

#### Message from the CEO

Every day, we strive to lead the Latin American datacenter industry by prioritizing sustainable environmental performance. Our goal is to mitigate our environmental footprint, while also meeting the needs of our clients, investors, employees and society in general. We are constantly committed to attracting and retaining the best and brightest talents at **Ascenty** and ensuring they feel secure, motivated and driven.

In 2020, we bolstered our strategy to roll out initiatives in renewable energy, energy efficiency and supply chain sustainability. Throughout the year, we also expanded our portfolio of certifications related to the environment, (ISOs 14001 and 50001), as well as ethics and bribery (ISO 37001).

The challenges faced in recent months have only confirmed that **ESG** has never been so crucial for our business, and this report showcases all of our consistent and dedicated efforts throughout the entire company. I would like to thank the entire **Ascenty** team, especially our operations teams, who kept the digital world up and running throughout this unprecedented year.





#### **About Ascenty**

**Ascenty,** a Digital Realty and Brookfield company, is the largest connectivity and data center service provider in Latin America, currently managing 27 data centers in operation and/or construction in Brazil, Chile and Mexico, interconnected by 5,000 km of proprietary fiber-optic network.

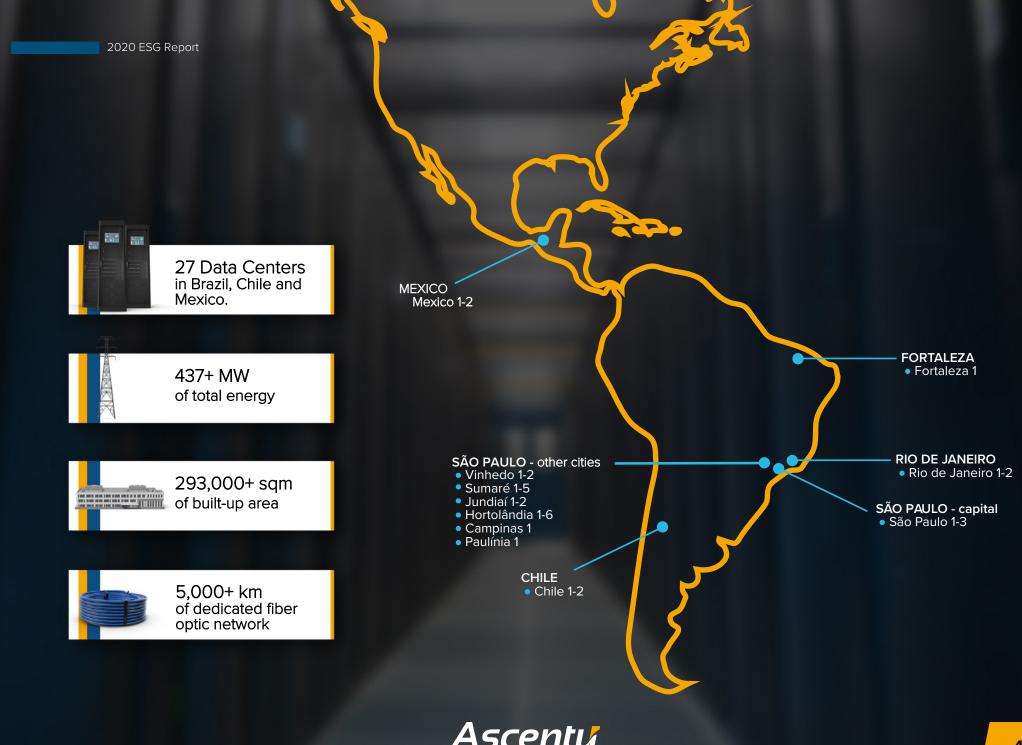
The company was established in 2010 and builds and operates world-class data centers serving the world's largest cloud and technology providers, as well as other customers in the finance, retail, industrial, healthcare and service industries.

To support its expansion, **Ascenty** relies on its shareholders – Brookfield Infrastructure Partners, a Canadian asset management company, and Digital Realty, the world's largest data center company, with 290 units located in North America, Europe, Latin America, Asia and Australia.

We are the largest provider of datacenter and connectivity services in Latin America.

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#### 2020 Sustainability, Social and Governance Report (ESG)

**ESG** is a growing trend among major corporations worldwide. For **Ascenty**, responsible behavior towards environmental, social and governance issues has been an absolute priority for years.

The acronym **ESG** stands for Environmental, Social and Governance.

We firmly believe a company's success is not measured only by its financial results, but also by its commitment towards society, governance and the environment.

**Environmental Factors:** of use natural resources. greenhouse emissions aas (CO2, methane gas), efficiency, energy pollution, effluent and waste management.

**Social Factors:** work relations and policies, inclusion and diversity, employee engagement, workforce qualification, human rights, relationship with communities, data protection and privacy.

**Governance Factors:** board independence, senior management compensation policy, diversity in the board of directors, structure of audit and supervisory committees, ethics and transparency.



#### Sustainable Goals

Category	Goal	Achieved in 2020	Global Alignment
Renewable Energy	84% use of renewable energy, through acquisitions in the free market (incentives) of hydroelectric, wind or solar power plants	90% acquisition of renewable energy via the free market and 100% offset for scope 2, resulting in a total of 386,847.87 MWh.	7 ENERGIA LIMPA E ADESSIVEL
Carbon Emissions	Measure carbon emissions, focusing on reducing scopes 1, 2 and 3  CONAMA Resolution 08, dated 12/06/1990, generators with CO2 emissions below 20%, equivalent to the Ringelmann Scale.	Acquisition of carbon credits to offset 29.464,87 tCO2e.  100% of generates within the target.	13 AÇÃO CONTRA A MUNANÇA CELOBAL DO CLIMA
Sustainable Buildings	Expand the ISO 14001 (environmental management) certification to all Brazilian sites  Implement initiatives of zero-waste to landfills  Monthly water use target below 1.250m³ of water per person within Ascenty's facilities. This considers minimum use in equipment maintenance activities	100% of Brazilian sites certified; 60.49% of waste recycled 54% of the target reached, ultimately reducing water consumption in operations to under 2.500 m³ per person	9 INDÚSTRIA, MONAÇÃO E INFRASTRUTURA  11 CIGADES E COMANINGADES SUISTRIÁVEIS  6 AGUA POTÁVEL E SANGAMENTO
Energy Efficiency	Certify the 1st Data Center Campus with ISO 50001 (energy efficiency)	Certification of the Hortolândia – São Paulo campus	9 INDÚSTRIA. 13 AÇÃO CONTRA A MOUNÇA CIDELL DO CLIMA  DO CLIMA



#### Renewable use of electricity

**Ascenty** chose to use **100% clean energy**, with 90% of the electricity used in our data centers originating from renewable sources (incentivized) and the remaining 10% offset by acquiring I-RECs.

Examples of renewable sources:

- water (energy from river water),
- solar (energy from the sun),
- wind (energy from the wind),
- biomass (energy from organic matter),
- geothermal (energy from the interior of the Earth),
- ocean (energy from tides and waves), and
- hydrogen (chemical energy from the hydrogen molecule).

We follow an international energy efficiency target: the PUE – Power Usage Effectiveness. This is a very simple calculation, based on the ratio between energy consumed by all facilities and the energy consumed by IT infrastructure equipment. The closer the result is to 1.0, the better.

The Data Center market averages a PUE rate of 1.6, which is already considered to be excellent. **Ascenty's average PUE** in 2020 was 1.5.





#### Response to the Pandemic

Since the initial outbreak of the COVID-19 pandemic, **Ascenty** has worked hard to promote a health-oriented culture across our company, with a single goal in mind: to keep its employees, customers and partners safe.

As COVID-19 restrictions have led to a growing reliance on technology and on the infrastructure on which it runs, **Ascenty** realizes its responsibility is greater than ever. In that sense, throughout this pandemic, we have a huge responsibility towards millions of people who indirectly rely on our data centers and connectivity to stay connected and to keep information flowing and essential services up and running.

We took important steps to make sure we could follow through with our mission. This was a time where everyone got stronger and joined efforts to overcome challenges. But our mission is not over yet. We must stay focused and continue working together to do everything we can to fight the COVID-19 pandemic in a responsible and conscious manner, and we are prepared for the magnitude of the task at hand.



#### Risk Management

**Ascenty** believes that managing risks is paramount to ensure the institution's stability in the long term, and that adopting a transparent approach in the dissemination of such information ultimately strengthens the organization, contributing to the solidity of investments. As a result of the process of continuous improvement and best practices in risk management, Ascenty is a Data Center pioneer whose efforts to ensure service excellence are a benchmark followed by other institutions in the same industry.

The company's mission is to "Maintaining the infrastructure that supports the world's information", built on a structure of excellence in customer service.

Every year, **Ascenty** reviews its strategy to make eventual course corrections and any adjustments that may be required. All strategic decisions made by the executive board are guided by the organization's code of ethics and constantly reviewed by the executive committee of strategic planning, in order to ensure a solid balance and constant profitability. This also adds value to shareholders, while promoting sustainable development within the risk boundaries outlined by the board of directors.

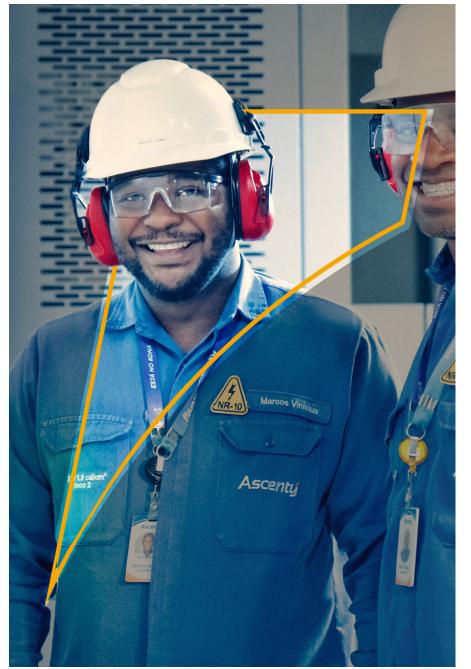




# Maintaining the infrastructure that supports the world's information.

To mitigate the incidence of operational risks, **Ascenty** relies on a robust and comprehensive system of internal controls to secure business activities and help us reach our objectives, always in accordance with external laws and regulations, internal procedures, standards and policies, and other applicable codes of conduct and self-regulation.

The Compliance area is entirely responsible for operational risks, using continuous monitoring frameworks based on best market practices and **ISOs 14001** (Environmental Management), 20000-1 (IT Service Management), 27001 (Information Security Management), 370001 (Anti-Corruption and Anti-Bribery Management), and 50001 (Energy Efficiency Management). The latest results mapped 250 risks in these management fronts – 12 less than the previous analysis, which were eliminated through initiatives of constant improvement of our processes and procedures.









**Geopolitical conflicts:** geopolitical conflict in the Middle East, posing a threat of terrorist attacks in other countries. Dwindling tensions in North Korea.

**Water crisis scenarios:** Risk of climate changes that can directly impact the water supply from Brazilian hydroelectric plants, and directly affect the availability of contracted energy.

**Maintenance of Brazilian and foreign laws:** Changes in laws or tax reforms that impact the organization's income or prevent new foreign business deals.

**Climate changes Chile and Mexico:** Natural disasters that impact the organization's infrastructure and that can directly affect data center utilities, such as energy or even the physical infrastructure of sites.

Unexpected strikes in countries such as Mexico, Brazil and Chile:

Movements from organized groups that could sway Ascenty's employees to join strikes, impacting our operations.

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#### Opportunities

#### **Energy Efficiency**

Expand excellence in energy efficiency across all Ascenty sites, standardizing the quality of services rendered in all locations.

To achieve this goal, we have a dedicated team focused on outlining, implementing and monitoring energy efficiency projects. This team works with the business units to quote and implement attractive projects and oversee the performance and cost improvements.

Among other benefits, this aligns the interests of our investors and clients to identify, prioritize, and implement water and energy efficiency projects to cut costs.

#### **Source of Energy**

We continue to expand our renewable energy supplies, seeking market-based solutions to achieve economic progress in terms of our renewable energy targets. We analyze our projects' impact on carbon reduction in the local network, constantly seeking carbon reductions whenever possible.





#### **Products & Services**

The development of sustainable data centers and supply of zero-carbon energy is a mechanism we can use to attract and retain clients, reflecting their preference for buildings with low carbon content. We also have the opportunity to provide renewable energy and sustainability solutions to our clients, in order to achieve specific sustainability goals, which can also boost client demand and retention. To seize this opportunity, our sustainability, design and construction, energy operations and sales teams are all aligned to deliver projects that meet our clients' carbon-free and sustainable demands. They all work together in multidisciplinary groups, business teams and successful roles of clients to ensure these priorities are met.

#### **Zero landfill**

Focusing on the sustainability of our planet, we are immediately implementing **100% of proper disposal of waste generated** by our operations and clients who use our services. This project eliminates the landfill disposal of all of our waste and ensure they are properly disposed of, closing the recycling cycle and ultimately encouraging our employees and clients to avoid polluting our environment.

# Data Privacy & Cybersecurity

Privacy, security and confidentiality are crucial for the resilience of **Ascenty's** business. The **Ascenty** Privacy Program focuses on complying with global privacy laws and regulations, covering all aspects of our operations. Details on our data privacy practices, available at **Ascenty's** website, describe how we handle and protect personal data, including rights granted to individuals. Although we do not control, generate or access our clients' data or servers, we are committed to respecting and safeguarding the privacy rights of all individuals with whom we interact, ensuring that the personal data of employees, clients, vendors, leads and any other individuals with whom we communicate are

We are aware that each and every member of our team plays a key role in protecting personal data, which is why everyone undergoes Global Data Privacy training.



properly processed and protected.

Cyber resilience is a key element to ensure client data security, guiding our global strategy. We have a dedicated cyber resilience program. We have a team based in Vinhedo - São Paulo, as well as partners of security services managed **24 hours a day, 7 days a week.** 

The team provides support and response to eliminate threats, intelligence building and cross-referencing, scanning for active threats and tracking and interruptions of adversaries.

Zero-trust based on identity and automation are the guiding principles of the design, in order to ensure we follow our strategy of protecting the assets of our company and the privacy of our clients. Our technological approach is based on in-depth defense, allowing different layers of defense to better prevent, protect, detect and respond to cybersecurity incidents. Our control structure is based on the NIST Cybersecurity Framework and allows us to manage risks related to cybersecurity. We also carry out third-party audits to assess our level of maturity.





We realize our employees, vendors and clients are essential to ensure a resilient cybersecurity strategy. All employees and contractors undergo a mandatory annual information security awareness training, as well as an essential refresher course on how to identify and avoid potential security risks at the workplace and at home, keeping data, devices, networks and the workplace secure at all times. We also organize continuous campaigns to raise awareness on social engineering tactics. We work together with vendors and partners to help them boost the security of their products and services, understanding how to securely implement their products and services in our environments.

We keep clients informed on how we keep their data protected and encourage comments and advices on best security practices.

In 2020,
we did not record
any proven
complaint
regarding privacy
violations or loss
of client data.



#### **Environmental Performance**

In line with its environmental commitment, Ascenty created and rolled out the program named "Ascenty caring for the environment"

Under this program, all employees are encouraged not to use or reduce the use of plastic cups. Employees arriving at **Ascenty** are given a kit containing a squeeze water bottle and a mug.

Training courses were made available to all employees, raising awareness on proper waste recycling processes, and specialized companies were hired to ensure the proper disposal of such waste. In addition, all of **Ascenty's** sites have paper, metal, glass, plastic, and battery disposal bins to facilitate recyclable waste sorting.

The program also focuses on reducing water and electricity use, encouraging employees, visitors, suppliers and clients to always turn off unused lights and equipment in office areas and meeting rooms. In kitchen and restroom areas, there are notices informing how to properly use faucets and flush (ecofriendly versions) to minimize water waste. The program also invests in periodic maintenance to mitigate the possibility of malfunction or leaks.





#### Energy Metrics

#### **Humidity Indicator - tCO2e/MWh**

Indicator of emission per MWh	Campinas	Santiago	Hortolândia	Jundiaí 1	Jundiaí 2	Maracanaú	Osasco	Paulínia	Rio de Janeiro	Sumaré	Vinhedo
Total energy - Scopes 1, 2 and 3 (tCO2e)	1,790.46	67.85	5,882.48	4,841.69	1,452.96	1,912.81	4,994.87	1,373.13	1,302.92	3,684.70	2,056.59
Total energy consumed (MWh)	517.88	517.88	71,054.35	63,208.49	19,421.05	22,395.10	71,099.94	20,246.35	19,218.01	54,527.23	24,494.17

#### LATAM Renewable Energy

% of renewable energy from the Electrical Matrix	90%
% of non-renewable energy from the Electrical Matrix	10%

Renewable energy 100% incentivized in the following Data Centers		
Paulínia	20 <b>,</b> 659	
Rio de Janeiro	19 <b>,</b> 218	
Vinhedo	24 <b>,</b> 621	
Total assured renewable energy	64 <b>,</b> 498 MWh	



### Sustainability in Our Facilities

#### **Energy efficiency actions:**

- 100% LED lighting across our facilities, reducing power consumption and the PUE of our Data Centers;
- The São Paulo Data Center has a Photovoltaic energy generation plant, with capacity to generate 14.6 MW per year. This energy is used at the data center's facilities for lighting and air conditioning in offices and common areas; extremely high energy efficiency, such as in
- All Data Centers have central ice water equipment and machines, with at least two Chillers of the inverter model.

#### **Actions to reduce water use:**

- Effective control of water use in Data Centers, in order to promote conscious consumption of users;
- Our ice water centrals in the Data Centers' cooling systems are built in closed circuits and do not use water;

100% LED lighting in our Data Centers

## Sustainability in Our Facilities

#### **Waste actions**

- Our buildings are prepared to ensure proper waste recycling, such as paper, plastic, glass and metal.
- A specific area is designated for hazardous waste, in order to ensure the safety of our employees and guaranteeing the proper disposal of such items.

#### **Security actions:**

- All surroundings of our buildings are monitored 24/7 with CCTV systems and security rounds. This ensures not only the physical security of sites, but prevents any kind of environmental or social accident from affecting our data centers.

#### Our buildings

are prepared to ensure proper waste recycling, such as paper, plastic, glass and metal.

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# Working in favor of society

**Ascenty** organizes and rolls out social initiatives to promote well-being across the communities where the company operates.

Among them are incentives to help young men and women, based on municipal young apprentice programs, designed to offer professional work positions to young men and women who would otherwise hardly have this kind of opportunity, in addition to offering professional training. Many of these young men and women live in communities where working and studying opportunities are much lower. Since **Ascenty** started its operations, back in 2013, the program has already inserted more than 70 young men and women in the world of technology, giving them an opportunity to learn a new profession. In 2020, 21 young apprentices were hired and this number continues to grow each year across all of **Ascenty's** sites. Some of them have stood out and are now part of **Ascenty's** staff.

Throughout the years, **Ascenty** and its employees engage in social initiatives, donating food and toys to charitable institutions. We donated 1,750 food baskets in 2020, totaling more than 85 tons in food products.

Amidst the COVID-19 pandemic, we donated BRL 100,000 to the campaign hospital in the Campinas/SP region to purchase equipment to help treat patients infected with the novel coronavirus.





# Transparency and ethics

Based on ethics and conduct, we encourage all of our employees, vendors, third parties and clients to follow the best principles set out in our code of ethics and conduct.

**Ascenty** greatly values business integrity and transparency. That is why we are constantly improving our processes and procedures to deliver services to our clients and society in general.

**Ascenty** was one of the first companies in Brazil to receive ISO 37001 certification, granted in 2019. The standard assists organizations in their antibribery program, based on best practices to create a suitable management system to combat bribery actions. The goal is to ensure a comprehensive Integrity and Compliance process across the organization.









**Read Ascenty's Code of Ethics & Conduct** 







Speaking Compliance, Quality Ascenty has Compliance which the and area, one responsible for ensuring everyone involved instances delivery follows the policies service and implemented alongside applicable laws. processes Ascenty's Compliance based on the best practices set out by the Foreign Corrupt Practices Act (FCPA) of the U.S. Department of Justice.

All business stakeholders are encouraged to report acts that violate Ascenty's ethical conduct. We provide whistleblower channels that can be accessed both internally or externally. We have zero tolerance for unlawful actions that go against our ethical principles.

In addition to valuing excellence on the conduct and ethics of everyone involved, Ascenty has two other management instances of quality excellence regarding services rendered, including:

- information security management (ISO 27001), which ensures that main pillars of information security (confidentiality, integrity and availability of everyone involved in services rendered), and
- $\rm IT-Information\ Technology\ service\ management\ (ISO\ 20000),$  which aligns best market practices for services delivered by Ascenty's IT.



#### Caring for our planet

In 2020 alone, **Ascenty** invested nearly BRL 1 million in sustainability initiatives.

This investment mainly targeted:

- waste recycling,
- proper disposal in specialized centers for hazardous materials,
- specialized cleaning for proper maintenance,
- disposal of equipment used in operations,
- eco-friendly management of firefighting and pest control items,
- tools to keep all sites aligned with local laws,
- training for all teams.



#### Staff **Diversity**

More than just a tech company, **Ascenty** is a service company. That is why we underline our unique way of delivering services with agility, commitment and productivity. We believe that, in order to reach this goal, we must have people who are engaged and happy with their work.

Our employees are extremely valuable, because they are the ones who make a difference every day to make sure our business thrives.

To ensure we are making the right decisions and promoting a better workplace for our employees, we have an annual climate survey covering all of our employees. The goal is to listen to their input and understand our strengths and points of improvement to continue promoting excellence.

financial, psychological, occupational and legal assistance, among others.











#### Occupational Health & Safety

In 2020, **Ascenty** created a board to reinforce its commitment towards maintaining the standards of excellence in Occupational Health & Safety. Over 10 years of operation, **Ascenty's** data centers have a combined total of 100 certifications in environmental management, corporate social responsibility, and occupational health & safety.

The main goal of this department is to provide and maintain a safe and healthy work environment, preventing injuries or illnesses among employees, customers, suppliers, contractors, and the community in general. **Ascenty** is constantly expanding, with more than 200,000 square meters in operation and in construction, across three countries. This demands even closer attention to this subject of safety.

Since the beginning of the pandemic, **Ascenty** has carried out weekly Covid-19 testing to a sample of 20% of construction site worker, its 350 employees, as well as suppliers and customers who visit the construction sites. If we see an increase in the number of cases – mostly due to spread outside the workplace –, all employees, suppliers and visitors are tested immediately. We have already conducted such mass testing at construction sites in Mexico, Rio de Janeiro and Hortolândia. Operations teams are also tested.

Currently, the company plans to achieve **ISO 45001** (International Standard for Occupational Health and Safety) certification.



#### ESG Management

Our Sustainability Committee consists of executives in charge of promoting accessibility and mitigating risks related to discrimination based on race, color, ethnicity, religion, nationality, sex, pregnancy, sexual orientation, gender identity or expression, marital status, age, physical disability, legally protected medical conditions, genetic information or any other characteristic protected by law.

All actions of the Sustainability Committee are shared with the shareholders Brookfield and Digital Realty, providing global reach to actions performed at **Ascenty. Ascenty's** sustainability reports are presented to the executive board, providing regular updates on the performance of sustainability initiatives. The company has solid internal processes and an effective internal control environment that help identify and manage risks, and regularly report to shareholders and the executive board. **Ascenty** also has a Code of Business Conduct and a comprehensive internal and external audit process.

In addition to the entire executive board, which supports actions implemented to promote sustainability, social and corporate governance.

**Members of the Sustainability Committee:** Director of Compliance & Quality: manages environmental actions and assesses the efficacy of sustainability, social and governance initiatives;

**Director of Services:** oversees information security throughout the company and manages risks related to confidentiality, integrity and availability of systems and data.

**Director of Data Center Engineering:** oversees the construction of new Data Centers, focusing on green-building designs and alignment with corporate certifications;

**Director of Operations:** "ensures teams implement resource preservation initiatives, supported by an internal energy management team and engineering support for Data Centers.

**Administrativo VP:** spearheads human resources functions, including compensation, benefits, personnel and talent management.

In addition to the entire executive board, which supports actions implemented to promote sustainability, social and corporate governance.



#### ESG Management



Chris Torto



Gilson Granzier ADMINISTRATIVE VP



Roberto Rio Branco VP OF MARKETING AND CORPORATE RELATIONS



Felipe Caballero
VP OF PROJECTS,
ENGINEERING AND
CONSTRUCTION



Pablo Campagnac VP OF NEW BUSINESSES



Marcos Siqueira
VP OF OPERATIONS



André Neris VP OF FINANCE



Martin Antunez
VP OF LATAM BUSINESS
DEVELOPMENT



Sérgio Abela DIRECTOR OF DC OPERATIONS



Alexandre Demarchi
DIRECTOR OF ENGINEERING
AND CONSTRUCTION



Rodrigo Radaieski DIRECTOR OF SERVICES



José Carlos M.

Queiroz

DIRECTOR OF OCCUPATIONAL
HEALTH & SAFETY



Vinícus Minetto EXECUTIVE SALES DIRECTOR



Fábio Trimarco
DIRECTOR OF
COMPLIANCE AND
QUALITY





