><td>2021</td><td>Board gender</td><td>2022</td><td>2021</td></tr><tr><td>30-50 years</td><td>30%</td><td>50%</td><td>Male</td><td>100%</td><td>100%</td></tr><tr><td>50+ years</td><td>70%</td><td>50%</td><td>Female</td><td>0%</td><td>0%</td></tr></table>	Board age range	2022	2021	Board gender	2022	2021	30-50 years	30%	50%	Male	100%	100%	50+ years	70%	50%	Female	0%	0%
			Board age range	2022	2021	Board gender	2022	2021													
			30-50 years	30%	50%	Male	100%	100%													
	50+ years	70%	50%	Female	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

Disclosure No.		Description	Response
GRI 3: Material Topics 2021	3-3	Management of material topics	Refer to p. 33 (Energising our human capital).
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	No incidents reported in 2022.

## 407 Freedom of association and collective bargaining

Disclosure No.		Description	Response
GRI 3: Material Topics 2021	3-3	Management of material topics	Refer to p. 44 (Investing in transparency).
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

Disclosure No.		Description	Response
GRI 3: Material Topics 2021	3-3	Management of material topics	Refer to p. 44 (Investing in transparency).
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

Disclosure No.		Description	Response
GRI 3: Material Topics 2021	3-3	Management of material topics	Refer to p. 44 (Investing in transparency).
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

Disclosure No.		Description	Response
GRI 3: Material Topics 2021	3-3	Management of material topics	Not deemed material for the business at the moment.
GRI 408: Child Labour 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

Disclosure No.		Description	Response
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

Disclosure No.		Description	Response
GRI 3: Material Topics 2021	3-3	Management of material topics	Refer to p. 40 (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

Disclosure No.		Description	Response
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

Disclosure No.		Description	Response
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 2022.

## 416 Customer health and safety

Disclosure No.		Description	Response
GRI 3: Material Topics 2021	3-3	Management of material topics	Global Switch is committed to ensuring the health and safety of our customers. We prioritise customer well-being through rigorous safety protocols, regular risk assessments, and ongoing engagement. Our data centres are designed to meet and exceed industry standards, providing robust physical security, fire suppression systems, and reliable power supply. We maintain open channels of communication to address any potential customer concerns promptly. Furthermore, we conduct regular audits to identify potential risks and continuously invest in enhancements to mitigate those risks. Our dedicated Critical Environments and Customer Services teams ensure that safety is a top priority, fostering trust and long-term partnerships.
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 data centres. The isolation and de-isolation of services to the customer area is carried out by Global Switch and/or our 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 a 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

Disclosure No.		Description	Response
GRI 3: Material Topics 2021	3-3	Management of material topics	In 2022 an important element of our ESG strategy has been the benchmarking and certification of our data centres through sustainability certification standards such as BREEAM, LEED, BEAM Plus and Green Mark and of our company-wide operations through ESG assessment platform EcoVadis. For more information on our approach please refer to p. 17 (Taking climate action).
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 2022.
	417-3	Incidents of non-compliance concerning marketing communications	None identified in 2022.

## 418 Customer privacy

Disclosure No.		Description	Response
GRI 3: Material Topics 2021	3-3	Management of material topics	Refer to p. 44 (Investing in transparency).
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 2022.

## Corporate Office

2nd Floor, Nova North  
11 Bressenden Place  
London SW1E 5BY  
United Kingdom  
+44 20 8054 9000  
[info@globalswitch.com](mailto:info@globalswitch.com)

## Our Data Centres

### Amsterdam

Amsterdam West / Amsterdam East  
Johan Huizingalaan 759  
1066 VH Amsterdam  
Netherlands  
+31 20 6666 300  
[salesamsterdam@globalswitch.com](mailto:salesamsterdam@globalswitch.com)

### London Campus

London East  
Global Switch House  
3 Nutmeg Lane  
London E14 2AX  
United Kingdom

London North  
East India Dock House  
240 East India Dock Road  
London E14 9YY  
United Kingdom  
+44 20 7473 9000  
[saleslondon@globalswitch.com](mailto:saleslondon@globalswitch.com)

### Frankfurt Campus

Frankfurt North / Frankfurt South  
Eschborner Landstraße 110  
60489 Frankfurt am Main  
Germany  
+49 69 74 22 70  
[salesfrankfurt@globalswitch.com](mailto:salesfrankfurt@globalswitch.com)

### Madrid

Calle Yécora, 4  
28022 Madrid  
Spain  
+34 91 312 06 00  
[salesmadrid@globalswitch.com](mailto:salesmadrid@globalswitch.com)

### Paris Campus

Paris East / Paris West  
7-9 rue Petit  
92582 Clichy Cedex,  
France  
+33 1 55 90 04 60  
[salesparis@globalswitch.com](mailto:salesparis@globalswitch.com)

### Hong Kong

8 Chun Yat Street  
Tseung Kwan O Industrial Estate  
New Territories, Hong Kong  
+852 3955 1000  
[saleshongkong@globalswitch.com](mailto:saleshongkong@globalswitch.com)

### Singapore

Singapore Tai Seng  
2 Tai Seng Avenue  
Singapore 534408  
  
Singapore Woodlands  
7 Woodlands Height  
Singapore 737858  
+65 6958 1800  
[sallessingapore@globalswitch.com](mailto:sallessingapore@globalswitch.com)

### Sydney Campus

Sydney East / Sydney West  
400 Harris Street  
Ultimo, Sydney  
NSW 2007 Australia  
+61 2 9566 7000  
[sallessydney@globalswitch.com](mailto:sallessydney@globalswitch.com)  
(Consolidated Group entity)