DigiPlex

SUSTAINABILITY REPORT
2019

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We help organizations to deliver their digital ambitions by providing the most innovative, sustainable and secure data centers now and in the future.

Our best-in-class services help our clients, and their clients in turn, to achieve their own sustainability goals and meet their reporting requirements.

Wiljar Nesse

Chief Executive Officer

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A Message from the Chairman

The digital world is accelerating at incredible speed. Investors, enterprises, governments and consumers are going online to consume and deliver an ever-increasing range of digital services. Mobile, AI, IoT and automation are driving the production and use of data at exponential rates. The COVID-19 pandemic has only accelerated this trend.

The infrastructure of the 21st Century is digital, and we are well placed to capitalize as interest and investment flows into creating data centers as the building blocks of this digitalized world. This new economy must also be environmentally sustainable. Our customers demand it; their customers expect it and, increasingly, government and public scrutiny will enforce it. At DigiPlex sustainability has always been core to our mission and values. This report builds on our heritage, recaps the progress we've already made, and underlines our commitment to progressing further.

Green business is good business, and the Oslo capital markets have clearly agreed. In April 2019 we raised nearly $200 million and in October listed the largest ever data center bond on the Norwegian Stock Market – proof that sustainability is financially beneficial. A further bond was issued this spring (2020) for another NOK 655 million, approximately $70 million.

This investment will power our next stage of growth as hyperscalers continue to come to us to support their expansion in the Nordic region and

as we work to help all our customers capitalize on the benefits of digitalization. 2019 saw DigiPlex break ground on two new data center campus developments – adding up to 8,500m² to our footprint with land available to expand a further 60,000m².

In 2014 we introduced sustainability reporting to the industry. From this year we will not only provide annual reports on our progress, but also track how we are doing our part to meet the UN Sustainable Development Goals. Tying our goals to this wider vision will keep us focused on the critical importance of our progress in ensuring that digitalization is good for everyone.

J Byrne Murphy
Founder & Chairman

Sustainability at the Core.

A Message from the CEO

I joined DigiPlex as CEO in March 2020 but have been aware of the company's enviable track record in sustainability for many years. Stepping in to lead the business, as the global trends of digitalization and sustainability converge, is both a privilege and a great opportunity.

Our chairman and the team at DigiPlex have created a business culture where sustainability comes first, and it is my job to ensure that we not only continue to live and breathe this in our everyday operations, but also challenge, encourage and reward our employees to constantly continue improving.

As this year's report shows, we have made great strides in some areas whilst others need more focus.

Using 100% sustainable energy since 2009 has avoided nearly one million metric tons of CO_2 (935,979) compared to typical emissions from data centers using electricity from the US grid.[1] Our Carbon intensity remains at an industry leading low of 4.3g/KWh.

Our current technologies are extremely efficient in water usage, which we have maintained at just over 5,000m³ for each site annually over the past three years, but I want us to utilize rainwater more in coming years as part of our commitment to the circular economy. Similarly, we need to act to minimize our air miles and their carbon cost.

I am proud that as many as nine nations are represented in our employee family. Diversity must remain a focus and I am committed to ensuring that we continue to provide opportunity irrespective of race, religion, nationality, sexual orientation, socioeconomic position or political ideology.

This report outlines six objectives and a number of goals for progress on sustainability in the coming years. I am committed to leading the business towards meeting these goals and to reporting

transparently on our progress, including the challenges we'll need to tackle in doing so.

Sustainability is never 'mission accomplished' and it is not optional. Minimizing the impact of digitalization on our planet is at the heart of our purpose at DigiPlex. As CEO, it is fundamental to my role to ensure DigiPlex continues to lead the industry, helping our customers to reduce their environmental impact and contribute to a more sustainable planet.
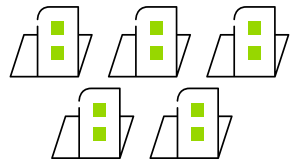
Wiljar Nesse
Chief Executive Officer

1. Total DigiPlex power consumption across all sites 2009-2019 of 1.32 TWh, entered into Greenhouse Gas Equivalence Calculator https://www.epa.gov/energy/green-house-gas-equivalencies-calculator

DigiPlex at a Glance.

How it All Adds Up

5 DATA CENTERS

3 MORE DATA CENTERS UNDER CONSTRUCTION

50 MW + ENERGY CAPACITY

50,000 M² OF TECHNICAL WHITE SPACE

19 YEARS USING GREEN HYDROELECTRIC POWER SINCE 2000
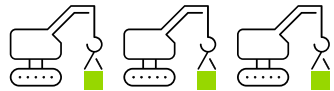
20 % OF OUR WORKFORCE IS FEMALE
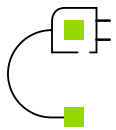
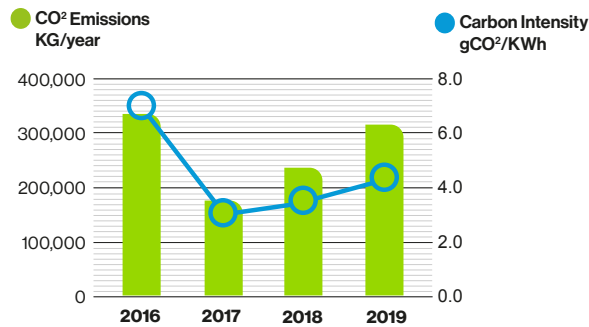**81** % OF EMPLOYEES THINK DIGIPLEX IS A GREAT PLACE TO WORK™

9 NATIONALITIES REPRESENTED ACROSS OUR WORKFORCE

Our Sustainability Numbers.

KPIs for Sustainable Data Centers

Industry-leading CO_2 emissions and carbon intensity

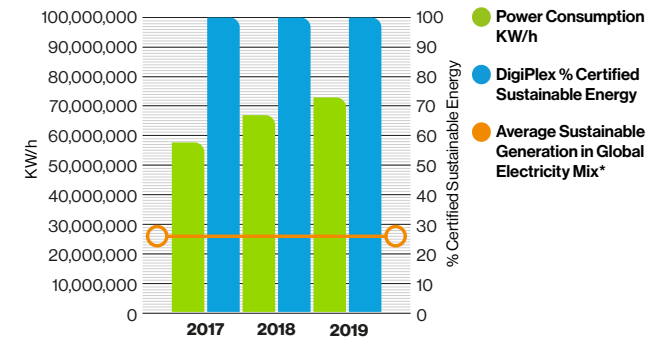- CO_2 Emissions KG/year
- Carbon Intensity gCO_2/KWh

A modern energy grid such as the UK's with a mix of generation sources has **an average carbon intensity of 125 g/KWh**

Water Usage Efficiency (WUE) l/KWh

- DigiPlex
- Industry Average
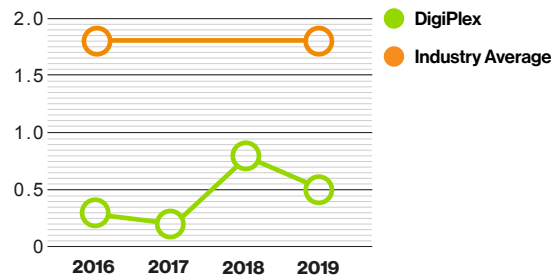
WUE has been developed by The Green Grid to measure water usage efficiency in liters per KWh, **the industry average is 1.8 l/KWh**

100% sustainable power consumption

- Power Consumption KW/h
- DigiPlex % Certified Sustainable Energy
- Average Sustainable Generation in Global Electricity Mix*

Total power consumption for DigiPlex's growing data center portfolio
* "REN21 Report 2018"

Emissions Per Employee KG CO_2
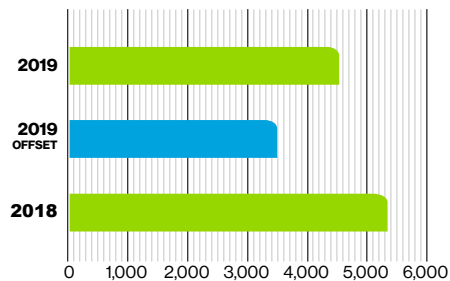
CO_2 emissions from business travel & hotels. Offset by airline CO_2 offsetting scheme

PUE Across Sites
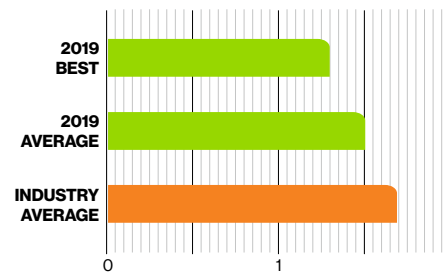
PUE measures the efficiency of a data center
A PUE of 1 is the most efficient possible
Source: The Green Grid - https://www.thegreengrid.org/en/resources/glossary

Customer Satisfaction

Survey by independent analyst firm Radar

Digital Transformation and Sustainability go Hand in Hand.

Our Global Context

Two mega trends are shaping our world today – the climate crisis and the digitization of the economy and society. The infrastructure of the 21st Century is digital. Even as stock markets fluctuate in the current crisis, the equity value of public data center companies h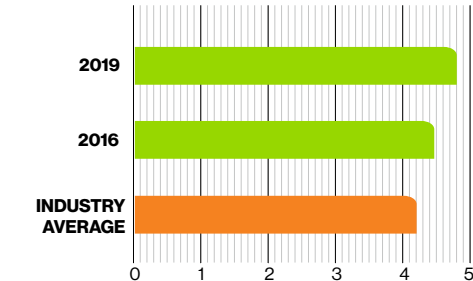as risen dramatically: 20% since the beginning of 2020 and 75% over the last 24 months, according to the investment bank RBC. With the premium placed on green investments by many, it is clear to see how these trends impact DigiPlex in a positive way.

Organizations and governments around the world are looking to digital technologies to help them become more sustainable. At an operational level, the COVID-19 pandemic has illustrated to many how effective video meetings can be in reducing flights and carbon emissions dramatically and possibly permanently. At a macro level, the Nordic Council of Ministers, NORDEN, has stated:

The Nordic region will become the most sustainable and integrated region in the world in 2030.[1]

NORDEN sees innovation and digital integration as fundamental to delivering this vision.

The data center is a fundamental building-block of the digital economy. Although digital services can seem ephemeral and to 'live in the cloud', every digital interaction – streaming a song, sending a WhatsApp message, or saving a selfie – kicks off a process that ends in a data center. These huge facilities host the servers and storage that support digital services. And each of these machines consumes power and requires cooling, all of which can contribute to CO_2 emissions.

As digitalization advances, and more and more data are stored, processed, transferred and used by the world's businesses and populations, the environmental impact of the data centers must be addressed. Predictions vary, but some say the ICT industry is estimated to use up to 20% of all electricity and emit up to 5.5% of the world's carbon emissions by 2025.[2] The challenge for the industry, one that we have been addressing for nearly 20 years, is to ensure we never reach these levels but instead reduce our current environmental footprint.

1. https://www.norden.org/en/our-vision-2030
2. https://www.theguardian.com/environment/2017/dec/11/tsunami-of-data-could-consume-fifth-global-electricity-by-2025?awc=11152_1589556825_6e61386584123257d960c86fe-d5548a6&utm_source=afl&utm_medium=awin&utm_content=IDG+Communications%2C+Inc

The COVID-19 pandemic has illustrated how effective video meetings can be in reducing flights and carbon emissions dramatically and possibly permanently.

DigiPlex's employees are highly engaged, and instrumental, in delivering on our sustainability goals to reduce the environmental footprint even further.

Haakon Holm-Knapstad

Chief HR & Compliance Officer

Digital Transformation and Sustainability go Hand in Hand.

Our Global Context

Scrutiny will rightly increase on the sector as governments, regulators and consumers all demand action to reduce the energy used and the CO_2 emitted. The European Union has already stated that:

Data centers can and should become climate neutral by 2030.[1]

Our own research has seen sustainability rocket up from 27th to 4th most important consideration for Nordic CXO's in just a few years. Consumer research also highlights that 70% of people want digital service providers to report energy usage and climate impact in annual filings.[2]

The demands of digitalization and sustainability can often be seen in opposition to each other. Increasing demand, exponential increases in data and bandwidth are driving the need for high performance computing that consume more power and create more heat. At the same time energy grids are under pressure to decarbonize whilst still offering uninterrupted supply to thousands of businesses and millions of consumers. Emerging issues such as water scarcity and the impact of climate change on data centers themselves further complicate the issue.

At DigiPlex we see no conflict, only opportunities. Digitalization and sustainability should advance hand in hand. Data centers have a critical role to play in supporting a green circular economy, powered by knowledge and innovation, offering access and opportunity for everyone.

Data centers, and those that operate and use them, have a fundamental role in delivering the UN SDG's. Digital technologies can have a profound impact on many of these goals – from stimulating economies and innovation, to contributing to sustainable cities, helping broaden access to education and healthcare and many other positives. As a significant consumer of energy, our sector has responsibility to not only decarbonize itself but to help customers and consumers to shift to low, or zero-carbon digital services. We believe we also have an obligation to advocate, educate and innovate to help meet the UN SDGs.

At DigiPlex, our role is to ensure that the facilities we design, build and operate on behalf of our customers are at the cutting edge of environmental performance. We have been doing this for almost 20 years and have set the standard for sustainability in the sector. We intend to continue to lead and act as the role model for the industry to follow.

1. https://www.datacenterdynamics.com/en/news/eu-wants-data-centers-be-carbon-neutral-2030/

2. https://www.digiplex.com/insights/articles/eco-label-digital-services

Sweden
74%

Norway
64%

Denmark
68%

2 in 3 Scandinavians are in favour of digital service providers disclosing power consumption and climate impact in annual reports.

> **Sustainability rocketed up from 27th to 4th most important consideration for Nordic CXO's in just a few years.**

Fredrik Jansson
Chief Strategy & Marketing/
Communications Officer

From Pioneer to Paradigm.

How We Create Value

Sustainability is in our DNA. We have been a leader in sustainable data center design, building and operation for close to 20 years.

Our facilities have used green hydroelectric power since 2000 and have won awards as some of the world's greenest and most energy efficient centers.

We have not only pioneered technologies that have helped our customers to be more sustainable, but we have championed the issue within the industry, with political audiences, the general public and across the business ecosystem.

But we cannot rest on our laurels. The worsening climate crisis, plus the exponential rise in data volumes both mean deepening responsibilities for data center operators.

Sustainability is no longer a 'nice to have' or a simple marketing message. It is THE overarching message and must influence every aspect of the business, its value chain and operations.

And sustainability is also good business. We have demonstrated, not only in our previous sustainability reports, but in the advantages we have delivered to our customers; being green makes great business sense.

We have always enjoyed close partnerships with our customers as we work to not only deliver constant continuity of service, but flexibility to their evolving business needs. Sustainability, and the need to accurately report on measures taken to improve it is becoming ever more important. Every month we provide clients with detailed data that allows them to meet their own KPIs in areas including energy consumption,

water usage, waste management and CO_2 emissions. The requirements vary with each customer, but we work closely with them all to achieve year on year improvements in all these important measures.

As customers face increasing scrutiny from their customers' as well as from governments, regulators, NGOs and the public, they know that we can provide them with auditable, certified data that allows them to report in confidence.

Of course, it is not only the reporting that is important, it is the change that it signifies. The metrics we have established with customers allow transparent and accurate monitoring of real progress. Even as customer loads increase with us, and more businesses enter our facilities, we are able to show year on year improvements which contribute to better environmental performance for each customer. Collaboratively these add up to significant energy reductions and lower CO_2 emissions than using less sustainable data center providers.

But this is bigger than our industry, or even the whole of the ICT sector. We must align what we do with global initiatives such as the United Nations' 2030 Sustainable Development Goals. As we commence the 'Decade of Action' that will define the health, fairness and stability of the entire planet in 2030 – our actions are more important than ever. We have identified seven of the 17 sustainable development goals applicable to our business and are committed to take actions to deliver on them. Our sustainability objectives have been aligned and are transparent to show what we are doing, and how we will measure our contribution to each goal.

We have accomplished a great deal at DigiPlex and are proud of our leadership in sustainability. Others in our industry have now also come to take sustainability seriously and we welcome the additional advances this will enable. We all have further progress to make – but together we will have greater impact and solve problems faster by learning from each other. Sustainability really should not be a competitive edge, but part

of a basic license to operate. It should also not be considered a burden, but instead a route to efficiency and cost savings.

We have long been a leader in this area, and our aspiration is to be the model that helps customers and competitors to reduce their environmental impact and contribute to a more sustainable planet.

> **"We have outlined six objectives and a number of goals as part of a transparent reporting agenda that will help us to contribute to applicable UN SDG's in the coming years.**

Wiljar Nesse

CEO, DigiPlex

Our Goals.

Measuring and Reporting Our Impact

This report represents the beginning of the next phase of our sustainability journey. We have now started reporting according the United Nations SDGs, and they are increasingly becoming part of the business strategy and considered along the full value chain.

It is important to report, and to celebrate progress made, but our focus is to continually improve our operations and to be the model for a highly sustainable industry.

To maintain focus, we have set ourselves six challenges and established short and long-term goals to help us meet them. Overall, our aim is to contribute as fully as we can to the 2030 sustainability targets set by city, national and regional governments where we operate and to the relevant UN SDGs.

| Selected Objectives	Our Goals	Target	UN SDG Alignment
1 Net Negative Emissions	Maintain 100% certified sustainable energy supply to all facilities	**ongoing**	
	Reduce CO_2 emissions per employee from air travel by 50% based on 2018 level	**by 2022**	
	Reuse waste heat equivalent to the demand from approx 15,000 apartments	**by 2022**	
	Connect every DigiPlex facility to a heat-reuse project	**by 2025**	
2 Fair use of Energy	Replace all lead acid batteries with more efficient battery technology	**by 2028**	
	Obtain ISO 50001: 2011 Energy Management	**by 2023**	
	Start an energy efficiency program with our customers	**by 2021**	
3 Supporting the Circular Economy	Investigate and advise on suppliers for sustainable destruction of sensitive and customer data media	**by 2021**	
	Investigate and advise on suppliers to divert non-sensitive electronic waste to recycling in partnership with customers	**by 2021**	
	Reduce mains water usage at each site by 10% (from 2018 levels)	**by 2021**	
4 Increase Community Support	Launch Nordic strategy for Community development and support local initiatives	**by 2021**	
	Enter into a partnership and increase funding for an organization working for children in support of UN's Sustainable Development Goals for a developing community	**by 2021**	
	Invest in local digital skills and education with 50% increase in educational programs, and apprentice interactions at our sites.	**by 2022**	
5 Impact our Customers' Sustainability	30% of customers using DigiPlex to help meet their own sustainability reporting	**by 2021**	
	Report our sustainability using GRI principles for better alignment with customers' reporting	**by 2021**	
	Maintain high customer satisfaction	**by 2020**	
6 Invest Further in Employee Wellbeing	Reinforce training and development to increase skills and industry knowledge across the company	**ongoing**	
	Develop an initiative to increase diversity across the company	**by 2022**	
	Continue being a certified "Great Place to Work"	**ongoing**	

What We have Already Achieved.

Our Heritage in Sustainability

For nearly 20 years DigiPlex has demonstrated that going green can be great business. Not only do customers drastically reduce the CO_2 emissions from equipment running on 100% green and sustainable energy from the moment they power-up in our facilities, but shifting to our data centers can save millions of dollars.

30% LESS
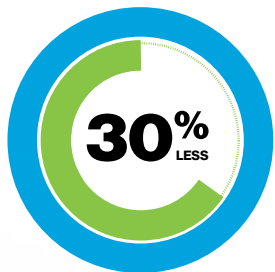
Overall Data Center Energy Consumption

- Typical Data Center
- Energy Efficient Data Center

A track record of cost and carbon benefits

Today it in not unusual for hyperscalers to sign 20-year agreements for hundreds of MWs of data center capacity. Running a 100MW IT estate in our efficient data centers which use low-cost power would save more than $2.1 billion over 20 years compared to housing it in Germany.[1] That's saving 69% of total power costs. Using 100% sustainable energy saves as much as 12.3 million metric tons of CO_2 emissions in that time – the equivalent of taking 2.7 million petrol cars off the road.[2]

We deliver these savings thanks to the cool Nordic climate and access to abundant, low-cost, sustainable energy, but also because of the investments and innovations we have brought to market.

Power Costs Over 20 Years USD

- Cost 100 MW 20 Years PUE 1.7 USD
- Cost 100 MW 20 Years PUE 1.2 USD

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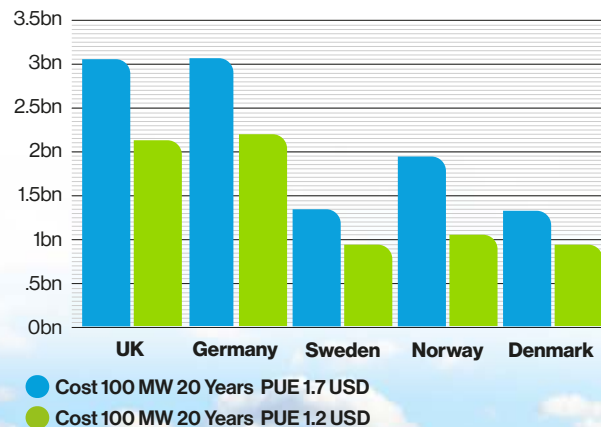
Running a 100MW IT estate in our data centers saves nearly $2.1 billion in power alone over 20 years compared to housing it in Germany.

Halvor Bjerke

Chief Operating Officer

What We have Already Achieved.

Our Heritage in Sustainability

Cold Climate Cooling

Our Air-to-Air cooling and Concert Control systems work together to bring energy usage to a minimum. The Air-to-Air evaporative cooling technology uses wetted heat exchangers to maximize the effect of the cool air outside our facilities. Wetting the heat exchangers with harvested rainwater provides an additional evaporative cooling effect on warmer days. Most of our data centers are compressor-free, meaning they have no mechanical cooling.

Concert Control goes further using sophisticated algorithms to calculate the optimum cooling for entire data halls reducing the use of fans and overall energy consumption. These technologies deliver a massive 70% saving in energy consumed by cooling systems compared to a typical data center.

Together these innovations have allowed us, under specific conditions, to reach a PUE of just 1.06 with just 3% of the power consumed used for cooling.

Spreading the Word

Our commitment to sustainability goes beyond our operations. In 2016 our own research among CXO's in Nordic businesses found that sustainability was far down the list of data center selection criteria. From that moment we made sustainability the focus of our brand messaging with the goal of raising the issue at the highest levels.

Since then we have reached over 740 million readers and viewers with stories and information on the importance of sustainability in data centers. We have briefed government ministers across the region, sat on numerous panels and made hundreds of speeches on the topic.

Not only has this established DigiPlex as an award-winning technology and thought leader in the industry, but our recent research found that sustainability was now 4th on the list of CXO demands in data center selection.

DigiPlex has a strong heritage, and as we enter our 20th year of operations, we are committed to continuing to lead in the vital area of sustainable data center development and operation.
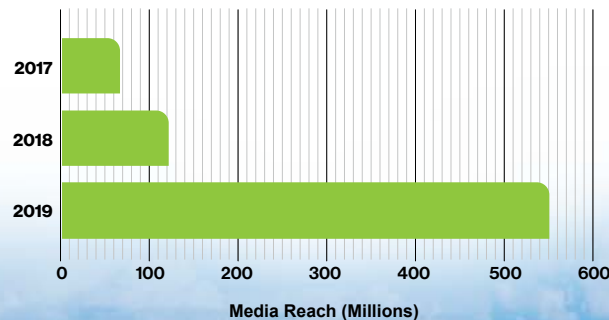
> **We are actively considering innovations including resilient hydro powered, diesel generator-free data centers to move us faster towards a net negative carbon footprint.**
>
> **Geoff Fox**
> Chief Technology Officer

70% LESS

Energy Consumption for Cooling
- ● Typical Data Center
- ● DigiPlex Data Center

DigiPlex Sustainable IT Report
https://www.digiplex.com/insights/articles/sustainable-IT-review

Media Reach (Millions)

Year	
2017	
2018	
2019	

(0, 100, 200, 300, 400, 500, 600)

The Customers' View.

Working Together for a Green Digital Economy

We help our customers become more sustainable at the flick of a switch. As soon as they power on their equipment at one of our data centers they are consuming 100% renewable energy, which instantly reduces their carbon emissions. We know from our research and from conversations with clients that increasingly sustainability is on board agendas – but not everyone is equipped to measure and act on it. Few organizations currently audit their own IT departments for carbon emissions, although we expect this to become the norm in a matter of years.

DigiPlex has certifications and offers monthly audits that help customers' meet their own sustainability KPIs and corporate reporting requirements. Suddenly accounting for your IT department's contribution to the company's sustainability goals becomes easy. In partnership with customers we will not only ensure that the equipment they install is powered and cooled sustainably, but that their whole business and brand can benefit from these improvements.

Sustainability does not stop at the perimeters of our data centers – we are proactive in helping customers to consolidate, reduce environmental impact and increase efficiency across their IT estate, and in sharing the right measures, certifications and reports to testify to these successes.

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Sykehuspartner HF, an operating provider to Helse Sør-Øst, manages large amounts of data. We are environmentally certified according to ISO 14001, therefore it is crucial that our suppliers also focus on Green IT.

DigiPlex' use of renewable energy, reuse of surplus heat, and it's air-to-air evaporative cooling which contributes to lower energy consumption, are all important elements to our own environmental audits.

Charlotte Julo
Head of Environmental Management in
Sykehuspartner HF, Norway

The Customers' View.

Working Together for a Green Digital Economy

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One of Intility's key goals is to operate in a manner which minimizes negative impact on the environment as well as ensuring sustainability at the local and global level.

Our industrialized Platform Service enables high levels of Compute efficiency, which in combination with DigiPlex' focus on sustainability strengthens our endeavors towards minimizing the Data Center footprint.

We value our partnership with DigiPlex in this important work and are pleased to be aligned with them towards a more sustainable future. From a practical standpoint, in providing 100% renewable energy and ISO accreditations DigiPlex also helps us with our KPIs.

Andreas Hisdal

CEO, Intility, Norway

The Customers' View.

Working Together for a Green Digital Economy

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We care about security and our environment. A lot.

That's why we are proud to say that we are working with DigiPlex, a leader in building and operating sustainable data centers, that shares our environmental commitment.

Fredrik Franzén
CEO, IT-Total, Sweden

Employees' View.

Sustainability at the Core

Employee engagement is essential to effective sustainability. We are fortunate to have a highly committed and dedicated employee base at DigiPlex who are instrumental in our sustainability efforts.

We conduct regular audits of employee satisfaction, most recently leading to our certification as a Great Place to Work for the second consecutive year. We know from these measures, and from planned and ad-hoc conversations, including discussions at our annual employee retreats, that our actions on sustainability are key elements of our employer brand. This also provides many employees with the opportunity to take responsibility, lead projects and see their ideas transformed into concrete actions. Some will have specific sustainability elements within their roles – but others volunteer or participate in schemes outside of their daily work.

To capture the enthusiasm, innovation and drive of our employees it is best to let them speak for themselves.

Sustainability is vital for me, my children and future generations, and fundamental to my role at DigiPlex.

Working with customers, partners and suppliers, DigiPlex' leadership in sustainability is a crucial aspect of every relationship.

Mattias Borgelin
Sales Director Nordics, Stockholm

To credibly stand for and communicate a brand, it is important that it is sustainable and transparent as these are values that match my own.

I am thrilled to be driving the DigiPlex agenda to share the company's sustainability messages with our stakeholders and the industry.

Elisabeth Lennhede
Head of Comms, Stockholm

When I joined DigiPlex knew it was a leader in sustainability – it was one of the things that interested me in the role. Now I interview candidates everyday who feel the same – working for a brand that leads debate and action on sustainability is massively important, especially to young people.

Tore Amundsen
Recruitment Manager, Oslo

Sustainability is central to what we do and we are all encouraged to seek new ways of using technology to advance sustainability goals for all customers. It's highly motivating for all of us at DigiPlex.

Mark Kjeldstøms
Operations Manager, Copenhagen

To become carbon negative, DigiPlex needs to account for the embedded carbon in its facilities. As we construct two new data center campuses, part of my role is to establish the most sustainable approaches and partners to minimize the environmental footprint of these projects. I'm excited that this aspect is so high on our agenda.

Chris Price
Programme Director, Hyperscale Service Delivery, Oslo

At DigiPlex we are always thinking of the environment and being sustainable, whatever our role. The ability to get involved and make a contribution to green projects makes this an amazing work environment.

Rebekka Kristiansen
Accounting Controller, Oslo

Our Six Sustainability Objectives.

The Actions We are Taking

Our track record and reputation for sustainability is built on innovation. We are eager in our search for ways to further reduce our impact on the environment. Contributing to society and the communities that support us is also a key focus. In 2019 several initiatives were underway to define and meet UN SDG goals at DigiPlex.

1. Net Negative Emissions

The electricity consumed in DigiPlex data centers has been 100% renewable energy emitting zero CO_2 since 2009.

However, like most data centers, we have diesel generators on site to provide emergency back-up power should the grid fail. These must be tested each month. In 2019 we consumed 92,528 litres of diesel emitting just over 246,864 KG of CO_2.

Redundant energy supplies are essential to maintain operations should the entire grid fail. We investigated the use of biodiesel in our generators, but so far find it decays in storage tanks and offers insufficient energy when needed. We will continue to investigate alternative redundant supplies to reduce our reliance on diesel generators.

In addition, in 2019 staff air travel amounted to 1.2 million KM flown adding 299,100 KGs of CO_2. Hotel stays contributed another 13,900 KGs of CO_2 emissions. Together these emissions equal just over 4,500 KGs of CO_2 for each of our 69 staff in 2019.

In line with our commitment to UN SDGs 7, 9, 12 and 13 we are focused on improving our performance on CO_2.

In 2019 we offset 240,846 KGs of CO_2 from air travel through an airline offsetting scheme. New travel policies, and the COVID-19 crisis, will reduce our air travel in 2020 and we are committed to keeping a reduced level going forward.

Reducing and offsetting 'embedded carbon' is another focus for DigiPlex. Since 2015 the DigiPlex Code of Practice for Suppliers has defined non-negotiable minimum standards to which we ask our suppliers and their sub-tier suppliers to adhere. These include commitments to considering the environmental impact of all activities.

We carefully select contractors and assess their sustainability to mimimize the environmental impact of our buildings. For example, we selected Norcem as our cement provider as it is committed to net zero carbon by 2030 and could be the first cement plant to use carbon capture technology to reduce environmental impact in its manufacture.[1]

Heat-reuse schemes will increasingly play a key role in becoming carbon negative by providing waste energy to secondary users and thus remove generation demand and reduce CO_2 emissions.

Cooling modules across our estate can be fitted with heat exchangers that use hot air from the data halls to heat water which can then be piped and used around the site and externally. Sites can use this to heat offices and in 2020 'waste' heat will be used to melt snow and ice outside our data centers. Currently snow is moved by bulldozers and trucks, contributing CO_2 emissions and creating traffic and noise around the sites. DigiPlex aims to reduce and ultimately eliminate the need for these activities at its sites.

1. https://www.norcem.no/en/CCS

In 2018 DigiPlex announced a plan to heat 10,000 Stockholm apartments with heat from the DigiPlex data center and a further 5,000 in Oslo.

Residents are expected to benefit from 2021. Similar schemes are being considered to provide heat to residential areas from our new facilities in Oslo. We are including heat exchangers in new data centers under construction with a plan to create 'campus' heating to benefit factories and other businesses around the new sites.

In 2020 we will investigate additional projects to increase the amount of waste heat used and exported, to further contribute to UN SDGs.

Watch the Video
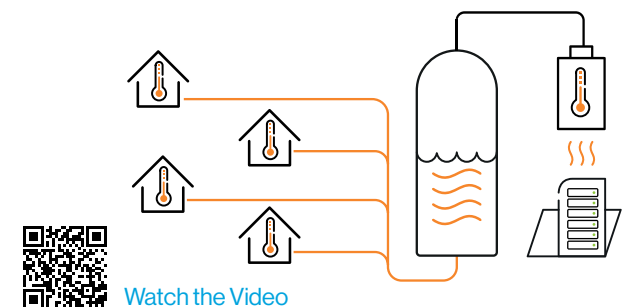
Our Six Sustainability Objectives.

The Actions We are Taking

2. Fair Use of Energy

Data centers consume large amounts of electricity, and in line with UN SDGs, we are acting to minimise our demand to help ensure a stable grid supply of green energy.

Several initiatives help us balance our requirements against wider community needs. We continue to improve the efficiency of our operations. Air-to-Air cooling and Concert Control help us cut the energy used to cool our data centers by as much as 70% compared to the industry in general.

We are also increasing efficiency in our operations using low-voltage sensored lighting, server halls and cages painted all white, and heat-reuse to minimize the use of power in offices and common areas in our facilities, as well as campuses where we operate.

DigiPlex also contributes to a scheme whereby entire data centers can be taken 'off-grid' for a few seconds or minutes – relying on UPS batteries. This is invaluable to the grid in helping to manage peaks and spikes in demand.

3. Supporting the Circular Economy

Beyond sustainable energy use, DigiPlex is committed to reduce its overall impact on the environment. Our commitment to the Circular Economy includes better waste management and more efficient water usage.

Currently DigiPlex provides segregated containers for recyclable and non-recyclable waste and arranges collection and disposal. Customers retain responsibility for disposal of sensitive storage media containing confidential data that must be handled in strict compliance with data protection regulations.

In 2020 we will pioneer schemes with our customers to reduce waste to landfill and work with them to ensure environmentally sound and cost-effective methods are used to safely and securely recycle, or re-use hardware.

Water is a plentiful resource in the Nordic region – but is scarce at a global level. We are committed to doing more to reduce our reliance on mains water.

Our newer facilities in Fetsund and Stockholm, and those currently under construction in the Oslo area, are equipped with rain harvesting and storage technology designed as a supplementary water source. Our Air-to-Air cooling systems recirculate water to minimize usage and can run on filtered rainwater with only occasional refreshing to remove build-up of solids. We are already very efficient in our use of water – consuming 25,305m³ in 2019. DigiPlex Water Usage Effectiveness (WUE) figure, as defined by The Green Grid, was 0.5 liters/KWh compared to an industry average of 1.8 liters/KWh.[1]

We want to reduce this further in 2020 and increase the percentage of harvested rainwater and snowmelt used in our facilities lessening reliance on public mains water supplies.

Water Usage Effectiveness (WUE) liters/KWh
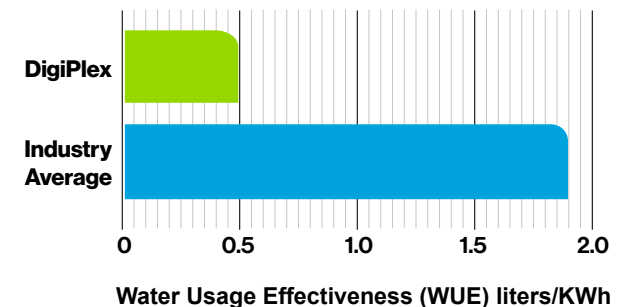
Our Six Sustainability Objectives.

The Actions We are Taking

4. Increase Community Support

Our data centers are close to population centers providing low-latency and reliable access to digital services for hundreds of businesses and millions of people. We take our responsibilities to these communities very seriously and have several initiatives focused on ensuring we are a good neighbor.

In 2019 we established a "Wellness Fund" to support activities that promote wellbeing in the community. Local groups can apply for grants to support a range of activities. In 2019 the Fund supported Kunnskapsbyen Lillestrøm, a partnership between technology companies, local communities and municipalities in the county of Viken, Norway. The purpose of this partnership is to connect competence and to build a professional network stimulating innovations and sustainable business across the region. Over the last three years DigiPlex has donated to the local Save the Children charity.

DigiPlex is a Steering Committee member of the Norwegian Data Center Cluster (NDCC) and focuses on formal training and education within Infrastructure Technology for Data Centers in local educational programs. This is an opportunity for DigiPlex to share its long-term expertise and thought leadership in developing next generation of skilled data center workers.

In 2020 we will extend this scope to include digital skills initiatives helping the next generation to acquire digital skills and prepare for careers in the digital economy by supporting the Fagskolen Tinius Olsen[1] apprenticeship scheme.

Creating a pleasant environment and supporting the ecosystem of flora and fauna around our facilities is part of our commitment to the community.

A natural pond at our Fetsund facility, used to capture rainwater and snow melt from the data center roof, has been planted with lilies and marginal plants to support a natural ecosystem. Bails of barley straw are used to naturally control algae and blanket weed.

In 2020 we will investigate ways to share these oases by allowing field-study trips for local schools to monitor the ecosystem.

Although data centers have comparatively few staff on site, in 2020 we will implement an eScooter scheme to reduce car pollution and congestion around our sites. We also installed e-charging points for electric cars at Ulven, Oslo and Stockholm in 2019 contributing to a reduction of nearly 30,000 KG CO_2 from petrol cars – or the same as taking 6.5 petrol cars off the road for a year.[2]

5. Impact Our Customers' Sustainability

Since 2012 monthly reviews and physical meetings with clients have been supplemented by regular independent customer engagement surveys. Since 2019 we scored 4.8 overall against an industry benchmark of 4.2 (both out of 5).
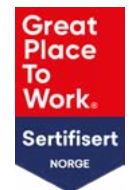
Customers recognized DigiPlex for quality (4.3), cooperation, (4.8) and sourcing (4.0) above industry benchmark in each category.In 2020 we will continue working on maintaining or improving these high levels of customer satisfaction and focus on improving in those areas where we only equalled the industry benchmark.

6. Invest Further in Employee Wellbeing

Wellness at work schemes, including investments in the office environments and employee benefits including monthly gym-membership contributions, have led to exceptionally low absence and sickness rates. In 2019 fewer than 3% of hours were lost to absence amongst our workforce.

In 2019 81% of our employees agreed that DigiPlex is a **'Great Place to Work®'**; the second year we have gained this certification. The recognition of the importance of work-life balance, personal responsibility and celebrating success all contributed to this score, as did a significant improvement (by 29% to 91% overall) in women agreeing that promotions went to those that deserved them. We are committed to maintain this status in 2020 and to work on areas that need improvement.

1. https://fagskolen-tinius.no/
2. https://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator

Our Alignment with Best Practice.

Governance and Standards

DigiPlex views governance and compliance with international standards as fundamental to the sustainable management of its facilities. All of our data centers comply with globally accepted standards for quality, security and environmental management and we ensure that we are up to date and in compliance with the most recent versions – even before they are mandated.

Specifically, in scope for environmental compliance are

- **ISO 14001:** 2015 Environmental Management System Standard

- **ISO 45001:** 2018 Occupational Health and Safety Management

In addition, DigiPlex is certified to

- **ISO 9001:** 2015 Quality Management Systems

- **ISO 27001:** 2013 Information Security Management System Standard

All of these standards are held across all sites and are not only a measure of our commitment to these principles but a benefit we can pass on to our customers and their end users.

Collecting and sharing detailed sustainability data helps DigiPlex and its customers to lead the green debate with authority, which is needed for future generations.

Steve Moir

Compliance & Assurance Director

Awards & Recognition.

Industry Recognition for DigiPlex

2019

Business Continuity Awards – Initiative of the Year

MUSE Design - Gold, Commercial Building

MUSE Design - Silver, Sustainable Living

Electrical Review - Innovative Project of the Year

Energy Awards - Renewable Energy Technology of the Year

Great Place to Work®

2018

Datacloud Awards - Marketer of the Year**

Datacloud Awards - Best Data Center Energy Award

Great Place to Work®

2017

Datacloud Europe - Data Center Above & Beyond Award

Computing - Big Data and IoT Excellence - Outstanding Big Data Management Solution

DCD Awards - Data Center Operations Team of the Year - Colo+Cloud

CIO Review - 20 Most Promising Data Center Solution Providers

2016

Datacloud Awards - Industry Achievement Award*

DataCenter Dynamics DCD - Critical Environment Future Thinking Award

Datacloud Awards - Most Innovative Energy Solution

Datacloud Awards - Data Centre Industry Achievment

*Awarded to Chairman & Founder Byrne Murphy for "outstanding contribution to the data center and cloud industry"
**Awarded to Chief Strategy & Marketing Communications Officer Fredrik Jansson for "outstanding contribution to the data center and cloud industry"

Where We Operate.

Our Nordic Campuses

DigiPlex currently operates five data centers with three further sites in Oslo going live in 2020; Fetsund 2 Build 1 & Build 2, and Hobøl.

The data in this report relates to the five existing sites, all of which were fully operational throughout 2019. The sites host a combination of colocation and hyperscale customers each with dedicated space and services tailored to their specific needs.

DigiPlex' sites utilize 100% certified sustainable energy, plus the company's own innovations, to make them among the most environmentally friendly and efficient data centers in the world.

DigiPlex Norway

Ulvenveien 82

0581 Oslo

DigiPlex Sweden

Smedbyvägen 6

194 30 Upplands Väsby

DigiPlex Denmark

Holmsbladsgade 142

2300 Copenhagen

Fetsund 2 & 3
Oslo

Fetsund 1
Oslo

Rosenholm
Oslo

Ulven
Oslo

Hobøl
Oslo

Upplands Väsby
Stockholm

Copenhagen

About DigiPlex
Sustainable. Innovative. Secure.

DigiPlex designs, builds and operates sustainable and secure data centers in the Nordics with locations in Oslo, Stockholm and Copenhagen. DigiPlex is carrier-neutral and offers connectivity to all major Cloud and Network Service Providers. DigiPlex offers best-in-class services with the highest possible availability and is trusted by public and private customers alike – including security sensitive organizations such as government and financial institutions with mission-critical applications. DigiPlex's five data centers, with three more under construction. are powered by electricity produced from 100% sustainable sources and the company has won several awards for its many energy efficient innovations and sustainability initiatives.

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