
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)

US: 1-866-297-8766 or 469-289-2197

DE: +49 (69) 5899 6610

FR: +33 (1) 8919 5987

IE: +353 (1) 264 8844

NL: +31 (20) 899 0895

UK: +44 (20) 4519 9400

Email: support@cyrusoneservice.zendesk.com

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, 2025 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, 2024. 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 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 out 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 just 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 are referring 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_{2e}/kWh and the site has 50% renewable (zero carbon) electricity, the Carbon Emission Factor reported would be $[0.0004 \times 50\%] = 0.0002$ MTCO_{2e}/kWh.

Q12: Does this provide the detail needed for US SEC Reporting?

A: As of the [proposed draft rule from March 2022](#), this report is intended to give you the data you need to meet the requirements for Scope 1, 2, and 3 emissions with assurance (depending on how you choose to scope emissions in our facilities).

Q13: 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 2023: 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.

Q14: 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 construction and downstream leased assets, neither of which are relevant to general customer ongoing operations. 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.

Q15: 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 may report zero for Scope 2 emissions. We do not use carbon offsets to offset electricity emissions, only carbon-free electricity instruments.

Energy

Q16: How is customer electricity determined?

A: Customer IT electricity is determined the same way it is for billing for measured months. 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.

Q17: 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 Tariff or PPA).

Q18: 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 Tariffs:** 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.

Q19: 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 sustainability report with the correction. Please note that the data was “frozen” on Dec 1, 2024 to conduct third-party assurance. Any orders for renewable energy or other adjustments made after this will not be reflected. Let us know if you need an updated report to reflect an end-of-the-year purchase.

Q20: 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, this may differ from the contract PUE that billing is based on.

Q21: 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.

Q22: 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

Q23: What is CyrusOne’s water-free 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 irrigation, humidification, 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 the process, as opposed to water towers, evaporators, or adiabatic cooling.

Q24: Is the listed Water Withdrawal for the entire facility or just our portion of it?

A: The Water Withdrawal figure is just your portion of the facility’s total water withdrawal. The totals for the facility are apportioned based on your share of total IT electricity. For example, if your operations represent 20% of all the IT energy at the facility, then 20% of the carbon, energy, and water is allocated to your operations. Safety is not apportioned and just describes the facility totals.

Q25: Is the listed Water Withdrawal the same as water consumption?

A: The Water Withdrawal figure is based on the total water withdrawal from the water utility, without distinction for whether that water was consumed (evaporated) or discharged (sent to wastewater). We do not have submetering, and therefore cannot accurately distinguish between consumption and discharge. If you would like an estimate of the water consumption percentage at your particular sites, please contact the Global Service Desk. We report estimated withdrawal, consumption, and discharge in our Corporate Sustainability Report.

Q26: 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 using the same method as Water Withdrawal. This is then subtracted from Water Withdrawal to determine Net Water Withdrawal.

Q27: 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.

Q28: 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.

Biodiversity**Q29: What makes a facility eligible to receive onsite habitat improvement?**

A: A facility is eligible to receive onsite habitat improvement if CyrusOne manages and has control over the landscaping. Additionally, there must be available landscaping area for improvement (30 square feet contiguous space is our minimum). Examples of facilities that would not qualify include leased property (where CyrusOne does not control the landscape) or high-rise property with no landscaping.

Waste**Q30: Is construction waste included in the waste table?**

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

Q31: Why is Waste data Not Available for a facility?

A: Customer-managed facilities may not share waste data with us. At some of our larger campuses, waste collection is combined between multiple facilities and we are in the process of determining how accurately attribute waste to individual facilities. Waste data at these facilities will be reported in future.

Q32: 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.

Safety

Q33: 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).

Q34: 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 Sustainability Report (the [2024 Report](#) is our most recent).

Q35: 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 in our [Sustainability Report, Appendix 2: Primary Metrics](#).

Q36: 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 in our [Sustainability Report, Appendix 2: Primary Metrics](#).