TELEHOUSE

TELEHOUSE CANADA'S ESG STRATEGY

At Telehouse, Environmental, Social, and Governance (ESG) principles are central to our operations and partnerships. ESG is **fundamental to our business strategy** as we strive to realize our vision: empowering businesses, communities, and individuals to thrive by connecting lives for a sustainable tomorrow.

OUR ENVIRONMENTAL GOALS: To improve our PUE (power usage effectiveness) and WUE (water usage effectiveness) levels, meet circular economy targets. Drive our net zero strategy and develop a roadmap to meet Canada's Emissions Reduction Plan.

ENERGY EFFICIENCY

Renewable energy use: Telehouse Canada's data centres are primarily cooled using **Enwave's Deep Lake Water Cooling (DLWC)**, a sustainable and industry low carbon system. The system utilizes water at 4°C from the bottom of Lake Ontario for cooling our data centres, instead of traditional refrigerant-based air conditioning. Compared to a typical water-cooled chiller, DLWC **reduces electricity of operating a traditional mechanical cooling plant by 80%**.

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

Variable frequency drives: Mechanical equipment such as computer room air conditioners and hydronic pumps equipped with variable frequency drives to **save energy** and **utilizing only percentage of drive speed required to meet desired set point.**

UPS variable module management system: The system adjusts the load according to changes in customer demand, ensuring **efficient energy use** and **preventing unnecessary electricity consumption**.

Building automation and energy management systems: Our advanced systems continuously monitor and adjust environmental energy usage to achieve **optimal energy-saving set points**.

ECO-FRIENDLY DEVELOPMENT

Sustainable designs: Our projects prioritize the use of **eco- friendly materials**, energy-efficient designs and equipment, and cutting-edge building techniques.

Infrastructure upgrades: We consistently **modernize our infrastructure** to reduce environmental impact and support long-term sustainability.

RESOURCE OPTIMIZATION

Waste heat recycling: Heat transfer technology takes the heat generated by our data centres and other Enwave customer facilities to warm the drinking water for Toronto residents. Across the city, Enwave's DLWC technology **displaces 55 MW of energy a year from Toronto's electrical grid, equivalent to powering 40,000 households**.

Lifecycle replacement projects: We undertake significant projects to replace aging, inefficient UPS and cooling units, enhancing overall performance. Our ongoing energy-efficiency initiatives have led to **substantial CO2 savings**.

INNOVATIVE TECHNOLOGIES

Advanced cooling systems: Telehouse Canada uses Enwave's Deep Lake Water Cooling as the main source of cooling Toronto data centres. Being a part of the Enwave Energy Corporation system helps to achieve a **PUE of 1.3** and saves Toronto over 832 million litres of water annually.

Occupancy sensors: Implementation of sensors detecting the presence or movement in specific areas and adjusting lighting and HVAC systems accordingly. This helps in reducing energy consumption by ensuring that **lights** and **climate control systems** are **only active on-demand**.

LED lighting: We deploy energy-efficient LED lights with smart controls in our data centres to **reduce heat** and **extend lifespan**, significantly cutting energy usage in our data centers.

AI-driven energy management exploration: We are also exploring integration of artificial intelligence (AI) with a goal to optimize energy consumption and improving efficiency by proactively **predicting** and **managing power usage patterns**.

SUSTAINABLE SUPPLY CHAIN

Partnering with leading industry vendors: **Driving green procurement** and fostering collaboration with suppliers to enhance efficiency and reduce waste.

Supporting environmental goals: Helping organizations lower their carbon footprint and meeting sustainability goals with **environmentally responsible facilities**.

SOCIAL AND GOVERNANCE COMMITMENT

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

Community engagement: We support local charitable organizations and provide work experience opportunities while managing the **environmental impact** of our activities.

Equality, diversity, and inclusion: We embed these principles across all business activities, ensuring **equal opportunities** for all employees. Our recruitment process adheres to **AODA guidelines** ensuring a fair and inclusive experience for all candidates.

Employee wellbeing: Our **comprehensive benefits program** includes healthcare insurance, an Employee Assistance Program (EAP), a retirement plan, mental health support services, and professional development opportunities.

Ethical workplace: We rigorously comply with the **Employment Standards Act (ESA)**, ensuring fair labor practices and fostering a respectful and equitable workplace for all employees.

Efficient governance: We are committed to achieve the highest legal and ethical standards. Our policy is to maintain a **true culture of compliance with all laws, rules** and **regulations** wherever we do business. Through clear governance, staff training, and robust controls, we build a **sustainable business framework**, enhance ESG initiatives reporting, and maintain **certifications** for security and continuity.

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

Every connection matters, and by choosing us, you will achieve your own sustainability goals, with the support of a trusted partner prioritizing sustainability and integrating environmentally responsible practices.

www.telehouse.ca