



Environmental Social Governance

FY 2025

Message from the CEO



As we look ahead, we recognize that expectations around infrastructure, sustainability, and corporate responsibility will continue to evolve. We remain committed to approaching these challenges with transparency, adaptability, and a clear focus on delivering lasting value.”

At Flexential, we believe innovation and responsibility must advance together. As the demands placed on digital infrastructure continue to evolve, our focus remains on building resilient, scalable solutions that help customers navigate growth while operating with efficiency, transparency, and long-term accountability.

Over the past year, we continued to expand the FlexAnywhere® Platform to support increasingly complex enterprise and AI-driven workloads. That growth has been guided by a practical approach to sustainability and governance; one grounded in operational discipline, continuous improvement, and thoughtful investment in the future of our business.

Our approach to ESG is not separate from how we operate; it is embedded in the decisions we make across our facilities, technology, partnerships, and people. From advancing energy-efficient infrastructure strategies and strengthening operational resilience to fostering an inclusive, high-performing culture, we remain focused on delivering meaningful progress that supports our customers, employees, communities, and stakeholders.

Last year also marked continued investment in the long-term strength of our organization, including the launch of strategic initiatives designed to accelerate innovation, expand operational capabilities, and position Flexential to meet the growing demands of an increasingly digital economy.

As we look ahead, we recognize that expectations around infrastructure, sustainability, and corporate responsibility will continue to evolve. We remain committed to approaching these challenges with transparency, adaptability, and a clear focus on delivering lasting value.

Thank you for your continued partnership and trust.

Ryan Mallory

Ryan Mallory, Chief Executive Officer, Flexential

About Flexential

Empowering your IT journey

Flexential helps enterprises navigate increasingly complex digital infrastructure demands by delivering secure, scalable, and resilient solutions designed for high-performance environments.

Through the FlexAnywhere® Platform, our comprehensive suite of colocation, interconnection, cloud, data protection, and professional services, Flexential enables organizations to deploy and manage critical workloads with greater agility, operational efficiency, and control. Backed by a national network of data centers and deep interconnection capabilities, we empower customers to adapt and grow in an increasingly connected, data-driven world while maintaining a strong focus on reliability, sustainability, and long-term value.

Our vision

To drive the connected world

Our mission

To accelerate customer success through people and technology

Our values

Our values shape how we operate, collaborate, and serve our customers every day. They reflect the culture we continue to build across Flexential and guide the decisions we make as we grow, innovate, and evolve.

Customer centric

We prioritize our customers' success by delivering responsive service, trusted expertise, and solutions designed around their evolving business needs.

Committed

We take ownership of our responsibilities, follow through on our commitments, and strive for excellence in everything we do.

Competitive

We embrace challenges with focus and determination, continuously innovating to deliver differentiated solutions and meaningful results.

Caring

We foster a culture built on respect, inclusion, and support for our employees, customers, partners, and communities.

Collaborative

We believe the best outcomes are achieved through teamwork, open communication, and strong partnerships across our organization and beyond.

Our history



Morgan Stanley Infrastructure Partners (MSIP) investment

Announced a strategic investment from MSIP alongside continuing support from GI Partners, strengthening Flexential's capacity to scale.

Flexential Fabric launch

Launched Flexential Fabric, a software-defined interconnection service integrated with the FlexAnywhere® Platform for dynamic, on-demand provisioning.

Denver-Parker expansion

Broke ground on a 22.5 MW high-density data center, the largest in the region, designed to support next-generation compute requirements.

Industry and workplace recognition

Named to the CRN Data Center 50 and Cloud 100 lists; recognized as a Charlotte Top Workplace (second consecutive year) and a Denver Top Workplace.

Flexential Marketplace launch

Introduced Flexential Marketplace, simplifying how customers discover, procure, and deploy services across the ecosystem.

VMware Cloud Service Provider (VCSP) Pinnacle partner status

Recognized as a Pinnacle-tier partner in the Broadcom Advantage Partner Program for North America.

Updated Green Finance Framework

Published an updated framework aligned with Green Bond and Green Loan Principles to support financing of energy-efficient data center infrastructure.

Supported CoreWeave AI cloud expansion

Delivered high-density infrastructure enabling the expansion of large-scale GPU cloud environments.

Supported DigitalOcean GPU infrastructure expansion

Enabled high-density deployments supporting expanding GPU infrastructure requirements.

Expanded Network-as-a-Service capabilities with Lumen

Enhanced enterprise connectivity through expanded NaaS capabilities.

Subsea cable and global interconnection access expansion

Improved international connectivity through expanded subsea cable access and network integrations.

Partnered with Lonestar to support first commercial data center in space

Provided infrastructure expertise supporting a lunar data center initiative.

Partnered with the University of Pennsylvania to launch advanced research computing center

Enabled high-performance computing infrastructure supporting advanced research workloads.

Issued third ESG Report

Reported measurable progress in data center efficiency, operational governance, and talent support initiatives.

Named one of USA TODAY's Top Workplaces in the United States

Earned national recognition for workplace culture and employee engagement.

THE FLEXENTIAL APPROACH TO ESG

Environmental, social, and governance (ESG) considerations are integrated into our business operations, decision-making, and long-term strategy. Guided by our ESG Committee, a cross-functional group of senior leaders, we take a practical and transparent approach that aligns ESG priorities with operational realities, stakeholder expectations, and long-term business objectives.

Rather than managing ESG as a standalone program, we embed ESG principles into governance, risk management, operational planning, and investment decisions. This approach supports continuous improvement and helps ensure our ESG efforts remain relevant, measurable, and aligned with customer, investor, and business needs.

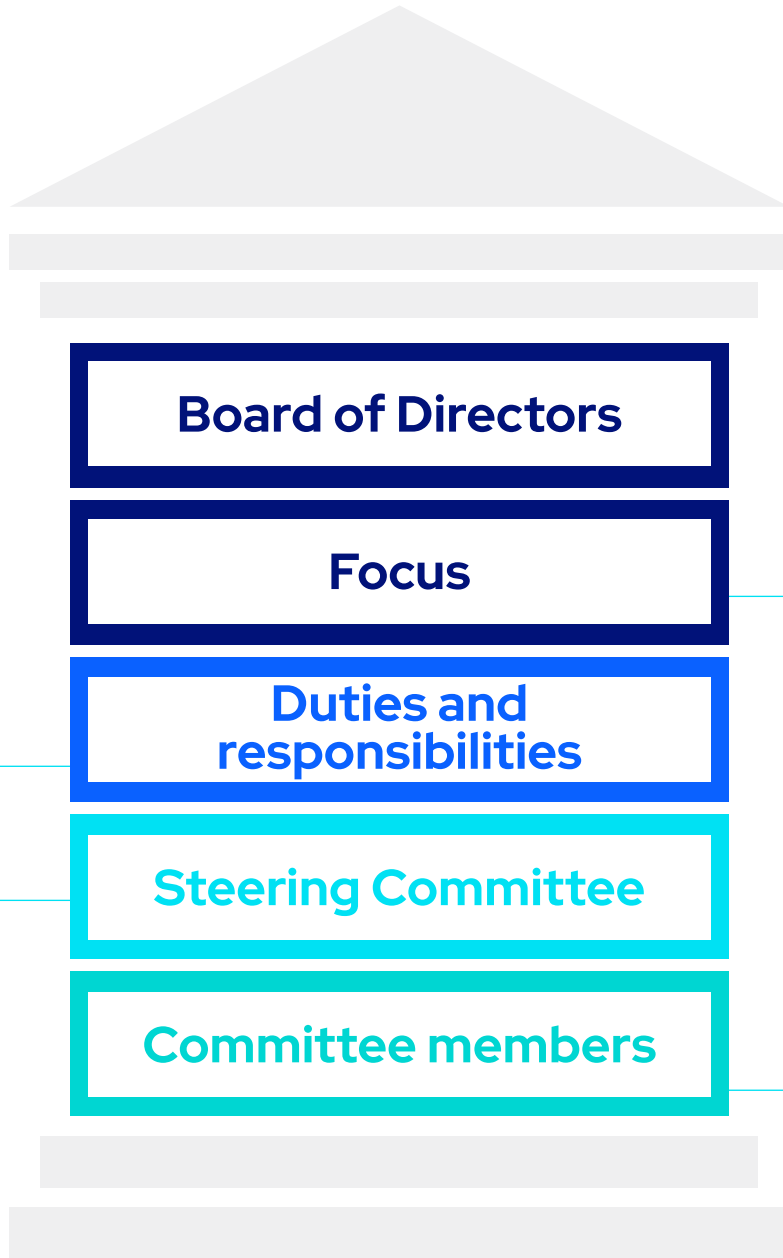


We believe the future of digital infrastructure depends on balancing innovation, operational resilience, and responsible growth. At Flexential, our approach to ESG is grounded in practical action, building efficient, scalable environments that support our customers' evolving needs while creating long-term value for our employees, communities, and stakeholders.

As demand for high-performance infrastructure continues to accelerate, we remain focused on operating with transparency, accountability, and a commitment to continuous improvement."

Ryan Mallory, Chief Executive Officer, Flexential

Governance structure



- Establish the Flexential ESG strategy
- Establish and measure ESG key performance indicators (KPIs)
- Develop, implement, and monitor initiatives and policies based on that strategy
- Oversee communications with employees, customers, investors, and other stakeholders concerning ESG matters
- Improve Flexential understanding of ESG matters (e.g., ESG Training and Best Practices)
- Develop and provide reports (e.g., Annual ESG Report, Green Bond Reporting) regarding Flexential progress toward key ESG objectives
- Review, monitor, and provide insight and guidance on the operational, regulatory, and reputational risks and impacts of ESG on Flexential

- Climate change impacts and intensity reduction
- Energy and natural resources conservation
- Environmental and supply chain sustainability
- Human rights
- Health, wellness, and safety
- Diversity, equity, inclusion, and belonging (DEIB)
- ESG issues that are relevant and material to the Company

- Chief Executive Officer
- Chief Financial Officer
- Chief People Officer
- General Counsel
- Chief Operating Officer
- Chief Revenue Officer
- Chief Innovation Officer

- Chief Financial Officer, Executive Sponsor
- VP of Risk and Compliance, Committee Chair
- Chief People Officer
- SVP, Strategic Initiatives
- SVP of Finance
- SVP of Product Management
- SVP of Marketing
- VP of Procurement
- VP of Data Center Operations
- VP and Associate General Counsel
- Energy Manager

2025 goals



Environmental

The following goals were developed for 2025:

- ✓ **Build for sustainability:** Continue to deliver new data centers that meet established power and water efficiency design standards, supporting efficient growth of the portfolio.
- ✓ **Manage the platform:** Continue investing in targeted efficiency initiatives across the existing national data center platform to reduce carbon intensity and improve operational performance over time.
- ✓ **Advance energy sourcing and mix transparency:** Monitor and evaluate opportunities to enhance the renewable and carbon-free characteristics of the energy mix supporting Flexential operations, informed by regional grid conditions, utility availability, and operational feasibility.



Social

The following goals were developed for 2025:

- ✓ **Enhance employee engagement:** Invest in programs and practices that support employee engagement, development, and well being across the organization.
- ✓ **Promote Diversity, Equity, Inclusion, and Belonging:** Continue fostering an inclusive workplace that supports equitable opportunities and a culture of respect and belonging
- ✓ **Support our communities:** Maintain a broad and flexible approach to community engagement aligned with employee, customer, and local community interests.



Governance

The following goals were developed for 2025:

- ✓ **Leverage green financing:** Utilize the 2025 green bond issuance as a core pillar of the Flexential sustainability approach, ensuring alignment with applicable sustainability standards and transparent use of proceeds.
- ✓ **Maintain strong compliance and transparency:** Continue enhancing governance, compliance, and oversight practices that support customer, regulatory, and stakeholder expectations.
- ✓ **Strengthen enterprise oversight:** Continue to formalize and mature governance structures to support disciplined decision making and long term business resilience.

2025 accomplishments

Environmental

Understanding environmental metrics

Two values used to measure data center efficiency are power usage effectiveness (PUE) and water usage effectiveness (WUE).



$$PUE = \frac{\text{Total Data Center Power}}{\text{IT Equipment Power}}$$

PUE is calculated by dividing the total amount of power entering a data center by the power used to run the IT equipment. PUE is expressed as a ratio, with overall efficiency improving as the ratio decreases toward a limit of 1.0.



$$WUE = \frac{\text{Total Data Center Water Consumption}}{\text{IT Equipment Power}}$$

Similarly, WUE is the ratio of water used in data center systems (typically for cooling) to the energy consumption of the information technology equipment. Efficiency improves as the ratio decreases to zero.

Sustainability is at the core of how we operate. From our high-efficiency 4th and 5th-generation data centers to our Green Finance Program and focused efficiency and resiliency initiatives, we are committed to carbon intensity reduction and water usage efficiency and continually investing in updates and improvements that strengthen our sustainability efforts across our national data center platform.

- ✓ **Build for sustainability:** Commissioned Portland–Hillsboro 4, on target for completion of Portland–Hillsboro 5 and Atlanta–Douglasville 2, leveraging Gen 5 design, each with a design PUE of 1.4 and design WUE of zero.
- ✓ **Manage the platform:** Flexential continuously evaluates opportunities to implement energy efficiency within our national platform of data centers. In 2025, Flexential completed multiple projects across the platform, enhancing operational efficiency and resiliency.
- ✓ **Reduce carbon intensity:** Flexential advances its carbon intensity reduction strategy by improving energy efficiency and lowering operational PUE over time across our nationwide platform of data centers. Through the combination of high efficiency new builds, targeted retrofits in existing facilities, and ongoing performance optimization, Flexential aims to reduce the amount of carbon emissions associated with each unit of energy consumed as the portfolio grows, supporting more efficient use of electricity across operations.



2025 accomplishments

Social

Invest in our people

Our success starts with our people. We are committed to fostering a strong, inclusive culture that supports every individual, personally and professionally. In 2025, this commitment was recognized, and Flexential was named one of **USA Today's Top Workplaces and Glassdoor's Best Places to Work in 2025.**



Promote and enable DEIB

At Flexential, we strive to create an environment where all talent is welcome and can maximize their potential and help us achieve our goals. DEIB is a core pillar of our high-performance culture. Leaders across Flexential are focused on recognizing and supporting skill and performance development and ensuring that all employees can thrive. **Diverse perspectives drive innovation and creativity,** enabling us to serve our customers better. We are committed to building a company that reflects the diversity of the companies and communities we serve.

Support our communities

The Flexential commitment to giving back to the community is exemplified through **FlexCares**, an internal program that enables Flexential and our employees to connect with philanthropic organizations in our local communities. By partnering with causes that align with the values of our employees, we give back to our communities while building a culture of connection across our teams. Some of the organizations we worked with in 2025 include: **Project Helping, A Roof Above, Kids in Need, A Precious Child, Classroom Central, and Stolen Lunches.**



2025 accomplishments

Governance

Leveraged and expanded green financing framework

In 2025, Flexential advanced green financing as a core element of its sustainability and capital strategy through the successful issuance of an \$800 million green asset-backed securities (ABS) offering. The transaction reinforced the scalability of Flexential Green Finance Framework and reflected continued investor confidence in its long term infrastructure strategy.

The offering aligned with the International Capital Market Association (ICMA) Green Bond and Green Loan Principles. As with prior issuances, new data center developments financed through the framework are required to meet defined environmental eligibility criteria, including a design PUE of 1.4 and a design WUE of zero, embedding environmental performance expectations directly into capital deployment decisions.

Advanced enterprise operational resilience capabilities

Flexential continued to strengthen its enterprise operational resilience and business continuity capabilities in 2025 by expanding the scope and integration of resilience activities across the organization. These efforts focused on improving preparedness for disruptions driven by heightened customer reliance, complex technology dependencies, cyber risk, and increasingly severe weather events.

Ongoing enhancements support the Flexential ability to maintain service reliability, recover from disruptions, and meet customer and stakeholder expectations in an evolving risk environment.



2025 accomplishments

Governance continued

Continued focus on third-party risk management and responsible AI adoption

Flexential further enhanced governance over third party vendors in 2025, reflecting growing reliance on external service providers and technology platforms. Building on established assessment processes and tooling, the company continued to strengthen oversight across cybersecurity, data protection, compliance, business continuity, and emerging technology risks.

Governance practices also supported the responsible adoption of AI, applying risk, legal, and compliance considerations to both internally deployed solutions and third party AI enabled tools to support innovation while maintaining accountability.

Continued maturation of enterprise governance and oversight

Flexential continued to mature its enterprise governance and oversight practices in 2025 to strengthen alignment between strategy, operations, and investment decisions. Enhancements focused on improving cross functional coordination, management visibility, and clarity of accountability.

These efforts support the Flexential commitment to disciplined decision making, transparency, and sustainable growth as regulatory, customer, and market expectations continue to evolve.



ENVIRONMENTAL

Sustainability is at the core of how we operate. From our high-efficiency 4th and 5th-generation data centers to our Green Finance Program and eco-friendly corporate initiatives, we are committed to improving our operational and water usage efficiency, pursuing opportunities to utilize renewable and carbon-free energy sources where feasible, and continually investing in updates and improvements that strengthen our sustainability efforts across our fleet of data centers.



“Operational excellence requires more than reliable infrastructure; it demands disciplined governance, proactive risk management, and a commitment to continuous improvement. We continue to strengthen the systems, processes, and oversight mechanisms that support our ability to scale sustainably, manage emerging risks, and deliver the resiliency our customers depend on. These efforts position Flexential to grow responsibly while maintaining the accountability, transparency, and performance standards that define our business.”

Sam Rudek, Chief Operating Officer, Flexential

Environmental management program

The Flexential environmental management program emphasizes reducing energy and emissions intensity through operational efficiency and disciplined infrastructure investment. The company's Green Financing Program reinforces this approach by aligning capital deployment with defined environmental performance standards and transparent sustainability governance.

Environmental metrics

Environmental metrics presented in this report primarily reflect data center operations and corporate offices under Flexential operational control, using location based methodologies. Scope 3 emissions are not currently quantified, reflecting data availability constraints and the company's current program maturity.

Metric	Units	2022	2023	2024	2025	Comments
Greenhouse Gas (GHG) Emissions: Scope 1	mtCO2e	860	2,880 ¹	4,910	4,119	Scope 1 emissions are direct carbon emissions generated on-site.
Greenhouse Gas Emissions: Scope 2 (Location-based)	mtCO2e	300,318	355,474	388,273	405,588	Scope 2 emissions are indirect emissions from purchased electricity.
Total Energy Consumption	GWh	801	959	1,113	1,178	Total consumption of purchased electricity.
Renewable Energy Consumption	GWh	232	311	391	402	Location-based total renewable energy consumption based on EPA eGrid. Includes Hydro, Solar, Wind, Geothermal, and Biomass.

1. In 2023, Flexential introduced a process enhancement to improve the quality of information utilized to calculate our scope 1 GHG emissions. Our scope 1 emissions primarily consist of fuel consumption used to power our back up generation capabilities. This process and data quality enhancement is the primary driver for the reported year-over-year increase in our scope 1 emissions.

Environmental management program

Environmental metrics (continued)

Metric	Units	2022	2023	2024	2025	Comments
Renewable Energy Consumption	%	29%	32%	35%	34%	% Renewable Energy Use—location-based.
Carbon Free Energy Consumption	GWh	337	422	512	532	Location-based total carbon free energy consumption based on EPA eGrid. Includes Nuclear, Hydro, Solar, Wind, and Geothermal.
Carbon Free Energy Consumption	%	42%	44%	46%	45%	% Carbon Free Energy Use—location-based.
Power Density	W/sf	76.0	74.8	74.4	79.5	Total Watts per square foot of contracted customer space.
Operational PUE	Trailing-Twelve Month Average	1.52	1.53	1.49	1.47	Operational PUE of all data centers.
New Data Center Resource Management: PUE	Design PUE	1.4	1.4	1.4	1.4	Design PUE of new data centers brought online during the year.
New Data Center Resource Management: WUE	Design WUE	0	0	0	0	Design WUE of new data centers brought online during the year.

Environmental performance highlights

Flexential continued to make progress across several environmental performance indicators while supporting business growth and increasing customer demand. The company's environmental strategy emphasizes reducing the intensity of energy use and associated emissions, rather than absolute reductions, recognizing continued portfolio expansion. Over time, Flexential has improved fleet wide operational efficiency, as reflected in continued reductions in average Power Usage Effectiveness (PUE), even as total energy consumption increased with the expansion of the data center portfolio.

Flexential increased total consumption of renewable and carbon free electricity on a location based basis in 2025, while the overall proportion of carbon free energy declined modestly year over year due to changes in regional utility generation mixes and portfolio expansion. Emissions associated with operations continue to be driven primarily by purchased electricity (Scope 2), while direct emissions (Scope 1) remain limited and are primarily associated with backup power generation required to support operational resilience.

These trends reinforce the Flexential strategy of pursuing incremental, operationally grounded intensity improvements that balance reliability, efficiency, and environmental performance as the business scales.



Environmental projects

Energy management

Flexential continues to execute targeted energy efficiency initiatives across its existing data center portfolio, prioritizing projects that reduce energy consumption, improve cooling performance, and support long term operational resilience. In 2025, Flexential completed several multi site efficiency initiatives, summarized below.

Multiple data center facilities

Air handling unit (AHU) retrofit program—Improving cooling efficiency across the existing data center fleet

In 2025, Flexential completed our AHU retrofit program spanning 14 data centers. The program focused on modernizing legacy air handling equipment to improve airflow efficiency and reduce energy consumption while maintaining required thermal performance for customer IT loads.

Retrofits included the installation of variable speed fan technologies and enhanced control strategies that allow airflow to dynamically adjust based on real time cooling demand rather than operating continuously at fixed maximum speeds. This initiative improved cooling efficiency, reduced unnecessary fan energy use, and strengthened operational resiliency across sites.

Project summary (completed)

14

Number of AHUs retrofitted

\$4.4M

Total project investment

7.1GWh

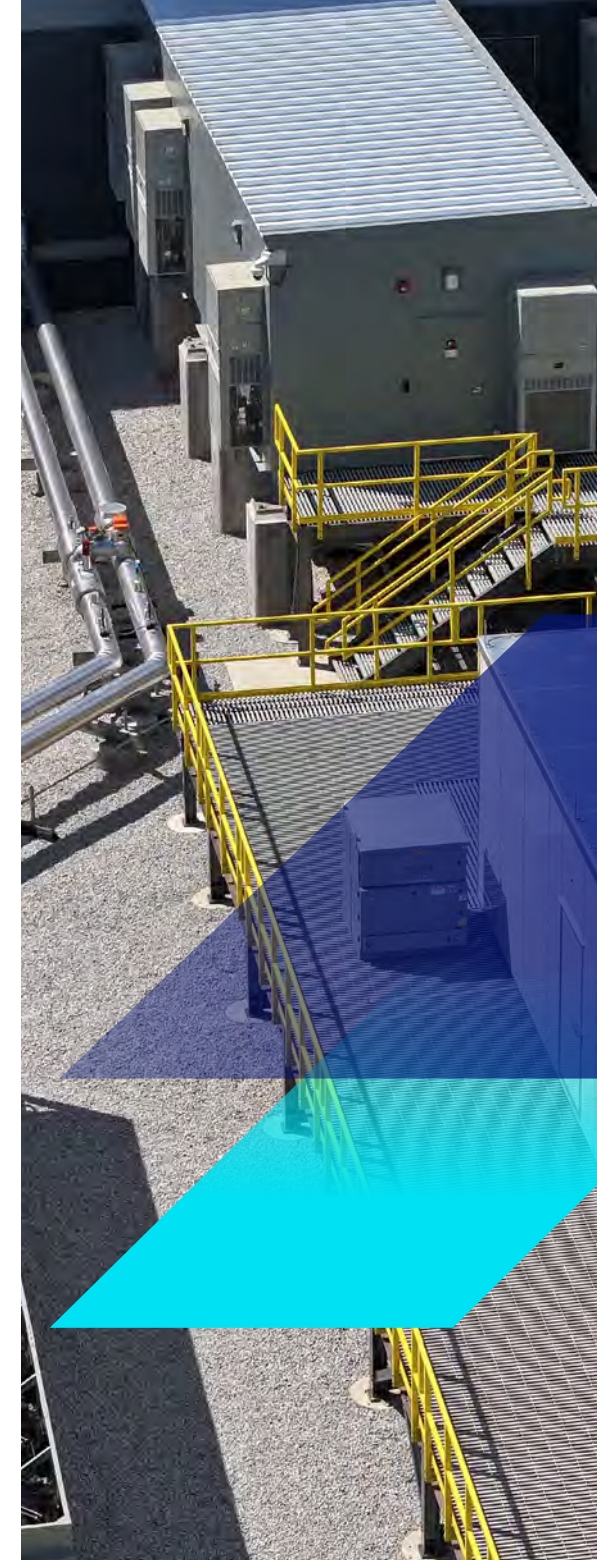
Estimated annual energy savings

813kW

Estimated demand reduction

0.02

Estimated PUE Reduction



Environmental projects

Las Vegas North data center

ElectroCell side stream filtration installations—Reducing cooling system energy use and water consumption

In 2025, Flexential completed ElectroCell side stream filtration installations at our Las Vegas North data center facility, served by open cooling tower condenser loops. The project enhances heat exchange efficiency by removing particulate buildup from condenser water, improving chiller performance, and reducing system fouling.

The installations reduce static pressure and improve thermal transfer efficiency, lowering both electricity consumption and cooling tower blowdown requirements. In addition to energy and water savings, the project reduces maintenance frequency and extends equipment life.

Project summary (completed)

1

Number of installations

\$422k

Total project investment

1.6GWh

Estimated annual energy savings

2.6M gallons

Estimated annual water savings

Additional benefit: Reduced cooling system maintenance and improved reliability

Environmental projects

Salt Lake City South Valley data center

Adiabatic precooling installations—Improving peak season cooling efficiency and reducing electricity demand

Flexential completed efficiency-driven adiabatic precooling projects at select data center facilities as part of its ongoing effort to improve cooling efficiency during peak ambient temperature conditions. Adiabatic precooling systems reduce the temperature of air entering condenser coils, allowing cooling equipment to operate more efficiently during periods of high heat.

This project was able to deliver both efficiency and operational resilience benefits by reducing peak electrical demand, improving cooling performance under extreme weather conditions, and extending asset life by reducing inlet air temperature on our mechanical equipment.

Project summary (completed)

1

Number of installations

\$450k

Total project investment

10.4%

Estimated reduction in peak PUE

250MWh

Estimated annual energy savings

300kW

Estimated reduction in peak electrical demand

Additional benefit: Asset lifetime enhancement from reduced equipment operating temperatures



Water management and stewardship

Water plays an important role in data center operations, particularly in cooling systems. The Flexential approach to water management is grounded in practicality and transparency, recognizing that infrastructure design decisions often involve trade offs between water usage, energy efficiency, and operational resilience.

Flexential newer data center designs prioritize technologies that minimize or eliminate ongoing water consumption, including closed-loop cooling systems with a design Water Usage Effectiveness (WUE) of zero. These designs reflect the company's long-term direction toward reducing dependence on water resources where operationally feasible.

At the same time, Flexential operates data centers that includes a range of legacy cooling technologies, including systems that utilize evaporative cooling and cooling towers. In certain environments, Flexential also leverages adiabatic pre-cooling to improve system efficiency during peak temperature conditions. While these approaches can increase water usage, they also deliver meaningful reductions in electricity consumption and support reliable operation under high thermal demand.

Flexential evaluates cooling strategies based on a balanced consideration of site-specific factors, including climate conditions, utility infrastructure, water availability, and energy efficiency requirements. This approach reflects the company's broader philosophy of optimizing across multiple resource dimensions rather than focusing on a single metric in isolation.

As Flexential continues to expand and modernize its portfolio, the company remains focused on reducing overall resource intensity through a combination of high-efficiency new builds, targeted upgrades to existing facilities, and ongoing evaluation of emerging cooling technologies.

As of 2025, approximately 84% of Flexential total data center capacity is supported by closed-loop cooling systems, which are designed to eliminate or minimize ongoing water consumption. The remaining 16% of capacity utilizes evaporative cooling technologies, including cooling towers and combination systems, in certain legacy or site-specific environments. This distribution reflects the company's continued transition toward lower water-intensity infrastructure, while maintaining operational flexibility and reliability across a diverse and geographically distributed data center portfolio.



Environmental partnerships

Flexential partners with specialized third party energy and sustainability firms to continuously identify and implement energy efficiency opportunities across our data center footprint. Through strategic engagements with Peak+ and Enabled Energy, we leverage data driven assessments, benchmarking, and technical expertise to better understand energy consumption patterns and identify initiatives that improve operational efficiency.

These partnerships support our carbon intensity reduction strategy by helping prioritize efficiency projects, optimize facility level energy performance, and inform longer term planning related to power usage effectiveness (PUE), infrastructure upgrades, and operational improvements. By working with experienced external partners, Flexential strengthens its ability to take practical, measurable actions toward reducing environmental impact while maintaining resilient and reliable data center operations.

PEAK

ENABLED ENERGYSM



Environmental looking forward

Stakeholder engagement

Flexential continues to engage with a broad range of internal and external stakeholders to support a pragmatic and disciplined approach to environmental stewardship. Building on prior efforts, stakeholder engagement in 2025 focused on improving alignment, clarity, and consistency around environmental priorities, reporting expectations, and practical opportunities for collaboration.

Stakeholder engagement includes:

- ✓ **Investment sponsors:** Continuing regular engagement with investment sponsors to ensure alignment on our environmental strategy, reporting approach, and areas of focus, including energy efficiency, operational resilience, and emissions awareness.
- ✓ **Suppliers:** Working with suppliers to gain greater visibility into the Flexential environmental footprint, assess opportunities associated with evolving power markets, and evaluate emerging technologies and solutions that may support efficiency or emissions related benefits over time.
- ✓ **Employees:** Increasing internal awareness of environmental initiatives by communicating ongoing efficiency efforts and reinforcing the role employees play in supporting responsible operations through day to day decision making.
- ✓ **Local municipalities and utilities:** Coordinating with local governments and utility providers to support responsible facility development, infrastructure planning, and reliable access to energy and water resources, while maintaining alignment with community considerations and operational resilience needs.
- ✓ **Customers:** Engaging with customers to better understand sustainability expectations and to align on areas such as energy efficiency, carbon intensity awareness, water stewardship, waste management, and responsible growth of digital infrastructure.



Environmental looking forward

As Flexential continues to scale its platform, environmental performance remains embedded in how we design, build, and operate our data centers. New capacity is developed using consistent, high-efficiency design standards, including a target Power Usage Effectiveness (PUE) of 1.4 and Water Usage Effectiveness (WUE) of zero, supported by closed-loop cooling systems that minimize ongoing water consumption.

In parallel, Flexential will continue to evaluate opportunities to improve efficiency across existing facilities through targeted upgrades and operational optimization initiatives. This dual approach—combining high-efficiency new builds with continuous improvement across the platform—supports ongoing reductions in energy intensity as the business grows.

Flexential also works with local and regional utility providers to optimize its energy mix, balancing reliability and availability requirements with opportunities to increase renewable and lower-carbon energy sources where feasible.

Over time, this approach is expected to contribute to a continued reduction in the carbon intensity of operations. Together, these efforts reflect a practical, forward-looking strategy focused on scaling responsibly, improving resource efficiency, and integrating environmental considerations into long-term growth.



SOCIAL

At Flexential, our commitment to our team and the wider community is a core part of our corporate culture. We prioritize the holistic well-being of our employees by providing resources that support their health, promote personal and professional development, and encourage active community involvement. Our workplace is grounded in merit-based principles, ensuring each employee feels valued, respected, and empowered.



Creating an environment where our employees can do their best work starts with investing in their growth, well-being, and sense of belonging. At Flexential, we are committed to helping employees reach their goals and build meaningful careers while fostering a culture where diverse perspectives are valued, achievements are recognized, and everyone can succeed. The strength of our culture is reflected in the engagement, dedication, and impact our employees bring to the business and the communities we serve every day.”

Marilyn Tyfting, Chief People Officer, Flexential

Goals and initiatives

A culture of caring

Flexential invests in policies and programs that enrich the well-being of our people and the communities in which we live and work. We are committed to being actionable and accountable along our DEIB journey. We provide our employees the tools and support they need to flourish and flex their whole, authentic selves.

DEIB awareness programs and communications

- ✓ Internal DEIB Council
- ✓ Employee-led Employee Resource Groups

Fostering a culture of belonging

The Flexential DEIB strategy fosters a supportive and inclusive environment in which every voice is essential and every person belongs. We continue to make strides toward this environment, where our employees can bring their authentic selves to work, maximize their potential, and help Flexential achieve our goals.



Employee Resource Groups

At Flexential, we firmly believe that creating a workplace environment that fosters a sense of security and empowerment in employees to utilize their voices can bring significant positive transformation.

Our company places immense value on every employee's viewpoint, as they are fundamental in shaping and directing the culture of our organization. We recognize it is crucial to ensure that our culture is shaped and influenced by our employees' opinions, needs, and wants, and that our values and practices are inclusive, diverse, and reflective of the individuals who make up our workforce. Employees are encouraged to engage and contribute in areas and causes that speak to them by leading an employee resource group (ERG) or simply attending an ERG event.

Our ERGs provide education, guest speakers, event celebrations, and support for our team members and are open to all company employees regardless of affiliation.



Women Who Flex was the first ERG established at Flexential. The group was founded to uplift and empower women, allies, and the larger organization and industry. The group's primary goal is to create a secure and supportive environment where women and allies can grow personally and professionally.

Overall, **Women Who Flex** is a dynamic group that aims to provide its members with the resources, support, and encouragement they need to thrive both inside and outside of the workplace. To achieve this goal, Women Who Flex has organized a diverse range of workshops, open discussion space, internal and external speakers, and a place for camaraderie to inspire growth and confidence in its members.



Employee Resource Groups



As a veteran-focused ERG, **FlexSalute** is committed to providing a safe and supportive environment for our fellow veterans, active-duty personnel, their families, and veteran supporters. They recognize the unique experiences, challenges, and contributions that veterans bring to the workplace and seek to foster a greater understanding of these issues.

One of the group's primary goals is to provide education and support for its members. We offer a range of resources, including networking opportunities and workshops focused on mental health, financial wellness, and veteran resources. Through these programs, they aim to provide their members with the tools and knowledge they need to succeed in their careers and personal lives.

FlexSalute is committed to raising awareness and understanding of veteran issues within our organization and the wider community. The group collaborates with other organizations and groups to advocate for veterans' needs and promote the value and importance of their contributions to our society.



Health, wellness, and safety

Our people are at the core of everything we do and everything we are. That is why we prioritize employees' physical, mental, emotional, and financial well-being with a benefits package that offers access to the care employees need to remain healthy and active. Our growing list of physical fitness and wellness initiatives enhances this commitment, promoting healthy lifestyles and well-being across our employee base.

Leveraging our view that our employees are at the core of our ability to generate value for our stakeholders, Flexential has a robust health and safety program to support health, safety, and injury prevention in our workplace. We have embedded health, safety, and injury prevention requirements within our enterprise policy requirements and view this as a core principle for how we operate our business and safely manage our platform.

Safety and injury prevention have been further operationalized within the various procedures and checklists utilized by our data center operations team. Training is provided to all new hires, embedding health, safety, and injury prevention requirements within formal job responsibilities.

The Health and Safety Committee was established to proactively manage health and safety considerations and topics for the business. This committee meets monthly to identify and resolve safety concerns and adopt a forward-looking approach to programmatically managing workplace safety requirements.



FlexWell

- ✓ The **FlexWell** program supports integrated wellness and is designed to meet employees where they are in their life journeys, providing access to well-being resources, support, and tools.
- ✓ Comprehensive employee benefits
- ✓ Paid family leave
- ✓ Training and resources to support employee's financial wellness in partnership with Fidelity Investments



Career development

The Flexential employee value proposition centers around a dedication to fostering a personal and professional growth culture by attracting, inspiring, developing, and retaining world-class talent. We provide a range of career and professional development opportunities to empower our employees to expand their skill sets, pursue their interests, and advance in their careers. In essence, our goal is to see our people thrive.

- ✓ On-demand courses through Udemy Business and LinkedIn Learning
- ✓ Internal mentorship program
- ✓ Coaching for personal and professional growth
- ✓ Promotion opportunities
- ✓ Certification programs and incentives



Flexible work environment

Our people are at the heart of everything we do, and it's essential to us that they feel valued and supported both at work and in their personal lives. We offer a flexible work schedule, a hybrid environment, and flexible paid time off (PTO) to give our employees the time to recharge, volunteer, spend time with loved ones, and focus on their overall health.

- ✓ Hybrid/flexible work-from-home options
- ✓ Flexible PTO, with no pre-set cap for the number of days off
- ✓ In-person and virtual connection and collaboration opportunities
- ✓ Company-issued equipment



Supporting our communities

At Flexential, giving back to our communities is a fundamental part of our core value of Caring. We dedicate our time, talents, and financial resources to support non-profit organizations in our local areas. Through our **FlexCares** program, we encourage employees to engage in causes that matter most to them.

Flexential is committed to more than just delivering excellent products and customer service; we genuinely care about the environment, people, and communities where we operate. Recognizing the growing importance of social responsibility to our customers, partners, and communities, the **FlexCares** Committee works with the Executive Leadership Team to uphold our value of caring and achieve our ESG goals.



FlexCares' Volunteerism and Charitable Giving Pillars are supported through Flexential-sponsored, employee-led, and community partnership initiatives. We organize events to donate time, funds, and items, including blood drives and group events to make lunch bags for local unhoused populations.

We aim to identify causes that resonate with our employees, lead by example, foster a culture of volunteerism, and coordinate volunteer opportunities. Additionally, we strive to build relationships with community non-profits that align with our values and goals, enhance customer satisfaction, organize company charitable giving, and encourage individual charitable contributions. Examples of these relationships can be found in the Social Partnerships and Investments section of this report.

The Flexential commitment to social responsibility and our core value of Caring are evident in our workplace giving initiatives, which benefit not only our employees but also our customers, partners, and communities.



Social data

Metric	2022	2023	2024	2025	Comments
Workforce Diversity	38%	39%	41%	43%	% of workforce from underrepresented groups (non-white male)
Gender Diversity	19%	19%	19%	20%	% of the workforce is female
Leadership Diversity	34%	33%	36%	40%	% of all manager and above leaders are from underrepresented groups (non-white male)
New Hire Gender Diversity	26%	21%	19%	16%	% of annual hires that are female
Board of Directors Diversity	14%	14%	13%	11%	% of Board of Directors from underrepresented groups (non-white male)
Employee Engagement Score	4.2	4.2	4.2	4.2	Gallup Annual Engagement Survey Score. On a 5.0 scale
Employee Engagement Ratio	7.9	11.2	15.0	10.2	Ratio of engaged to actively disengaged employees
Employee Satisfaction Participation	83%	86%	76%	82%	% employees responding to annual employee engagement survey
# of Work Related Fatalities	0	0	0	0	Measures the number of work-related fatalities
# of Work Related Injuries	4	6	7	1	Measures the number of work-related injuries based on OSHA reporting guidelines
Total Recordable Incident Rate (TRIR)	0.46	0.71	0.79	0.44	Measures the rate of work-related injuries and illnesses, based on estimated hours worked, OSHA reporting guidelines. Incidence rates represent the number of injuries and illnesses per 100 full-time workers



Engagement Survey

At Flexential, we believe that feeling welcomed, appreciated, and connected as a member of the team is essential to creating a strong sense of engagement and a strong corporate culture. Decades of research consistently show that engaged employees drive stronger business outcomes across diverse industries, company sizes, geographies, and economic conditions.

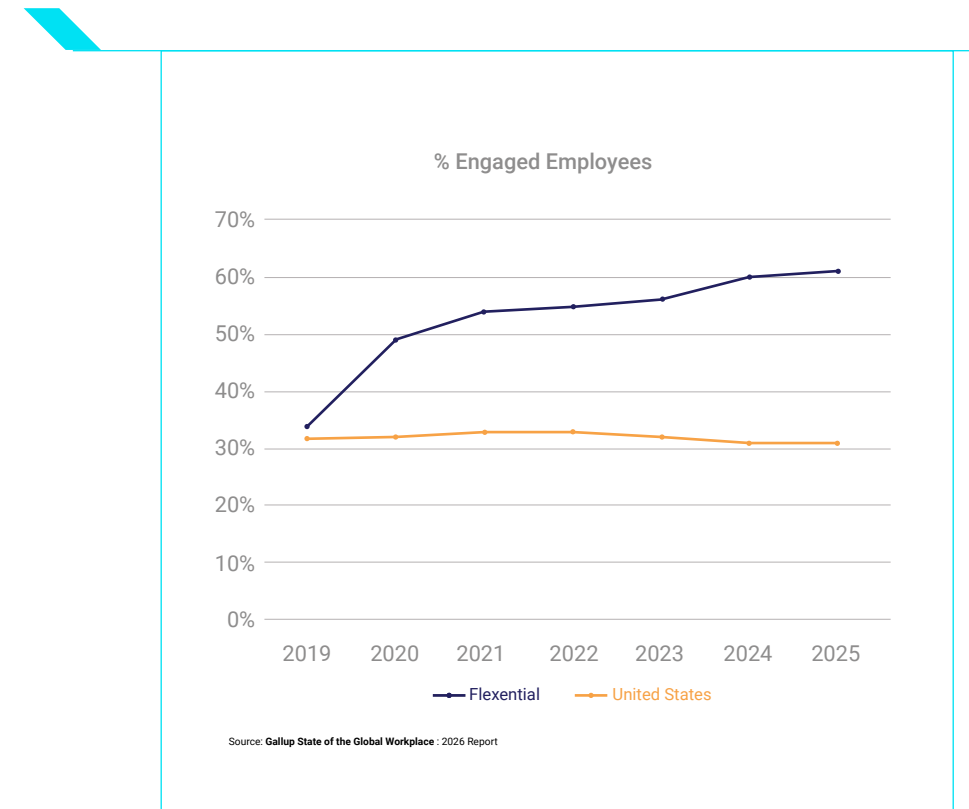
Since 2019, Flexential has benchmarked against Gallup to measure Employee Engagement. Gallup draws data from more than 5.7 million workers across 100,000+ teams and 50+ industries, giving us a scientifically validated way to track progress over time and understand how our results compare across a broad external market.

Gallup reports that nationally, the ratio of actively engaged to actively disengaged workers in the U.S. is currently 1.8 to 1. Since 2019, our ratio has increased from 2.1 to 10.2, a 380% increase, placing us well above national norms.

In 2025 we started to evolve how we measure employee engagement and also added Employee Net Promoter Score (eNPS), which measures how likely employees are to recommend Flexential as a great place to work. This methodology enables more regular feedback and insights from our team throughout the year. As of November 2025, our eNPS exceeds the “excellent” threshold of +30 recognized against aggregated benchmark data from Qualtrics XM Institute and other leading research firms.

These results are reflected in external recognition as well. As mentioned earlier, Flexential is proud to have earned the USA Today Top Workplaces Award for the second consecutive year—an honor determined by employee feedback and a further validation of the culture that this team has built together.

While these external benchmarks provide helpful context, our primary focus remains on sustained internal progress and building a workplace experience that continues to strengthen over time.



Social partnerships and investments

As part of our commitment to positively impacting our communities, Flexential is committed to partnering with organizations that share our values and mission. Through these partnerships, Flexential works to make a difference in the lives of people in its local markets and beyond. The company's community initiatives focus on education, technology, and sustainability, and we collaborate with various non-profit organizations to promote social and environmental responsibility. Flexential community collaborations demonstrate our commitment to using our expertise, resources, and influence to create a better world for everyone.

Flexential and its employees are active in our communities and work to support many charitable organizations, including:



Fund donations:



Social looking forward

At Flexential, we are committed to continually enhancing initiatives that enrich the well-being of our employees and the communities we serve. Our journey toward these goals is never-ending.

Looking ahead, we are dedicated to not only improving the programs and support we offer but also to strategically integrating the three pillars:

Investing in our people



Promoting and enabling DEIB



Supporting our communities



This integration will amplify our impact across all areas.

While the contribution of the social component of ESG to sustainable investment outcomes may be less immediately apparent than environmental or governance factors, it is equally vital. Our leadership will continue intentionally fostering a culture that champions and prioritizes our social objectives.



GOVERNANCE

Governance underpins the ability to execute strategy consistently and manage the business with discipline as it scales. In 2025, Flexential continued to strengthen enterprise wide governance programs and operating structures designed to improve strategic alignment, reinforce accountability, and support the ongoing maturity and scalability of the organization.



“Strong governance is fundamental to how Flexential manages risk, supports long-term growth, and delivers value. We continue to strengthen our governance framework through enhanced transparency, evolving compliance and resilience practices, and alignment with recognized reporting standards. These efforts reflect our commitment to responsible stewardship as we grow and adapt to a complex operating environment.”

Garth Williams, Chief Financial Officer, Flexential

Promoting corporate integrity

Flexential is committed to ensuring an appropriate governance structure is in place to support our ability to act ethically and with integrity. This commitment is supported by our Standards of Employee Conduct, Employee Ethics Policy, robust mandatory training requirements for all employees, and a range of governance, risk, and compliance programs designed to reinforce ethical behavior and accountability across the organization.

Flexential maintains a whistle blower program to facilitate anonymous reporting for suspected policy violations. Building on enhancements made in 2024, this capability continues to support reporting by both Flexential employees and key third party business relationships through our Vendor Code of Conduct, reinforcing expectations for ethical conduct across our value chain.



Goals and initiatives

During the 2025 reporting year, Flexential focused on continuing to mature and formalize governance practices, with an emphasis on risk informed decision making, regulatory awareness, and transparency to stakeholders. Enhancements were designed to be practical, scalable, and aligned with the organization's long term enterprise strategy.

1

Partnership with investment sponsors to align the sustainability strategy and reporting

Flexential maintains an active and ongoing partnership with our investment sponsors, GI Partners and Morgan Stanley Infrastructure Partners (MSIP), to align sustainability strategy, program scope, and reporting practices with sponsor expectations and evolving industry standards.

To support sustainability reporting, monitoring, and benchmarking needs, Flexential has aligned its sustainability metrics and disclosures to both the ESG Data Convergence Initiative (EDCI) and the Global Real Estate Sustainability Benchmarking (GRESB) infrastructure reporting frameworks. These complementary frameworks provide a consistent foundation for sustainability, transparency, comparability, and decision-making insights.

By aligning with EDCI and GRESB, Flexential enables the provision of standardized sustainability data that supports sponsor level reporting, portfolio monitoring, and external benchmarking, while maintaining flexibility to adapt to evolving information needs. In 2025, Flexential conducted a focused review of its sustainability program to ensure continued alignment with these frameworks.

This integrated approach supports consistent sustainability reporting to GI Partners and MSIP and reinforces the Flexential commitment to transparency, data quality, and alignment with recognized sustainability best practices leveraged by investors across the infrastructure and data center sector.

Goals and initiatives

2

Monitoring the legal, regulatory, and compliance landscape applicable to our business

Flexential continued its cross departmental efforts to identify and monitor emerging legal, regulatory, and compliance requirements relevant to its operations. Focus areas included data privacy, artificial intelligence (AI), environmental, health, and safety (EHS), and technology related regulatory developments. Where appropriate, Flexential engaged third party specialists and outside counsel to support informed decision making and ensure governance practices remain aligned with applicable requirements and reasonable commercial business practices.

3

Maturing cyber and information security governance

Flexential continued to mature its cyber and information security governance by aligning program maturity evaluations to the NIST Cybersecurity Framework (CSF). Insights from periodic reviews informed updates to the organization's cybersecurity capability roadmap and supported risk based prioritization of improvements. Additionally, Flexential engaged with independent third-party professional services organizations to conduct maturity assessments of our organizational programs and technical controls to enable us to continue building for scale and enhancing our enterprise security posture.

4

Enhancing compliance management and reporting

Flexential continued to enhance trust and transparency with customers through its Compliance Management program. Flexential completed independent third-party assessments against updated requirements for SOC 1, SOC 2, ISO 27001, PCI DSS, and HITRUST. Flexential also continued to mature its Trust Center, enabling customers to efficiently access compliance reporting needed to support their regulatory, risk management, and vendor due diligence requirements. This included program summary collateral of enhancements made to our business continuity program and various regulatory obligations applicable to our customers (i.e., Digital Operational Resiliency Act).

Goals and initiatives

5 Reinforcing ethical expectations across third-party relationships

Flexential continued to embed its Vendor Code of Conduct within third party contracting and onboarding processes. This code establishes clear expectations for ethical business practices, compliance, and responsible employment standards across the organization's supplier ecosystem.

6 Advancing operational resilience oversight

Flexential recognizes its role as a provider of critical infrastructure services to customers, and continued efforts to strengthen governance and oversight of operational resilience and business continuity. Building on prior assessments, Flexential refined management visibility into resilience planning, testing activities, and areas of improvement to align with stakeholder expectations and risk management priorities.

7 Maturing AI governance expectations

Flexential continued to mature its approach to responsible AI adoption through the development and implementation of an AI governance policy. During the year, Flexential undertook additional alignment work to integrate AI-related risk considerations into existing third party vendor risk management and compliance processes, supporting a consistent and risk informed approach to emerging technologies.

Business ethics, code of conduct, and monitoring

Flexential maintains a comprehensive set of policies, programs, and monitoring activities to support ethical conduct, integrity, and accountability. These include:

- ✓ **Employee Ethics Policy**
Covers conflicts of interest, anonymous reporting, investigations, and anti bribery and corruption requirements
- ✓ **Information Security and Acceptable Use Policies**
- ✓ **Vendor Relationship Management Policy**
- ✓ **Information Security Policy**

These policies and programs are reviewed on a regular basis to ensure they remain current and aligned with organizational and stakeholder expectations. Compliance is supported through mandatory annual training, employee acknowledgments of Standards of Conduct (during onboarding and annually), and ongoing monitoring of anonymous reporting channels.



Risk and compliance management

Flexential maintains a centralized risk and compliance management program focused on enabling the business to operate within defined risk parameters while meeting regulatory, customer, and contractual obligations.

On an annual basis, Flexential undergoes independent third party audits conducted by Schellman, its external assurance and compliance audit firm. These audits include a combination of control design and operating effectiveness testing, and resulting reports are made available to customers to support their third party risk management and compliance needs.

Key compliance and attestation reporting highlights

Framework summary

SOC 1

Independent assurance over controls impacting financial reporting, supporting accuracy and reliability for customers.

SOC 2

Independent evaluation of security, availability, and data protection controls across Flexential operations.

ISO 27001

Global standard demonstrating a risk-based approach to managing and protecting sensitive information.

NIST 800-53

Widely recognized framework guiding structured, risk-based security and privacy controls.

PCI DSS

Global standard for securing payment card data within processing and storage environments.

HITRUST

Integrated certification framework demonstrating advanced security, compliance, and risk management maturity.



Data security and privacy

Flexential recognizes the importance of information security and data privacy and maintains a risk based information security program designed to protect customer data and critical systems. Executive leadership support, strategic investment in skilled resources, and continuous improvement practices underpin the organization's approach to managing evolving cyber threats and privacy risks.



Operational resilience

Through ongoing risk assessments and enterprise level planning, Flexential continues to strengthen its ability to identify, assess, and manage risks that could impact the continuity of its operations. These assessments inform mitigation strategies and support continuous improvement across technology, facilities, and core business processes.

In 2025, Flexential undertook a top down enhancement of its operational resilience capabilities through the development and implementation of an enterprise wide Business Continuity Management (BCM) program. This effort was designed to provide a consistent, disciplined approach to preparedness across the organization while accounting for the critical role Flexential Services plays in supporting customers' essential operations.

Flexential customers rely on our data centers and services to maintain availability during a wide range of disruptive events, whether natural, technical, or operational. Building on existing site level practices, the enterprise BCM program expands resilience planning beyond facilities to include key business functions, supporting technologies, third party dependencies, and escalation and recovery processes.

This approach emphasizes advanced planning, clear roles and responsibilities, and regular review to ensure continuity expectations remain aligned with an evolving risk environment. Resilience considerations are integrated into how Flexential designs and operates its data centers, trains its teams, and maintains preparedness through testing, maintenance, and periodic reassessment.

Key elements of Flexential operational resilience approach include:

- ✓ **Enterprise wide risk and business impact assessments**
- ✓ **Formalized business continuity planning**
- ✓ **Ongoing testing, maintenance, and program evolution**



Governance data

Metric	2022	2023	2024	2025
Cybersecurity Breaches	0 breaches	0 breaches	0 breaches	0 breaches
Data Center Uptime	99.999% uptime	99.999% uptime	99.999% uptime	99.999% uptime
ISO 27001 Certification	100% of data centers	100% of data centers	100% of data centers	100% of data centers
NIST 800-53 Compliance	100% of data centers	100% of data centers	100% of data centers	100% of data centers
PCI DSS Certification	100% of data centers	100% of data centers	100% of data centers	100% of data centers
HITRUST Certification	100% of data centers	100% of data centers	100% of data centers	100% of data centers
Security Training	100% of employees	100% of employees	100% of employees	100% of employees
Ethics and Code of Conduct Training	100% of employees	100% of employees	100% of employees	100% of employees



Governance partnerships

Flexential has engaged Schellman to provide third-party attestation services. Schellman conducts over 3,500 assurance, compliance, and certification assessments every year. Schellman is the only U.S. firm on Accounting Today's Top 50 CPA firm list whose services focus solely on audit and compliance attestations. Flexential assessments align with standards issued by the Association of International Certified Professional Accountants (AICPA), the National Institute of Standards and Technology (NIST), the PCI Security Standards Council, the Health Information Trust Alliance (HITRUST), and the International Standards Organization (ISO).



Governance looking forward

Flexential continues to embed governance and oversight into business operations, management reporting, and strategic planning. A continuous improvement mindset supports transparency, cross functional collaboration, and alignment with stakeholder expectations in an evolving risk and regulatory environment.

In the upcoming year, Flexential expects to focus governance efforts on:

- ✓ **Continued maturity of EHS governance and reporting**
- ✓ **Ongoing enhancement of operational resilience and business continuity oversight**
- ✓ **Further integration of third party risk management across cyber, data privacy, AI, compliance, and continuity domains**
- ✓ **Continued monitoring of legal and regulatory developments, including data privacy, consumer protection, and responsible AI adoption**





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