

# Customer Sustainability Report- FAQ

Dear CyrusOne Customer,

We have gathered the most frequently asked questions about our Customer Sustainability Report. If you have additional questions not addressed here, please contact the CyrusOne Global Service Desk.

**Global Service Desk:** (24/7/365)

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## General

### **Q1: How often do you issue your customer sustainability report?**

**A:** We issue the report once per year in the first quarter.

### **Q2: What time period of data does this report cover?**

**A:** The report covers the full 12-month calendar year for the prior year. To meet the tight timelines required and still provide third-party assurance, we measure the first three quarters and then forecast the last quarter. Any orders for renewable energy or other adjustments made after Jan 1, 2026 will not be reflected. Let us know if you need an updated report to reflect a purchase after the close of the year.

### **Q3: Why did I get a report for some facilities, but not all?**

**A:** Because our reporting process involves projection of fourth quarter data, we only issued reports for installations that were active as of Jan. 1, 2025. Installations that started drawing power after that do not provide enough data to make a reliable projection. They will be included in next year's report.

### **Q4: How did you get calendar year data to us so quickly?**

**A:** We use an exponential smoothing algorithm based on the last two years of data to create a forecast that takes into account both the overall trend in power consumption, as well as the site's 12-month seasonal variation. This allows us to have measured data for the first three quarters, forecasted data for the last quarter, and have our data through third-party assurance and to you in the first quarter to support your reporting needs.

### **Q5: Can we get a customer sustainability report every month?**

**A:** Because some of the data in this report is collected on an annual basis, we are only able to provide this report once per year, in the first quarter, for the previous calendar year.

### **Q6: Can I get the report for a different time period (like a fiscal year)?**

**A:** Because some of the data in this report is collected on an annual basis, we are only able to provide this report once per year, in the first quarter, for the previous calendar year.

**Q7: Has this data been through third-party assurance?**

**A:** Yes, all data in the report has been through third-party assurance as a moderate level type 2 assurance of data in accordance with the AccountAbility 1000 Assurance Standard v3 (“AA1000AS”). The assurance documentation is available in our public Sustainability Report.

**Q8: If I have a question about the report that is not addressed below, who do I ask?**

**A:** If your question is not answered here, please reach out to the CyrusOne Global Service Desk (see contact information above).

**Q9: Is the data in the report for the entire facility or just for my company’s portion of it?**

**A:** All of the data given in the report is specific to your operations, with the exception of safety. The totals for the facility have already been apportioned to the different companies there based on their share of total IT electricity. For example, if your operations represent 20% of all IT load at the facility, then 20% of the carbon, energy, and water is allocated to your operations. Safety is not apportioned and describes the facility totals.

## Carbon

**Q10: Are the greenhouse gas scopes referring to CyrusOne’s Scope 1 or our Scope 1?**

**A:** All listed scopes refer to CyrusOne’s scoping from our Greenhouse Gas Inventory, along with descriptions of what activity is contributing (such as diesel in backup generators and natural gas for comfort heating). Because different companies’ inventories draw boundaries in different ways, you will have to make your own determinations about how to scope the underlying activity, which is described at the top of the Carbon section. As per Greenhouse Gas Protocol guidance for Leased Assets (Chapter 4, pg 31), “For GHG risk management and voluntary reporting, double counting is less important.” so if you choose to also count it as Scope 1 or 2 emissions, we are not in conflict with industry standards.

**Q11: Does the listed Carbon Emission Factor take into account carbon-free electricity sources that you have specifically contracted for (such as through a PPA or Retail Power Block)?**

**A:** Yes, in a facility with carbon-free electricity listed under the **Energy** section, the listed Carbon Emission Factor is the combination of the general electricity supply (either supplier-specific emission factors, eGRID in the US, or EEA national grid in Europe) and zero carbon electricity. For instance, if the general grid supply is 0.0004 MTCO<sub>2</sub>e/MWh and the site has 50% renewable (zero carbon) electricity, the Carbon Emission Factor reported would be [0.0004 x 50%] = 0.0002 MTCO<sub>2</sub>e/kWh.

**Q12: Where do you get your emission factors for Scope 3 Fuel & Energy Related Activities?**

**A:** For electricity, we use the IEA Life cycle Upstream Emission Factors 2023 (Pilot Edition) for both Total upstream factors and Life cycle T&D factors. For fuels, we use the UK DEFRA Conversion factors 2025: full set (for advanced users), WTT Natural gas (100% mineral blend) and WTT Diesel (100% mineral diesel) Gross CV. We use these to estimate a full accounting of the emissions upstream of our facility due to the extraction, refinement, and transport of fuels, as well as the transmission of the electricity.

**Q13: Are any of your other Scope 3 emissions included in this report?**

**A:** No. The only other Scope 3 emissions that are material to our operations are those from purchased goods and services (Category 1) and capital goods (Category 2), both of which are calculated through company-wide spend-based data and therefore not apportioned to individual facilities or customers. All

other standard Scope 3 emissions (such as employee commuting and business travel) are *de minimis* emissions. We report these other emissions in aggregate in our public Sustainability Report.

**Q14: How can Scope 1 or Scope 2 emissions be zero?**

**A:** The emissions values reports are net Scope 1 emissions (including the effects of Carbon Offsets, if any) and Scope 2 Market-based emissions. Facilities with enough Carbon Offsets to offset all Scope 1 emissions may report zero for this category. Facilities with 100% carbon-free electricity report zero for Scope 2 emissions. We do not use carbon offsets to offset electricity emissions, only carbon-free electricity instruments.

## Energy

**Q15: How is customer electricity determined?**

**A:** Customer IT electricity is calculated based on internal metering. Customer total electricity (customer IT electricity plus customer support electricity) is calculated using actual facility pPUE for the month [IT kWh \* pPUE = Total kWh]. This total electricity may vary from what is billed depending on a customer's specific billing structure, but since greenhouse gas reporting is based on physical energy use, rather than contractual structures, this reporting is based on physical energy measurements. The final three months of the year are projected to create an assured report in time for reporting needs. To project, we use an exponential smoothing algorithm based on the last two years of data to create a forecast that considers both the overall trend in power consumption and the site's 12-month seasonal variation. This allows us to have measured data for the first three quarters, forecasted data the last quarter, and have our data through third-party assurance and to you in the first quarter to support your reporting needs.

**Q16: Does the Carbon-free Electricity % listing include renewables and nuclear in the general grid, or is it just carbon-free electricity that CyrusOne has specifically contracted for?**

**A:** Because the accounting for "residual renewables" from the general grid supply is not clear, we only include carbon-free electricity that CyrusOne has specifically contracted for ("40%" means that 40% of the supplied electricity was from a specific contract like a Green Utility Offering or PPA).

**Q17: What categories of carbon-free electricity do you use and what do you mean by them?**

**A:** While globally there are a great many different renewable instruments, for reporting purposes we have followed the guidance of the Greenhouse Gas Protocol and simplified them down to a few categories:

- 1) **Green Utility Offering:** green power offerings from utilities (both regulated and unregulated) where we do not necessarily know which specific generation projects are generating for us.
- 2) **PPAs:** Any green power contract (including VPPAs and Retail Power Blocks), where we know exactly which project is generating for us.
- 3) **Regional EACs:** Unbundled renewable Energy Attribute Certificates (including Renewable Energy Certificates, Guarantees of Origin, etc.) that are from the same region as generation they are matched with (where "region" is in the US is EPA subregions, interconnects, or service territories, and in Europe is national grids).
- 4) **Non-regional EACs:** Unbundled renewable Energy Attribute Certificates (including Renewable Energy Certificates, Guarantees of Origin, etc.) that are appropriately applied (with the US grid system or European grid system, but not crossing from one to the other), but do not qualify as Regional EACs.

- 5) **EFECs:** Utility-provided Emission Free Energy Certificates, certifying that the power has zero carbon emissions. Practically, this is usually met with nuclear power, though it may include some renewables as well. We do not count this power as renewable, but we do count it as zero carbon.

**Q18: We have contracted with CyrusOne for 100% renewable electricity, but the Renewable Electricity % shows less than 100%?**

**A:** Please contact your account representative with your concern and we will verify that the contract or purchase order is in place. If so, we will reissue your customer sustainability report with the correction. Please note that the data was “frozen” on Dec 1, 2025 to conduct third-party assurance. Any orders for renewable energy or other adjustments made after this are not reflected. Let us know if you need an updated report to reflect an end-of-the-year purchase.

**Q19: How do you determine our Support Electricity?**

**A:** We use the measured PUE of the facility to determine what portion of the entire site’s support electricity is attributable to your equipment. Note that due to GHG accounting principles, we use measured actual PUE regardless of any contracted PUE values or other conditions. This means totals in this report may differ from any contract PUE that billing is based on.

**Q20: Can we get an Attestation for renewable electricity?**

**A:** If you have an order with us for renewable electricity and this report is not sufficient for your reporting purposes, we can provide a letter of attestation upon request.

**Q21: If we purchase renewable electricity instruments and apply it to the electricity that you are reporting, how is that handled?**

**A:** If you are purchasing your own renewable electricity instruments (such as RECs or VPPAs) and applying to your equipment and/or support electricity in our facilities, then you can update your inventory as per your inventory management plan and general GHG Scope 2 guidance. As per Greenhouse Gas Protocol guidance, please inform us you are doing this so we can make an accurate accounting of our facilities. We report this as “Customer-procured Renewables” (without revealing customer names) to make it clear that they were not procured by us but cover power in our facilities (which we count as our Scope 2).

## Water

**Q22: What is CyrusOne’s closed-loop cooling?**

**A:** Many of our sites provide cooling services to our customers without consuming (evaporating) water in the process through a variety of technologies (air-cooled chillers, economizers, etc.). These sites still use small amounts of water for humidification, as well as non-IT water purposes, such as irrigation, fire suppression testing, and domestic water purposes (bathrooms, breakrooms, etc.). In addition, a closed coolant loop may use water to transport heat, but water is not lost in that process, as opposed to water towers, evaporators, or adiabatic cooling.

**Q23: What is the difference between IT and Total Water?**

**A:** IT Water refers to water used for cooling and humidification of IT equipment. This is provided for calculation of WUE as defined in the ISO 30134 standard. CyrusOne facilities do not have sub-metering for water, so this metric is estimated based on facility-specific factors like cooling technology type and

humidification equipment consumption. Total water includes both IT Water and water for irrigation, domestic, and maintenance purposes.

**Q24: How are Consumption, Discharge, and Withdrawal defined and calculated?**

**A:** For our operations, Water Consumption is water that is evaporated or lost to the atmosphere after it is used. For example, all water used for irrigation is assumed to be “consumed” as plants evaporate it to grow. Water Discharge is water that is returned back to the municipality after it is used, such as water used for toilet flushes or sink fixtures. Water withdrawn is the water we withdrawal from the municipality and are billed for. All water withdrawn is either consumed or discharged (Total Withdrawal = Total Consumption + Total Discharge). CyrusOne facilities usually do not have water sub-metering. Therefore, the estimates of water allocated to IT purposes, consumption, and discharge are all determined using our standard methodology based off facility-specific factors and engineering calculations.

**Q25: What is Regional Water Restoration?**

**A:** Select sites in our *Net Positive Water* Portfolio partner with local nonprofits to restore water to regional waterways, making the facility a net positive contributor of water to the region. We report your portion of the Regional Water Restoration based on your share of the total IT electricity. This is then subtracted from Water Withdrawal to determine Net Water Withdrawal.

**Q26: What is Net Water Withdrawal? How can it be negative?**

**A:** This is your portion of the onsite Water Withdrawal minus your portion of the Regional Water Restoration. A negative number means that more water was restored to the region than was withdrawn, making your presence in the region a net water benefit to its communities and habitat.

**Q27: Why is Water Data Not Available for a facility?**

**A:** Though rare, this could be due to a number of reasons. For facilities that do not use significant water and are part of a larger industrial park, we may not get water data from the landlord. Also, customer-managed facilities may not share water data with us.

## Waste

**Q28 Is construction waste included in the waste table?**

**A:** No, the waste table only includes operational waste for the facility.

**Q29: Why is Waste data Not Available for a facility?**

**A:** Customer-managed facilities may not share waste data with us.

**Q30: What is included in the Regulated waste category?**

**A:** The largest contributor (by weight) to regulated waste are batteries from our UPS systems. Regulated waste also includes other CyrusOne-generated e-wastes such as cabling, server hardware, rack rails, and hard drives, as well as facility maintenance wastes like lamps, small batteries, and aerosol cans. Customer-generated e-waste is not included in this total.

**Q31: What is included in the Reduced and Reused waste categories and how are they calculated?**

**A:** “Reduce” refers to actions that decrease the amount of materials generated in the first place via changing processes, purchasing, or operations. “Reuse” refers to avoided disposal resulting from using

an item multiple times for its original or another purpose without significant reprocessing. We report these categories in alignment with the TRUE Zero Waste framework and methodology. Estimates are based on on-site assessments and apply US EPA's weight conversion factors.

Materials that we reduce and reuse include the following:

#### Reduced Materials

- 1) Paper reduced by transitioning to paperless, digitalized site walks as part of our on-site audits
- 2) Paper avoided by setting printer standard settings to double-sided printing
- 3) Plastic water bottle waste avoided through the installation of water refill stations
- 4) Green waste reduced by implementing grasscycling, in which mowed grass clippings are cut fine and left in place rather than sent to landfill

#### Reused Materials

- 1) Wooden pallets used to move equipment that are used multiple times before disposal
- 2) Metals such as aluminum and steel for cage construction that are reused

## Safety

### **Q32: What Industry Average do you base your safety comparisons on?**

**A:** Based on the activities that our employees perform onsite, our comparisons are based on US OSHA data for NAICS code 531100 (Lessors of real estate).

### **Q33: Does your safety data include contractor data or construction safety data?**

**A:** The safety data reported in the customer report only covers employees of CyrusOne. We report data on our safety metrics for construction and operations contractors in our public Sustainability Report (see our Sustainability website for the latest report).

### **Q34: How is Total Recordable Injury Rate (TRIR) calculated?**

**A:** Total recordable incident rate (TRIR) is a measure of occupational health and safety based on the number of recordable safety incidents reported against the number of hours worked. Though originally developed for US OSHA reporting, we use this metric globally. It is measured in reportable incidents per 200,000 hours worked (roughly 100 full-time employees working a year). For more detail, see our description of Occupational Safety in our public Sustainability Report, Appendix 1: Methodology.

### **Q35: How is Days Away, Restricted, or Transferred (DART) Rate calculated?**

**A:** DART stands for Days Away, Restricted or Transferred. The DART rate is a US OSHA calculation that determines how safe your business has been in a calendar year in reference to particular types of occupational injuries. It is determined by how many workplace injuries and illnesses resulted in employees missing work, required restricted work activities, or resulted in them being transferred to another job. It would not, for example, include a minor first aid injury that did not require days away, restricted duty, or transferred duty. Though originally developed for US OSHA reporting, we use this metric globally. It is measured in DART cases per 200,000 hours worked. For more detail, see our description of Occupational Safety in our public Sustainability Report, Appendix 1: Methodology.