TELEHOUSE

Environmental, Social and Governance Fact Sheet

Telehouse places Environmental, Social, and Governance (ESG) at the core of its operations and partnerships. ESG is **fundamental to our business strategy** as we strive to realise our vision: empowering businesses, communities, and individuals to thrive by connecting lives for a sustainable tomorrow. This document outlines our goals and progress on activities and how Telehouse can support you on your ESG journey.

Telehouse is committed to the highest standards in environmental sustainability, and we are committed to achieving the following:

Our Environmental Goals

To improve our PUE (power usage effectiveness) and WUE (water usage effectiveness) levels, meet circular economy targets, and align with the Climate Neutral Data Centre Pact.

To drive our net zero strategy and develop a roadmap to meet the UK Government's 2050 net zero target.

Our progress

Energy efficiency

Renewable energy use: Telehouse's UK operations are powered by **100% clean and renewable energy**, validated by Renewable Guarantees of Origin (REGO) certificates.

Lifecycle replacement and energy efficiency projects: In 2023, we completed significant projects, replacing UPS and cooling units and enhancing performance. **Our energy-efficiency projects have led to significant CO2 savings.**

Enhanced Generator Strategy: We removed all existing aged generator sets to install **new high-efficiency units, introduced Selective Catalytic Reduction (SCR) technology**, and implemented a Urea system in Telehouse South to reduce emissions and improve fuel efficiency.

Agreements and standards

Climate Neutral Data Centre Pact: As a member of this pact, we are **dedicated to achieving high standards of energy efficiency** and reducing PUE across our Docklands campus.

Climate Change Agreement: Since 2014, **we have met our annual carbon reduction targets**, with Telehouse London Docklands data centres classified as ultra-low carbon emitters since 2021.

ISO accreditations: We hold ISO 14001:2015 and ISO 50001:2018 certifications for **effective environmental impact management** and continuous energy performance improvement.

BREEAM standards: Telehouse North Two, opened in 2016, was designed to BREEAM Excellent standards, highlighting our **commitment to sustainable building practices**.

Innovative technologies

Innovative cooling systems: The new cooling system in Telehouse South uses higher chilled water temperatures for **greater energy efficiency, reducing power demand**, acoustic levels, and utilising ambient cold temperatures for low-carbon heat rejection.

New heating systems: The upgraded heating system included the removal of inefficient gas-fired equipment, **utilises local waste heat recovery** to power water source heat pumps, and **significantly improves indoor air quality.**

New Data Centre Infrastructure Management (DCIM) monitoring tool: Using new DCIM, we have identified areas of overcooling and potential hotspots, **achieving a significant reduction in CO2 and cooling energy usage** in the first year.

Current initiatives

Eco-friendly development

Sustainable designs: Our new projects focus on **eco-friendly materials**, energy-efficient designs and equipment, and innovative building techniques.

Infrastructure upgrades: We continuously modernise infrastructure to **minimise environmental impact** and promote long-term sustainability.

Energy management

Renewable electricity exploration: We are also exploring **alternative sources of renewable electricity**, including Hydrogenated Vegetable Oil (HVO), to address global shortages, with a **goal to continuing to meet significant energy needs with renewables.**

Energy meters installation: We install energy meters to **better understand power usage** and capacity at building and sub-system levels, optimising energy efficiency.

Power purchase agreements (PPAs): We aim to achieve a **large proportion of our energy consumption through PPAs** or equivalent sources, in addition to ensuring grid-procured energy is from renewable sources and REGO backed.

Resource optimisation

Waste heat recycling: We are exploring plans to **recycle waste heat from buildings to provide low-carbon heating to nearby homes and businesses** including a project with a utility supplier to deliver excess heat from our data centres to neighbouring communities.

Lifecycle replacement plan: We are implementing plans to **replace end-of-life equipment and upgrade systems**, ensuring the integrity of our services and operations.

Social and governance commitment

We are also **dedicated to making a positive social impact** and maintaining robust governance:

Community engagement: We support local charities, fund employment schemes, and provide work experience opportunities while managing the **environmental impact** of our activities.

Equality, diversity, and inclusion: We embed these principles across all business activities, ensuring **equal opportunities** for all employees.

Employee wellbeing: Our **comprehensive benefits programme** includes private healthcare, support services such as mental health, and discounted gym memberships.

Efficient governance: We strive to achieve the highest possible legal and ethical standards. Our policy is to maintain a **true culture of compliance with all laws, rules and regulations** wherever we do business. We seek to do this through the use of clear governance structures and controls, and by training our staff in the right areas. We enhance and embed governance and control procedures to create a **sustainable business framework**, improve data collection and reporting of ESG initiatives, and **maintain ISO certifications** for information security and business continuity.

Telehouse is dedicated to creating a sustainable future, integrating ESG principles into every part of our operations.

Every connection matters, and by choosing us, you will achieve your own ESG goals, with the support of a trusted partner prioritising sustainability, social responsibility, and governance excellence every step of the way.

TELEHOUSE
Every connection matters

www.telehouse.net