



DIGITAL REALTY

2019

# Environmental, Social and Governance Report



## Letter from Our CEO

The recent period of uncertainty as a result of the COVID-19 pandemic is without precedent in our company's history. The past several months have served to clarify what is most important—the well-being and safety of our families, colleagues and communities. As we head into the summer, we are cautiously optimistic and we believe that our business is well-positioned to weather this challenging time. We have an excellent team of dedicated professionals around the world committed to Digital Realty's success, a strong balance sheet, and an unparalleled platform for innovation and growth.

In these times, our company values matter more than ever. We remain focused on ensuring that we are a leader in environmental, social and governance issues and are maintaining our focus on energy efficient data center design and operations and partnering with our customers to deliver innovative data center solutions. From the latest in firmwide videoconferencing capabilities to a workforce fully equipped with laptops and remote access, we are available 24/7 to respond to any needs that may arise.

Data centers occupy a uniquely essential place in the lives of people around the world as they adapt to different work, education, and lifestyle habits due to the pandemic. First responders, medical services, and government agencies rely on data centers to function effectively, businesses are now relying on remote work and the solutions that enable it, our children have been thrust into a world of online learning, and we are all striving to maintain social connections through electronic devices, social media, and video chats. Data centers are essential to enabling and supporting these activities, and we take seriously our responsibility to deliver these essential products, platforms, and services around the globe. In this light, Digital Realty launched a program to provide free additional ports to all customers in government, medical, emergency services, and education verticals for six months, providing critical digital infrastructure for immediate essential services.

In 2019, we continued our strong progress on initiatives. We enhanced the capabilities and experience of our Board of Directors in January 2020 with the addition of Dr. Alexis Black Bjorlin and Lt. Gen. VeraLinn Jamieson. We received ENERGY STAR® certification for 29 data centers, the most in the industry and became the first data center provider to become an ENERGY STAR Partner. We added five newly-developed LEED™ and BREEAM® certified data centers to our portfolio in four global markets.

**€1.1**

**Billion in Green  
Bonds Issued  
in 2019**

These properties saw very strong customer interest and were more than 73% leased by year-end. We added 50 MW of new solar capacity to our renewable portfolio to support customers demand in northern Virginia.

Digital Realty has become the largest REIT issuer of green bonds. We issued €1.1 billion in green bonds in early 2019 and followed that with another €1.4 billion issuance in January 2020 at very attractive rates. Proceeds from our 2019 bonds have been fully allocated to a portfolio of green data center, energy efficiency and renewable projects.

**\$1.2**

**Million Utility  
Incentives**

Our Operations and Design & Construction teams worked together to capture \$1.2 million in utility incentives for highly efficient data center designs and upgrades and implemented more than 60 performance-enhancing retrofits that are expected to deliver annualized savings of 26,000 megawatt-hours (MWh). Execution at this scale reflects our efforts to integrate sustainable objectives throughout our business. We have delivered “five nines” of uptime for the 13th consecutive year, exceeding 99.999% availability throughout 2019 for our owned and operated portfolio.

**50**

**MW New  
Solar Capacity**

We remain committed to attracting and retaining the best and brightest talent at Digital Realty and ensuring that our people feel safe, secure and inspired. In 2019, our women empowerment programs, support for veterans, philanthropy, corporate health and wellness programs, and employee engagement supported a thriving employee environment.

**29**

**Data Centers  
ENERGY STAR  
Certified**

Our sustainability efforts were recognized for the third consecutive year in 2019 with Nareit's Leader in the Light Award as the Data Center Sector Leader for excellence in sustainability. Digital Realty also received the ENERGY STAR Partner of the Year Award and was added to the FTSE4Good index series in 2019. Looking ahead, we're excited to have announced our commitment to setting carbon reduction goals through the Science-Based Target Initiative (SBTi), taking a holistic approach to reducing our emissions.

Digital Realty stands in solidarity with those affected by the COVID-19 pandemic. We remain committed and ready to meet our customers' needs reliably and sustainably which is part of our platform for continued growth and strong financial performance.

**A. William Stein**  
Chief Executive Officer

# Table of Contents

01	Letter from Our CEO
02	Introduction
03	Operational and Climate Change Resilience
04	Environmental Performance
05	Engaging Stakeholders
06	Appendix: Data Snapshot, Assurance Statement, GRI Index



## Introduction

### Company Overview

Digital Realty Trust, Inc. is a publicly traded Real Estate Investment Trust (REIT) that owns, acquires, develops and operates data centers. The company is focused on providing data center, colocation and interconnection solutions for domestic and international customers across a broad cross-section of industry verticals ranging from cloud and information technology services, communications and social networking to financial services, manufacturing, energy, healthcare and consumer products.

Digital Realty supports more than 2,000 firms across our secure, network-rich portfolio of data centers in 13 countries located throughout North America, Europe, Latin America, Asia and Australia. We are headquartered in San Francisco, CA with regional US offices in Boston, Chicago, Dallas, Los Angeles, New York, Northern Virginia and Phoenix and international offices in Amsterdam, Dublin, London, Singapore, Sydney, Tokyo and Hong Kong.

As of December 31, 2019, our portfolio consisted of 225 data centers (including 41 data centers held as investments in unconsolidated joint ventures, space under active development and space held for development). 147 data centers are located in the United States, 41 are located in Europe, 19 are located in Latin America, ten are located in Asia, five are located in Australia and three are located in Canada. Our supply chain predominantly includes data center infrastructure equipment manufacturers, energy and water utilities, suppliers of services, contractors and their sub-contractors and suppliers.

5  
Continents<sup>1</sup>

13  
Countries<sup>1</sup>

44  
Metros<sup>1</sup>

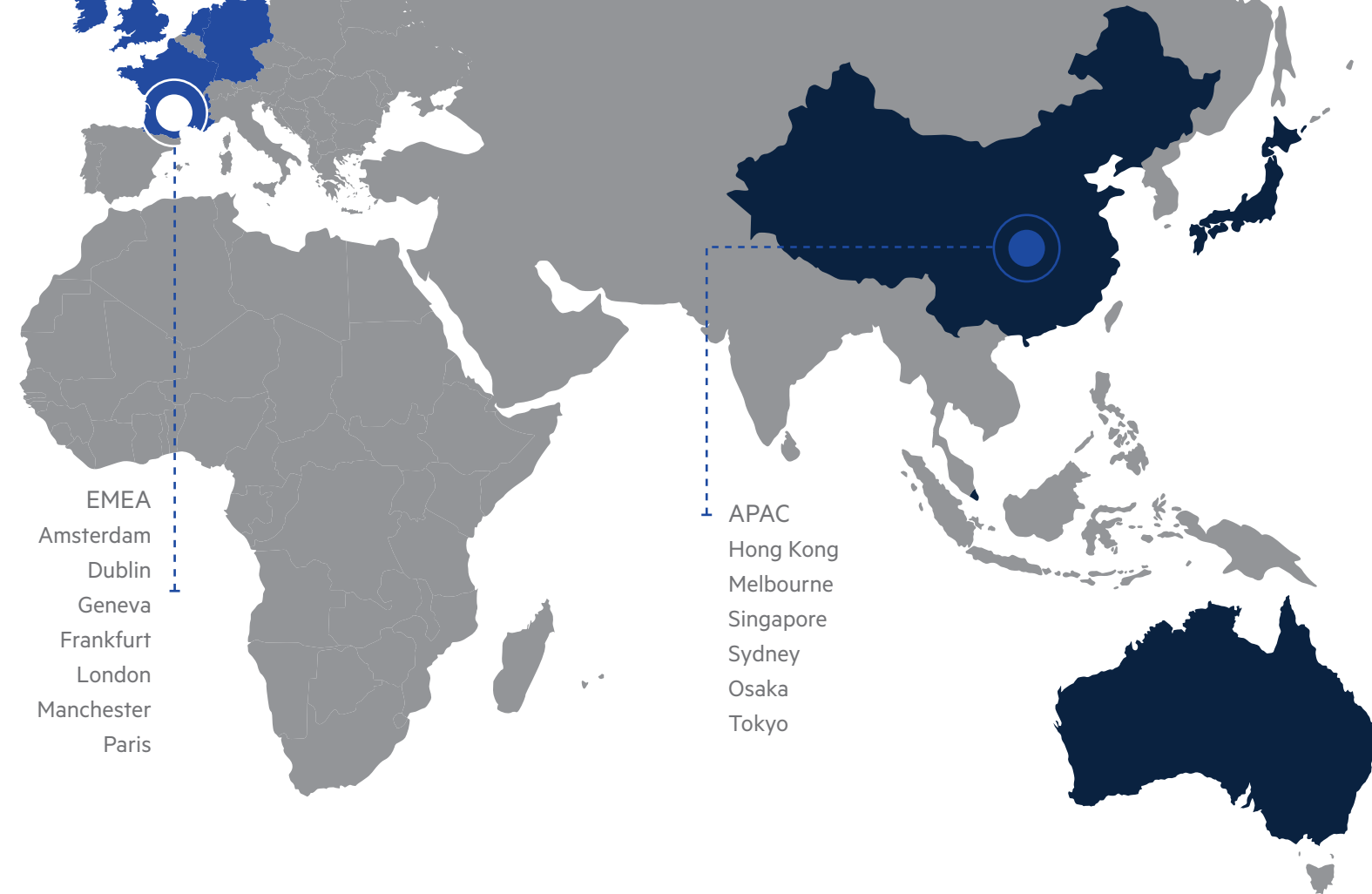
225  
Data Centers<sup>1</sup>

## About this report

The content in this ESG Report covers calendar year 2019, unless otherwise noted. This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option. In 2019, Digital Realty announced the intent to combine with InterXion, a leading provider of carrier- and cloud-neutral colocation data center services in Europe, serving a wide range of customers through more than 50 data centers in 11 European countries. This combination was not completed until 2020 and therefore data pertaining to InterXion's portfolio is not included in this report. Data centers operated under the Ascenty joint venture in Latin America fall outside the scope of our operational control in the reporting year and are not included in metrics within this report.

To help define the material topics to cover in our report, we used GRI's Principles for Defining Report Content, including all information required for the GRI Standards: Core option as well as additional information relevant to our stakeholders. We conducted a materiality assessment in 2018 to identify aspects of our business that most influence our stakeholders as well as the level of economic, environmental and social significance of those impacts. The materiality assessment sought input from a representative selection of global management, employees in various departments, investors and customers via online surveys. Boundaries are defined by the area of impact, as well as Digital Realty's

<sup>1</sup>Data as of December 31, 2019



involvement with the impacts. Digital Realty plans on conducting a materiality assessment every two years to account for changes in business priorities and stakeholder perspectives. The top 18 material topics from our 2018 materiality assessment are listed below. For more information refer to our **2018 ESG Report**.

1. Ethical Business Conduct
2. Financial Performance
3. Customer Data Privacy
4. Customer Experience
5. Energy Consumption/Efficiency
6. Corporate Data Security
7. Building Resilience to Short-Term Weather Events
8. Compliance with Environmental Regulations
9. Physical Security
10. Renewable Energy Use
11. Carbon Emissions
12. Building Resilience to Long-Term Climate Change Impacts
13. Board of Directors/Senior Management Oversight of ESG Issues
14. Green Building Certifications
15. Water Consumption/Efficiency
16. Non-Discrimination/Anti-Harassment
17. Employee Engagement
18. Employee Occupational Health & Safety

Digital Realty obtained third-party assurance from DNV-GL. The report's alignment with the GRI Standards and GRI Reporting Principles, as well as Scope 1, 2 and 3 emissions, energy and water data and "Management Approach" reporting requirements have received limited assurance in accordance with DNV-GL's VeriSustain™ Protocol, which is aligned with the ISAE 3000 standard and GRI Guidelines.



## Sustainability Commitment

We seek to lead the global data center industry in sustainable environmental performance. We are committed to ongoing efforts that benefit the environment and meet the needs of our customers while also strengthening our business. Our objectives as outlined in our Sustainability Policy are to continue to:

- Provide data center solutions that deliver industry-leading energy productivity and resource efficiency, increase client value and lower cost of ownership
- Empower employees and clients to improve resource efficiency in areas such as energy, water, waste, and carbon
- Communicate our performance regularly and transparently with stakeholders

**“Now, more than ever, we are sharpening our focus on sustainability at Digital Realty, from resilience to our carbon emissions. Our new science-based target commitment illuminates our holistic, business-wide strategy to addressing our global impact.”**

– Aaron Binkey, Senior Director of Sustainability

## ESG Recognition

- 2019 Nareit Leader in the Light Award Winner, Data Center Sector
- EPA Green Power Partnership's Top 20 Tech and Telecom List
- 2019 GRESB Real Estate Assessment "Green Star" Ranking
- 2019 GRESB Public Disclosure "A" Score
- 2019 CDP "A-" Score
- FTSE4Good Index Series inclusion
- Northern Virginia Technology Council "Data Center Community Champion" Award
- Nareit 2019 Investor Communications & Reporting Excellence (CARE) Silver Award
- Solar Energy Industries Association (SEIA) Solar Means Business Top 25
- 2020 ENERGY STAR Partner of the Year Award












## Memberships, Associations, Participation in Industry Groups

- National Association of Real Estate Investment Trusts® (Nareit®)
- TechUK Data Centre Council
- European Data Centre Association
- Northern Virginia Technology Council (NVTC)
- Rocky Mountain Institute Business Renewables Center (BRC)
- Renewable Energy Buyers Alliance (REBA)
- EPA ENERGY STAR Partner
- US Green Building Council® (USGBC®)
- ASHRAE technical working groups
- USGBC Technical Advisory Group
- Dutch Data Center Association
- The Real Estate Roundtable

## Alignment with Industry Codes of Conduct and Voluntary Best Practices

- Science-Based Target Initiative (SBTi)
- BSR Future of Internet Power Documentation Requirements for Supplier Procured Renewable Energy
- US Department of Energy Better Buildings Challenge for Data Centers
- EPA ENERGY STAR Benchmarking
- United Nations Sustainable Development Goals (UN SDG)
- BOMA Waste and Water (W<sup>2</sup>) Challenge
- ISO 14001, ISO 50001, SS 564
- LEED, BREEAM green building certification
- UK Climate Change Agreement (CCA) Scheme
- ASHRAE TC9.9
- Reporting frameworks: CDP, GRESB, S&P Global SAM, SASB, TCFD

## Sustainability Objectives

Category	Objective	Measurement Period, Target Date	2019 Highlights	UN SDG Alignment
Renewable Energy	Long-term goal of making 100% renewable energy available to customers	Annual, ongoing	30% renewable energy inclusive of utility supply. Signed 50 MW of net-new renewable contracts	
	Provide 100% renewable energy for EMEA portfolio	Annual, ongoing	Achieved 100% renewable energy coverage	
	Provide 100% renewable energy for US colocation business	Annual, ongoing	100% renewable energy coverage from July 2016	
Green Buildings	Expand adoption of sustainability-aligned (green) lease provisions in new customer contracts	Annual, ongoing	71% of net-new eligible contracts adopted green lease provisions in 2019	
	Achieve USGBC LEED-Silver or equivalent certification for major new construction and redevelopment projects	Annual, ongoing	Five certifications completed in 2019; four LEED-Gold and one BREEAM-Excellent certification	
Energy Efficiency	Benchmark 100% of properties in ENERGY STAR Portfolio Manager; pursue certification for eligible properties	Annual, ongoing	100% of properties benchmarked in 2019. Certified 29 properties encompassing 510 MW in 2019, a 29% increase (by kW certified) compared to 2018	
	UK CCA goal: reduce non-IT energy consumption for UK scale portfolio by 14.8% and colocation portfolio by 14.5% by 2020 (against 2011 baseline)	Annual, 2020	Achieved 17.6% for scale portfolio and 3.9% for colocation portfolio by end of 2019	
	Colocation PUE reduction goal of 10% by 2022 (against 2017 baseline)	Annual, 2022	Achieved a 7.4% reduction in 2019	
Management	Achieve 100% ISO management certification retention and improve total number of certifications.	Annual, ongoing	Achieved 100% certification retention; added 30 additional ISO certifications	
Resilience	Place in the top 25% (offices/data centers category) based on risk reduction score from insurance risk providers	Annual, ongoing	39% of sites placed in the top 25% (86% weighted risk score)	
	Receive Highly Protected Risk (HPR) status for all sites	Annual, ongoing	59% of insured sites have achieved HPR status	



## Operational and Climate Change Resilience

Our customers trust our ability to provide resilient and secure data center solutions. In addition to day-to-day reliability and uptime, our data centers are expected to withstand short-term extreme weather events as well as the long-term impacts of climate change. Against this backdrop, Digital Realty has compiled a strong track record of reliability and resilience. We delivered “five nines” of uptime for the 13th consecutive year, exceeding 99.999% availability throughout 2019 for our owned and operated data center portfolio.



### Taskforce on Climate-Related Financial Disclosures (TCFD) Alignment

#### Governance

##### BOARD OVERSIGHT

Digital Realty’s Board of Directors provides oversight of the company’s sustainability strategy and major initiatives. The Board’s Nominating and Corporate Governance Committee is updated on the strategy, plans and performance semi-annually and as-needed, and the entire Board of Directors is updated on an annual basis. The updates also provide status on operational project performance, portfolio sustainability KPIs, peer and marketplace benchmarking, as well as projections for upcoming periods. Additionally, we have adopted an Enterprise Risk Management model with the identification of risk ownership to ensure accountability and appropriate visibility at the Board and Executive Leadership levels.

## MANAGEMENT OVERSIGHT

Digital Realty's Senior Director of Sustainability reports to the Executive Vice President, General Counsel, providing regular updates on sustainability performance through in-person meetings, presentations, and other forms of communication. Sustainability program updates and major activities are provided to the Executive Leadership Team on a quarterly basis and as-needed. During these briefings, the Executive Leadership Team is provided with necessary information to assess and determine climate-related risks and opportunities with regards to major activities. Management of risk and is a company-wide priority, delivered through an interdisciplinary effort with contributions from our global operations team, risk management, environmental occupational health and safety, compliance, information security, physical security and other functions. Our Risk Management team, led by our Vice President of Risk Management, is responsible for managing operational risk for our business, while our Chief Financial Officer is the executive responsible for enterprise risk management.

## Strategy

### SHORT, MEDIUM AND LONG TERM CLIMATE-RELATED RISKS AND OPPORTUNITIES

Physical Risks	
<b>Acute</b>	Short-term weather events exacerbated by climate change such as hurricanes, floods, and extreme temperatures may lead to increased risk of property damage and operational impacts.
<b>Chronic</b>	Long-term climate impacts may pose several risks to our portfolio. More extreme weather events and extreme temperatures may lead to higher and more volatile energy costs; severe droughts may lead to higher water costs; air quality impacts related to forest fires could affect operational resilience; extreme rainfall events could exacerbate the risk of localized flooding and water ingress at buildings; sea level rise could increase the risk of flooding for a small number of assets. These impacts may contribute to increased insurance premiums, incremental planning and prevention costs, and costs to limit or further 'harden' assets to resist these impacts. These impacts could also drive customer preferences for certain markets and away from others.

Transition Risks	
<b>Policy and Legal</b>	Increased environmental regulations may increase the cost to develop or the ability to develop in certain areas. To a lesser extent, regulatory changes may increase administrative requirements for reporting and compliance. Building codes are expected to become more stringent over time, potentially increasing development costs and requiring the adoption of new and different technologies.
<b>Technology</b>	Current products and materials may become obsolete more quickly than anticipated or may be replaced with lower-carbon technologies, which could result in increased construction costs. We expect the sophistication of our building systems and controls will become more advanced over time, which may lead to increased construction and operational costs. We may see varying levels of customer acceptance of newer technologies.
<b>Market</b>	Our customers may choose data centers in markets where utility costs are lower or where the utility grid has lower emissions which could result in accelerated obsolescence of certain assets. Disruptions in the supply chains of building materials and data center infrastructure may extend construction times or increase construction costs. Higher costs for energy and water may influence customer leasing decisions.
<b>Reputational</b>	Data centers consume significant amounts of energy and the associated emissions contribute to climate change. Customers and investors may increase their scrutiny of data centers, encouraging increased investment in cleaner renewable energy solutions and low-carbon technologies and diversifying away from more carbon-intensive properties and portfolios. We may face scrutiny by local communities, NGOs, and regulators but at this time we do not believe we are exposed to material litigation risk due to climate change.



## Opportunities

### Resource Efficiency

We have the opportunity to lower our energy and water costs through efficiency measures and operational enhancements. Additionally, our data centers that have received green building and energy efficiency certifications have the opportunity to see increased asset value. Increased waste diversion rates may reduce our waste hauling costs. Employee-focused health, wellness, and engagement programs may improve workforce satisfaction and lead to reduced costs related to employee turnover.

### Energy Source

Transitioning to low-emission sources of energy and investing in new renewable solutions have the potential to lower our operating expenses and may reduce our data centers exposure to potential future carbon regulations, fees, or taxes. Additionally, we have the opportunity to generate incremental revenues by developing renewable products and solutions for customers.

### Products and Services

Our sustainably certified data centers may result in increased customer demand and retention, reflecting consumer preferences for lower-carbon buildings. This may also result in reduced insurance premiums. Additionally, we have the opportunity to provide renewable energy and sustainability solutions to our customers to support their specific sustainability goals, which could also increase customer demand and retention.

### Markets

Our globally diversified portfolio enables us to take advantage of a broad range of utility incentives and renewable and low-carbon energy products that become available. We have the opportunity to pursue green bond offerings, such as our first green bond in 2015, our second in 2019, and our third offering in 2020 (see Green Bonds section), which further diversifies our pool of investors and expands our ability to access capital to cost-effectively fund the growth of our business.

### Resilience

Our customers rely on us to provide resilient data centers to ensure data privacy, security and business continuity. Continuing to provide resilient data centers through physical adaptation measures such as site selection and climate prevention measures, appropriate levels of insurance, green building designs, efficiency measures, as well as data privacy, cybersecurity and physical security practices may increase stronger customer demand and retention.

## IMPACT OF RISKS ON BUSINESS AND FINANCIAL PLANNING

We consider exposure to weather events, flooding, and climate change at the time of acquisitions, development, and regularly throughout the operational phase of our properties. We evaluate portfolio concentration and related geographic risks as part of our enterprise risk management program. We evaluate energy and water conservation opportunities annually as part of each asset's capital plan, and our energy supply chain team affirmatively solicits and evaluates low carbon and renewable energy options when sourcing energy.

To manage reputational and regulatory risks, we have continued our commitment to developing green buildings that seek to minimize impacts on the communities where we operate expanding our supply chain engagement efforts to address upstream carbon emissions in order to reduce environmental impacts, manage costs, and enhance supply chain resilience.

We will proactively seek the required financial information to undertake long-term financial impact modelling and expect to evaluate the resilience of our strategy in light of differing climate scenarios in the years ahead.



## Risk Management

### PROCESS FOR ASSESSING AND IDENTIFYING CLIMATE RISKS

Our Risk Management team assesses a range of risks for all of our assets, from the time of acquisition, during the construction process and annually throughout each property's operational lifecycle. Sensitivity analyses and stress-testing are performed primarily to identify changes in financial risks. Our insurance providers have developed a "Resilience Index" to evaluate risk across our data centers, inclusive of environmental risks such as exposure to natural hazards and fire risk as a result of climate change. We utilize live maps of our global portfolio to identify data centers that may be at risk of natural hazards such as rainfall, snowfall, temperature, wind, hail and floods, and we can view which properties are near 100-year and 500-year flood zones. Based on our analyses of physical risks from climate change, floods and pose the greatest financial risk to our business operations. Risk reports are developed for each data center to include prevention recommendations specific to each identified risk. We also assess our exposure to social risks such as physical security, cybersecurity and pandemics.

### PROCESS FOR MANAGING CLIMATE RISKS

We manage potential risks first via our siting and design standards, then by implementing recommendations to proactively mitigate losses related to short-term acute weather events as well as long-term climate-related events. We maintain appropriate levels of insurance for each asset. For each property, our Risk Management team receives reports from insurance providers that identify opportunities to enhance protection for each facility and improve loss expectancy values. We annually measure the reductions in value-at-risk achieved through the implementation of these measures. We ensure each site has mitigation plans in place specific to its location and exposure to climate risk. Our global Operations team actively implements and refines operating procedures to ensure our data centers are safe and resilient. This includes regular emergency response plan updates and other measures that result from property-specific risk reports. Fuel delivery agreements for backup power systems are on par with those held by the Federal Emergency Management Agency (FEMA) and allow for power to be maintained in the event of an extended power outage.

We continue to implement sustainability projects to minimize our environmental impacts and reduce our contribution to global carbon emissions that contribute to climate-related risks. These efforts include, but are not limited to, supporting the development of new renewable energy supplies, designing and constructing environmentally friendly data centers that use less water and energy to operate, and improving energy and water efficiency for operating data center sites. We also encourage employees to use mass transit and green transportation through transit pass subsidy programs and by installing electric vehicle (EV) charging and bicycle storage facilities at many of our properties.

### INTEGRATION OF PROCESSES INTO OVERALL RISK MANAGEMENT

Our Enterprise Risk Management program is comprehensively updated to reflect short- and long-term physical impacts of climate change, as well as social risks including physical security, cybersecurity, public health and modern slavery.

## Metrics and Targets

### METRICS USED TO ASSESS CLIMATE RISKS AND OPPORTUNITIES

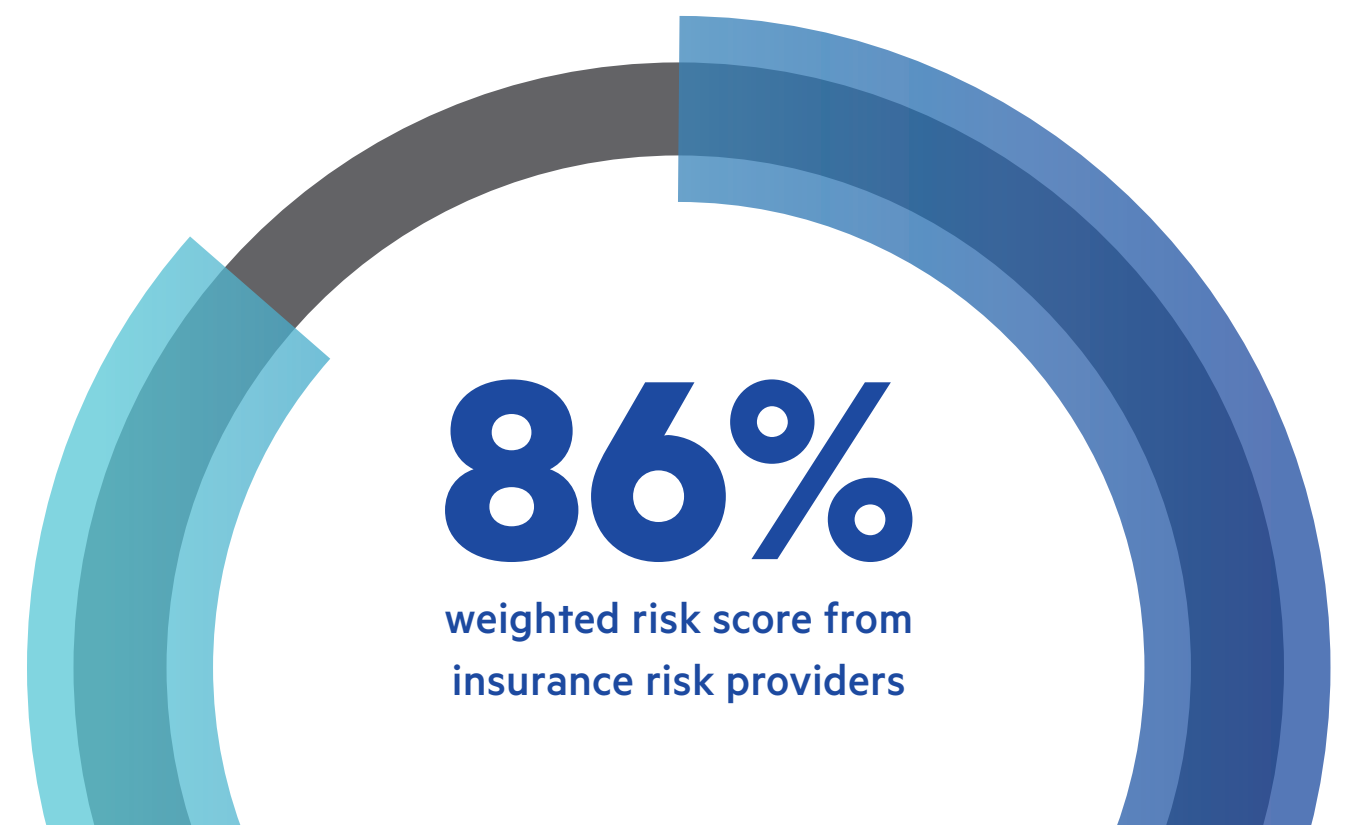
In addition to carbon emissions and emission intensities, we currently track and monitor a number of risk metrics through our insurance risk provider. These metrics include total insured value (TIV), loss expectancy (LE), and a proprietary risk score which is composed of four major causes of property loss – fire and equipment hazards, natural hazards, social risks and inherent occupancy hazards. We also identify which properties are Highly Protected Risk (HPR) sites, which are locations at which all reasonable physical and social loss prevention measures have been implemented.

### SCOPE 1, 2 AND 3 GREENHOUSE GAS EMISSIONS

Refer to the data table on page 26 for our emissions data.

### TARGETS USED TO MANAGE CLIMATE RISKS AND OPPORTUNITIES AND PERFORMANCE AGAINST TARGETS

We have an annual site-level proprietary risk score reduction goal to place in the top quartile in the offices/data center category based on loss prevention and safety improvements. In 2019, 39% of our sites placed in the upper 25%, a 10% improvement from 2017. We aim to achieve HPR status for all of our sites over the long term. Measures to improve HPR status at our facilities are primarily from reductions in physical exposures as our sites generally have strong workplace programs including: hot work management, fire protection maintenance and supervision program, electrical preventive maintenance program, emergency response planning and ongoing communications about facility changes. In 2019, 59% of our insured sites received HPR status and on average our portfolio has a weighted risk score of 86%.



## Data Privacy & Cybersecurity

In the 21st century, cybersecurity is an essential element of resilience. A data center-driven business built to withstand climate change risks but unable to prevent or respond to cyber threats may find itself unable to operate effectively when needed. Privacy, security and confidentiality are fundamental aspects for Digital Realty to ensure the resilience of its business. Digital Realty is committed to respecting and protecting the privacy rights of individuals interacting with us on our websites, when accessing our properties or with whom we otherwise communicate.

Cybersecurity is an important element of customer data security. We have a dedicated Cyber Emergency Response Team based in Dallas, Texas. The team supports and responds to advance threats, intelligence correlation and enrichment, active threat hunting, and adversary take downs. We are also in the process of developing a world-class Threat Intelligence Center to support our enterprise, our customer base, and the industrial control (ICS/SCADA) industry. Built-in security, zero trust and automation are guiding design principles to ensure we achieve Trusted by Design, our strategy which focuses on protecting our company assets and our customers' privacy. Our technology approach is defense-in-depth, enabling layers of defense to better prevent, protect, detect and respond to cybersecurity incidents. We use a NIST Cybersecurity Framework to manage cybersecurity-related risk, and we perform third-party audits to benchmark our maturity.

We recognize that our employees, vendors and customers are key to a resilient cybersecurity strategy. All employees undergo annual cybersecurity training covering policies and security awareness. In addition, we simulate continuous phishing campaigns, raise awareness of social engineering tactics and develop Security Ambassadors. We collaborate with our vendors and partners to help them improve the security of their products and services, as well as understand how to deploy their products and services securely in our environments. We educate customers on how we keep them and their data safe and encourage security best practice feedback and advice from them. In 2019, we had no substantiated complaints concerning breaches of customer privacy or losses of customer data. For more information, see the [Privacy Practices](#) page on Digital Realty's website.

## Physical Security Practices

Our facilities are secured via a resilient, defense in depth security platform consisting of multiple physical barriers, local security infrastructure and integrated technology enabling consistent process controls and reporting. This is supported and enabled by onsite security professionals<sup>1</sup> led by our Portfolio Security Team and continuously monitored through a robust compliance and assurance program.

Our Standard Security Protocol defines our security layers and includes:

- Site perimeter boundaries
- Lobby area guidelines
- Common area controls
- Segregated loading docks
- Restrictions to interior spaces
- Critical systems space access
- Data center space access
- Security infrastructure maintenance and testing

Each of our data centers has an Emergency Response and Business Continuity Plan which addresses risks to the site, identifies a Crisis Management Team and outlines operational and communications protocols in the event of an emergency. This Plan is reviewed and tested on an annual basis. For more information, see the [Security](#) page on Digital Realty's website.

<sup>1</sup> Our security personnel are under third-party contracts. We have limited visibility into human rights training they may receive from their employers.



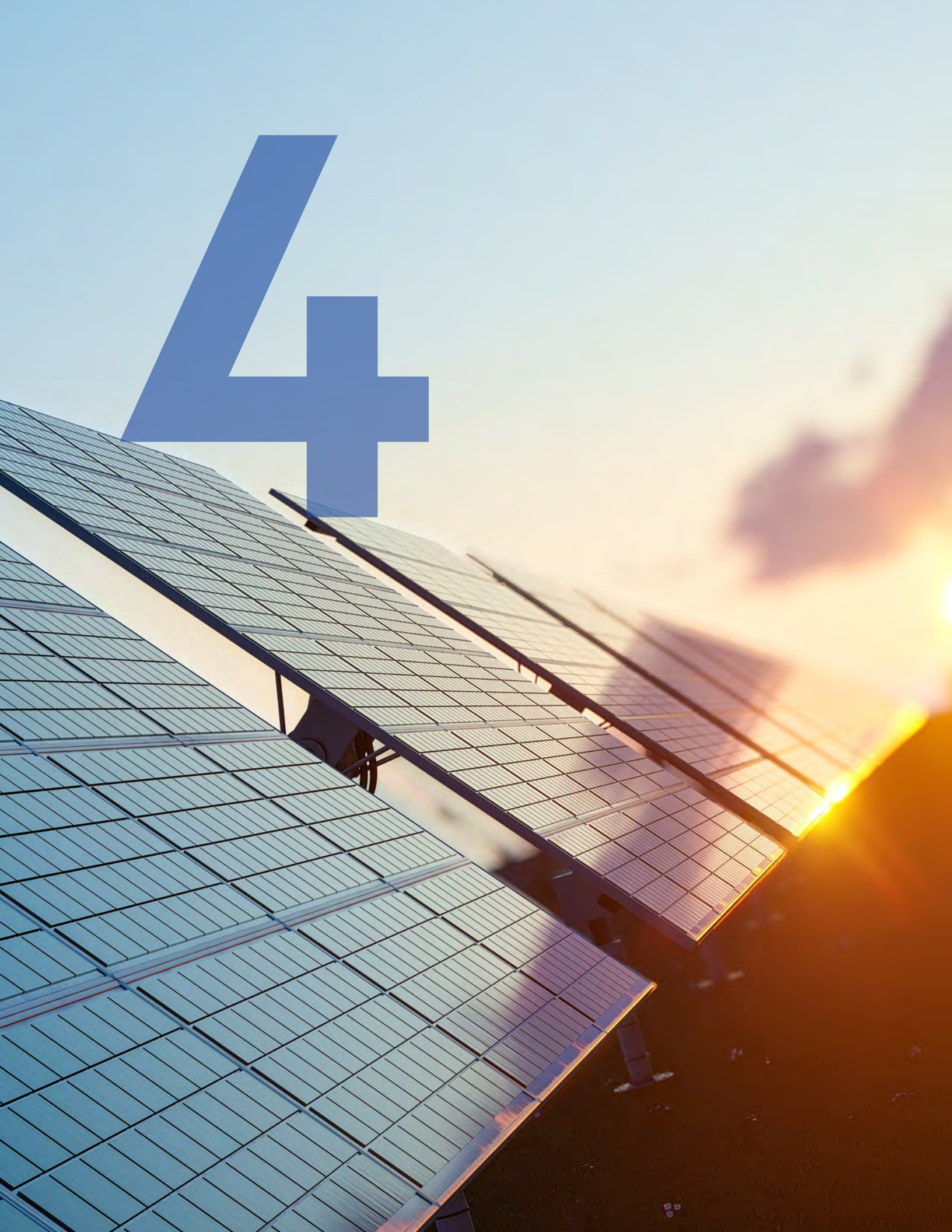
## Pandemic Preparedness

As part of our portfolio-wide business continuity cycle, in 2016 Digital Realty conducted a pandemic exercise for all sites in our global portfolio. Additionally, several sites in our APAC region conducted pandemic drills in 2018. Our business continuity planning includes operating our sites with minimal staff and the ability to institute this plan through remote monitoring of BMS systems and security systems. As part of our standard protocol, all of our data centers are equipped with supplies to ensure they remain fully operational if remote operation becomes necessary. We also regularly engage our critical suppliers to confirm their Pandemic Response plans and review their capacity to provide service continuity.

Our Regional Leadership teams and Government Relations department maintain active relationships with government and local authorities to ensure access to facilities is maintained for critical teams during pandemics. In the US, the Department of Homeland Security's Cybersecurity and Infrastructure Security Agency (CISA) has designated data centers, and the Information Technology and Telecommunications Sectors they house, as a "Critical Infrastructure Sector"

with its critical employees designated as "Essential Critical Infrastructure Workers". These essential workers help State and local officials as they endeavor to protect their communities while ensuring continuity of functions critical to public health and safety, as well as economic and national security.

We have secured access credentials from the Department of Homeland Security to ensure continuity of operations and emergency response. In Canada, we work through the National Cross Sector Forum, which designates data centers as a "Critical Infrastructure Sector." We also work with provincial authorities and other partners in Canada to ensure delivery of Emergency Support Functions as identified by the Department of Public Safety Federal Emergency Response Plan. In the EMEA and APAC regions, we continue to work with all relevant agencies to ensure that there is strong understanding of the services operating within our data centers and the critical nature of them. For more information, visit [Digital Realty's COVID-19 site](#).



## Environmental Performance

Digital Realty recognizes the importance of managing the life-cycle environmental impacts of its data center portfolio, from design and construction through its operational lifetime. We operate a comprehensive program that addresses siting and resilience, sets standards for sustainable building design and actively manages the ongoing efficiency and environmental impact from our operational data centers.

Ninety percent of our top 20 customers have publicly stated sustainability goals. Our sustainability program supports common customer objectives throughout the lifecycle of a data center – ranging from new green building certifications to ENERGY STAR certifications and the procurement of renewable energy. We strategically and proactively work with our Sales and Customer Success teams to effectively communicate our ESG initiatives and opportunities, and conversely integrate customer feedback and commitments to ESG into our decision-making.

Digital Realty's Sustainability Committee consists of representatives from various departments including Sales, Risk, Governance, Design and Construction, Energy Management, and Sustainability, who support and provide feedback and critical information on sustainability initiatives. The Sustainability Committee holds monthly meetings in which representatives from various departments provide updates on their efforts, promoting collaboration and efficiency across functional areas.

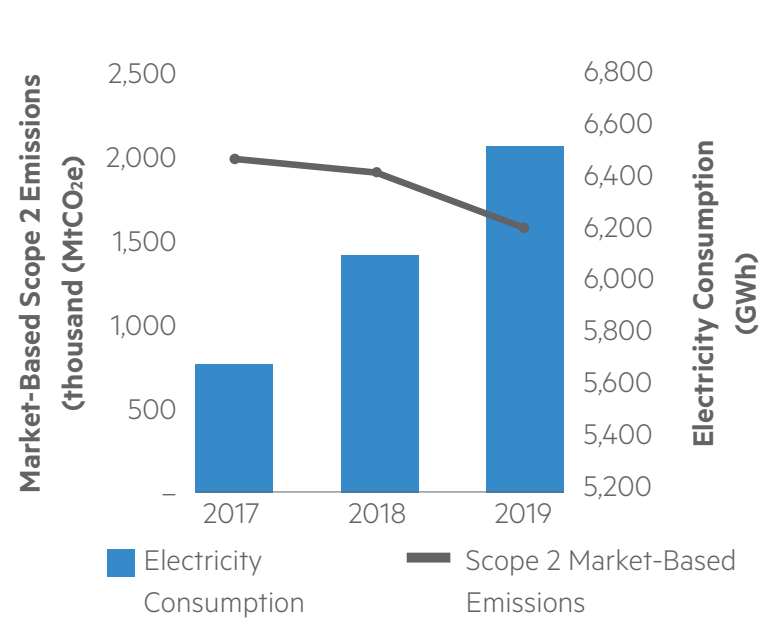
Digital Realty's Executive Vice President and General Counsel is responsible for Digital Realty's ESG strategy and climate-related risks. Program management is led by our Senior Director of Sustainability, whose team coordinates key elements of Digital Realty's sustainability initiatives. Our General Counsel receives weekly updates on sustainability performance through in-person meetings, presentations and other forms of communication. The Executive Leadership Team and the Board of Directors are updated on a semi-annual basis and more frequently as-needed.

The Executive Vice President of Operations oversees the teams that implement resource conservation initiatives and green building projects. Regional design managers leverage external resources to implement projects in keeping with our corporate certification objectives. The Vice President of Data Center Operations manages resource conservation projects with the support of an in-house energy management team, external project management and engineering support. The Sustainability team interacts at regular intervals during the lifecycle of key projects and initiatives.

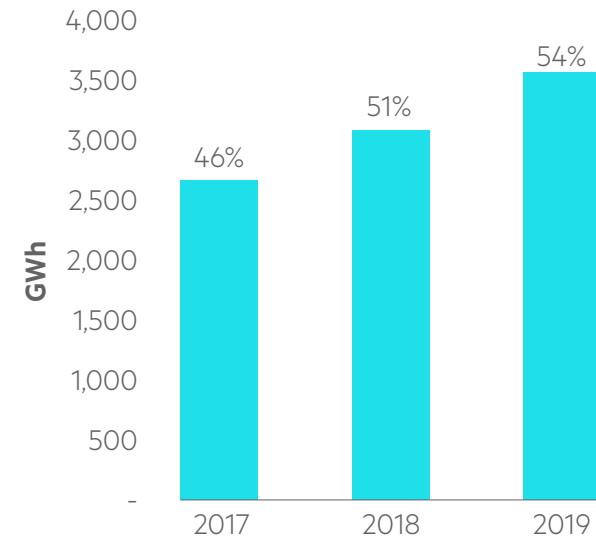
# Energy and Greenhouse Gas Emissions

Energy is one of the largest operating costs for a data center. Energy management is deeply integrated into our business decisions, from site selection to design and construction of a new data center, and for the lifetime of the asset. We have set a long-term goal to make 100% renewable energy available to all of our customers and additionally signed up with the Science-Based Targets Initiative (SBTi) in 2020, committing to setting a carbon reduction target in line with climate science. Digital Realty's Energy Procurement team is dedicated to providing cost-effective energy for our customers and prioritizes low- and zero-carbon energy sources.

## GHG Emissions vs. Electricity Consumption



## Carbon-Free Electricity by Year



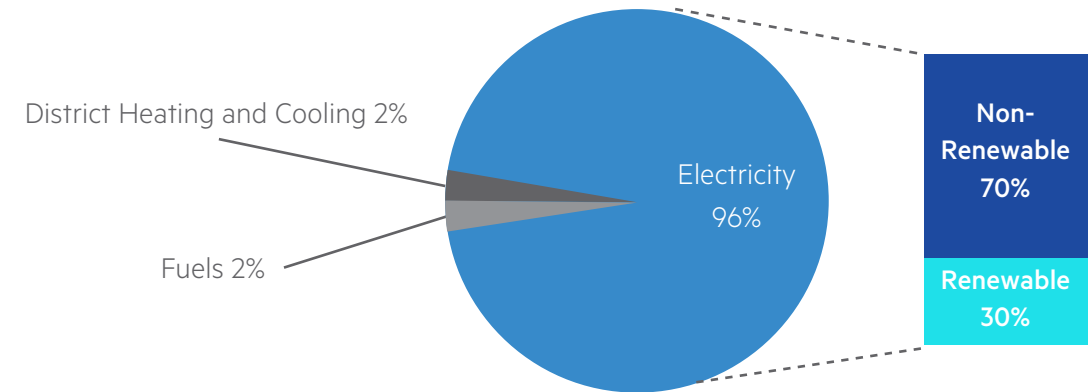
## 2019 GHG Emissions (MtCO<sub>2e</sub>)

Scope 1 <sup>1</sup>	Scope 2 (Location-Based) <sup>2</sup>	Scope 2 (Market-Based)	Scope 3 <sup>3</sup>
25,980	2,481,150	1,603,160	1,777,790

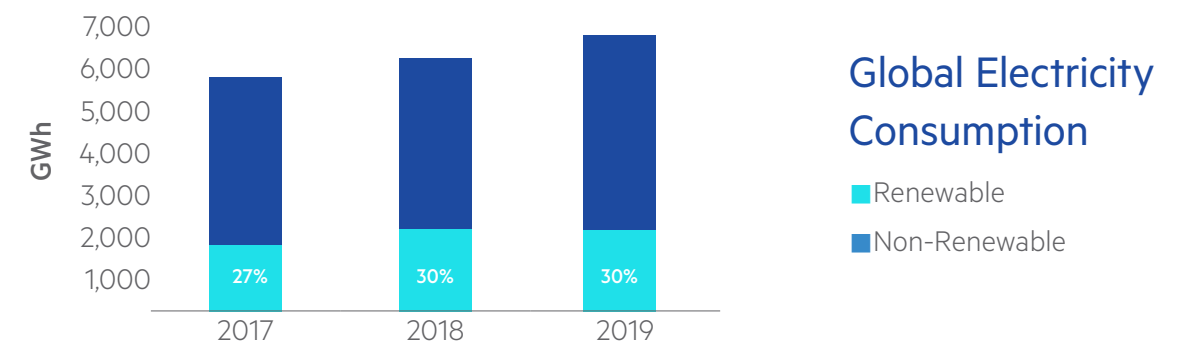
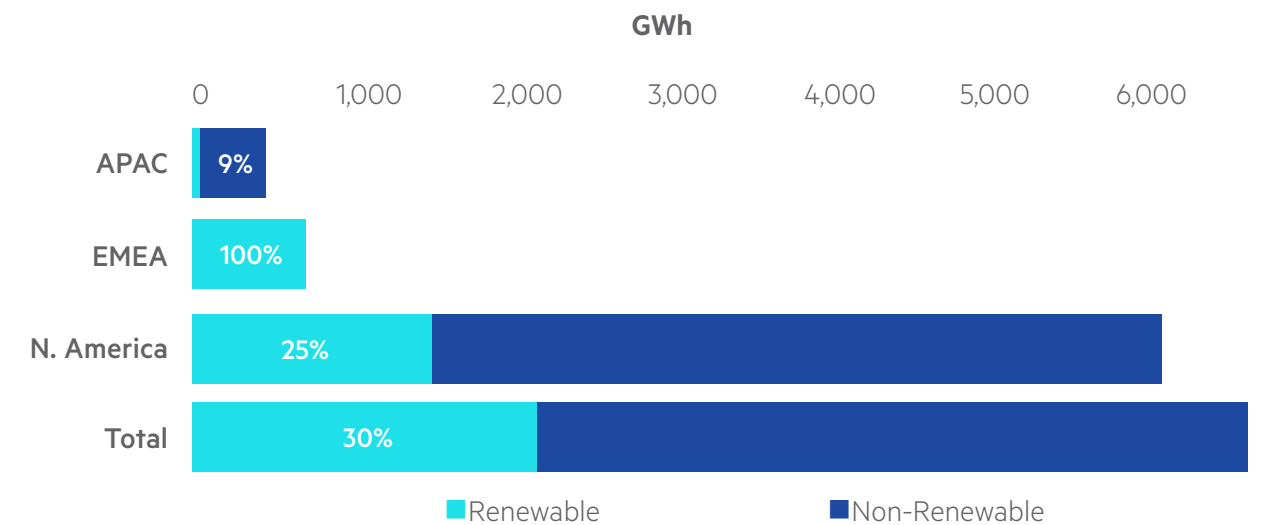
<sup>1</sup>Scope 1 emissions are related to natural gas and diesel consumption of our directly managed properties  
<sup>2</sup>Scope 2 emissions are related to electricity and district energy consumption of our directly managed assets  
<sup>3</sup>Scope 3 emissions include energy consumption of properties where we do not have operational control, purchased goods and services, business travel, employee commute, energy and fuel-related activities not in Scope 1 or Scope 2, and waste generated.

Note: Prior year metrics may differ from previously reported metrics due to improvements in data quality.

## Energy Sources



## Total Electricity and % Renewable by Region



Note: 100% data coverage for 2019 energy metrics. Data includes properties where Digital Realty has operational control.



## Renewable Energy

We continue to expand our supplies of renewable energy, pursuing market-based solutions to cost-effectively make progress towards our renewable energy targets.

Our approach prioritizes cost-competitive net-new renewable energy sourced within the same grid regions where our data centers are located. While we generally prefer renewable energy be delivered through local utility partners, we recognize that this is not feasible in many markets today, either at the scale we need or in the time-frame we seek to act. We assess the carbon reduction impact our projects will have on the regional grid and seek to maximize carbon reductions whenever possible by supporting projects in higher carbon-intensity grids. While we prefer to minimize the use of unbundled commodity Renewable Energy Credits (RECs) to meet our long-term targets, we have purchased RECs in the past and may continue to do so as conditions warrant.

In 2019, we announced an agreement to source 50 MW of solar capacity for a portion of our Northern Virginia data center portfolio. The long-term virtual power purchase agreement (vPPA) is expected to generate 107,000 MWh of renewable solar power annually.

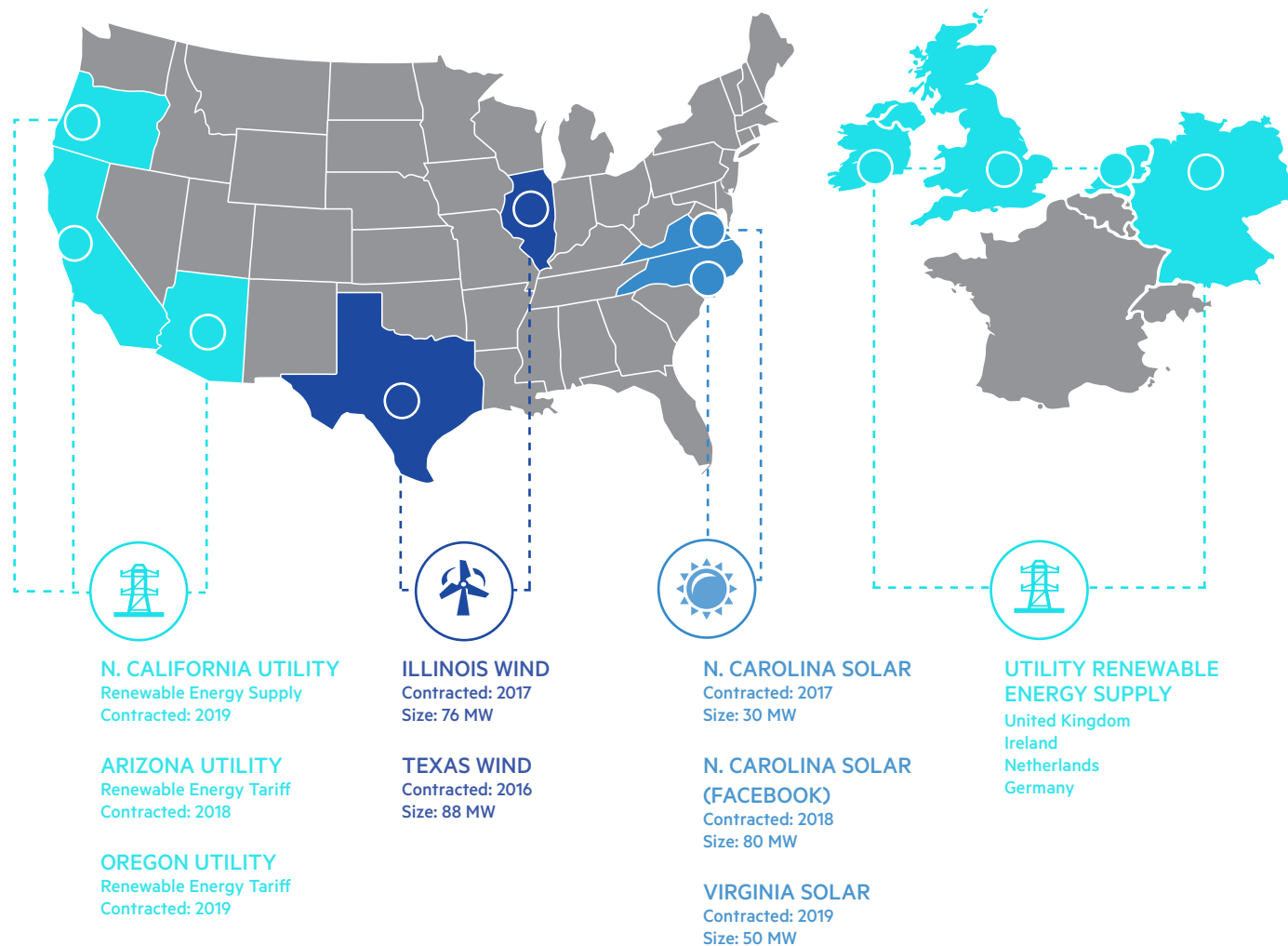
Our three operational vPPAs produced more than 605,000 MWh of wind and solar energy in 2019, sufficient to meet the electricity needs of more than 72,400 homes for one year<sup>1</sup>. Our renewable and carbon-free energy efforts resulted in an estimated 1,254,000 metric tons CO<sub>2</sub> equivalent emissions (MtCO<sub>2</sub>e) avoided in 2019, sufficient to meet the annual electricity needs of more than 212,000 homes. In total, our renewable energy procurement includes:

- **100% renewable energy for all EMEA properties**
- **100% wind power for US colocation business**
- **324 MW new solar and wind under contract**
- **Carbon-free power supplied to five properties in California and Illinois**
- **Green tariff enrollment for Oregon and Arizona data centers**

<sup>1</sup>According to the EPA's Greenhouse Gas Equivalencies Calculator

## Advancing Renewables in Oregon

In 2019, Digital Realty signed a green tariff agreement (the Green Energy Affinity Rider, or “GEAR”) with Portland General Electric (PGE) which will supply 120,000 megawatt-hours annually to a Digital Realty data center in Hillsboro, Oregon under the utility’s recently launched Green Future Impact program. Through this program, PGE worked with Digital Realty and other large customers to source new solar generation from within the state of Oregon under a long-term contract. This is Digital Realty’s second utility green tariff agreement, following a similar agreement signed with Arizona’s Salt River Project (SRP) utility in 2018.

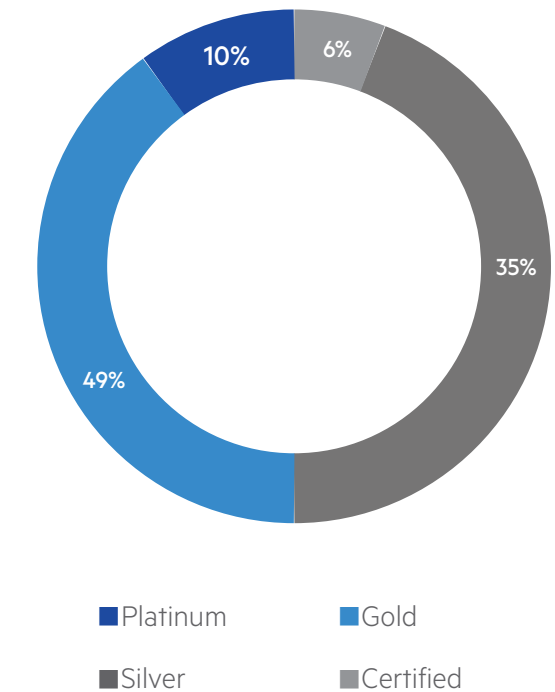


## Green Buildings

Digital Realty has a successful track record of developing and operating data centers that are certified under USGBC LEED, BREEAM and other global green building standards. These green building rating schemes are leading recognized voluntary standards for high performance and sustainable buildings. Since 2007, we have received certifications covering 652 MW of IT capacity (8.5 million square feet), more than any other data center provider. In total, 27% of our global portfolio by square foot has received one or more green building certifications.

Green building certifications are a tool we use to demonstrate to communities, customers, investors and other stakeholders that our data center development activity has undertaken measures to tread lightly on the environment. Digital Realty has a policy to certify major new developments and renovations in accordance with recognized green building rating standards. In 2019, four data centers and the office space within one of our Richardson, Texas data centers received green building certifications. 2019 certifications totaled 1.1 million square feet.

### Green Building Certifications Achieved



### 2019 Green Building Certifications

Address	Total Sq Ft Certified	Rating System	Certification Level
1210 Integrity Dr Richardson, TX, USA	5,448	LEED CI	Gold
21744 Sir Timothy Dr Ashburn, VA, USA	289,000	LEED CS	Gold
3205 Alfred St Santa Clara, CA, USA	65,958	LEED CS	Gold
44274 Round Table Plaza Ashburn, VA, USA	634,023	LEED CS	Gold
Unit 2 Power Ave, Crawley, UK	105,594	BREEAM Data Centres	Excellent





## Conserving Resources

We continuously monitor and manage energy and water consumption and actively implement energy and water conservation measures. We track and manage the use of resources through a proprietary real-time infrastructure management system, utility data aggregation software, and ENERGY STAR Portfolio Manager.

Digital Realty's Energy Management and EOH&S teams are focused on identifying and executing energy and water conservation projects that ensure our global portfolio operates at peak levels of efficiency. An important part of this process occurs during the annual budgeting cycle. Capital expenditure investment planning identifies and evaluates resource efficiency project opportunities in a parallel but distinct process from non-resource-impacting capital investments. Approved projects receive support from dedicated internal experts, from scoping to post-implementation measurement and verification.

**41%**

Water Savings

### Green Building Spotlight: 3205 Alfred St, Santa Clara, California

3205 Alfred Street is a two-story LEED-Gold certified data center, representing the re-development of a site previously occupied by an obsolete commercial building. Nearly all the concrete rubble from the deconstruction of the old building was processed and re-used on-site, reducing demand for new concrete and other materials while avoiding the transportation and disposal of the waste material.

**93%**

Construction  
Waste Diverted

The project uses a cooling system that takes advantage of energy-efficient free-air cooling for large portions of the year. This system is highly modular and scalable which allows the data center to operate at high levels of efficiency even when partially loaded. It also does not use water for cooling, an advantage in a water-constrained region. The site offers EV charging stations for tenants and has procured enough renewable energy to match 100% of its calculated energy use for two years under the LEED rating system.

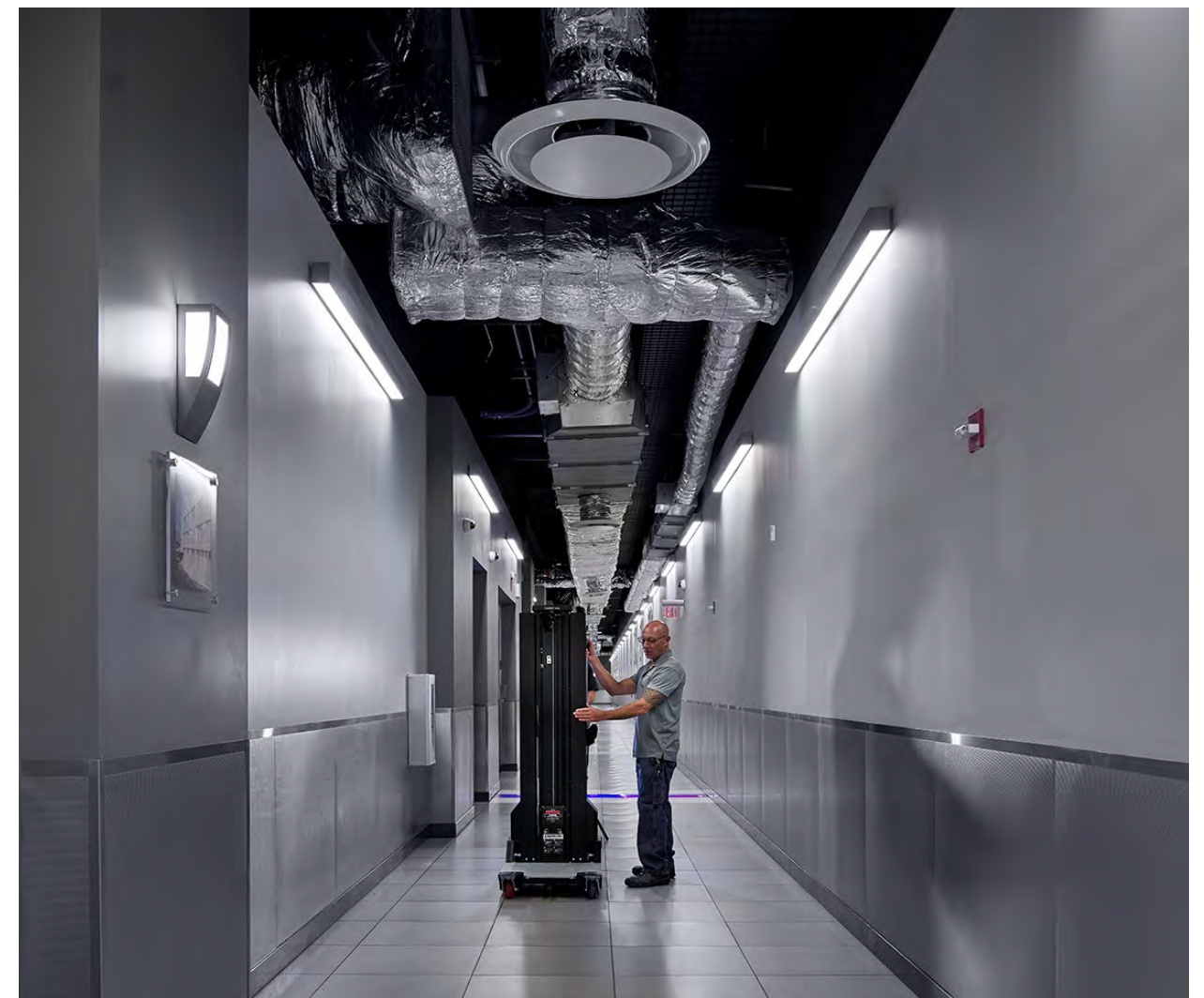


EV Charging  
Stations



Renewable  
Energy

The construction of the facility supported an estimated 563 construction jobs and 52 full-time jobs.



## Energy Efficiency

We have set energy reduction targets around the world and our Operations teams work to improve efficiency throughout our portfolio. We have a dedicated team of energy efficiency professionals that oversee energy improvement programs. As part of Digital Realty's infrastructure upgrade program, the Operations team performed energy audits on 18% of our global managed portfolio by square feet and targeted projects at properties that would deliver significant efficiency and cost savings. Implemented and tracked projects resulted in an estimated 26,000 MWh and \$3.1 million in annualized energy savings, equivalent to the electricity needs of 3,100 homes for one year.

Implementation of efficiency improvements is further supported by our Incentive Pursuit Program which focuses on identifying applicable utility incentives early in the project planning and design process and carrying them through the implementation phase. Incentives pursued include energy assessments, energy modeling, retro-commissioning and above-code energy efficiency measures. Our Operations and Design & Construction teams secured \$1.2 million in utility incentives and rebates related to energy efficiency initiatives for more than 40 efficiency improvements implemented in 2019.

**18%**

Global portfolio received audits

**\$1.2**

Million in utility incentives

**29**

ENERGY STAR certifications

**26,000**

MWh saved from efficiency projects

### ENERGY STAR CERTIFICATIONS

We certified 29 data centers under the US EPA's ENERGY STAR Certification for Data Centers, signifying that our certified data centers rank in the top 25% of similar facilities nationwide in terms of energy efficiency. These facilities total 510 MW of data center IT capacity, representing 70% of our US stabilized and operating portfolio. Compared to industry-average data centers, these data centers save 1.7 million MWh annually, enough to power 142,000 average US homes and save 1.2 million metric tons of CO<sub>2</sub> emissions per year. Our efforts with ENERGY STAR and achievements in energy efficiency and energy management were recognized in 2020, when we became the first data center partner to receive the ENERGY STAR Partner of the Year Award.

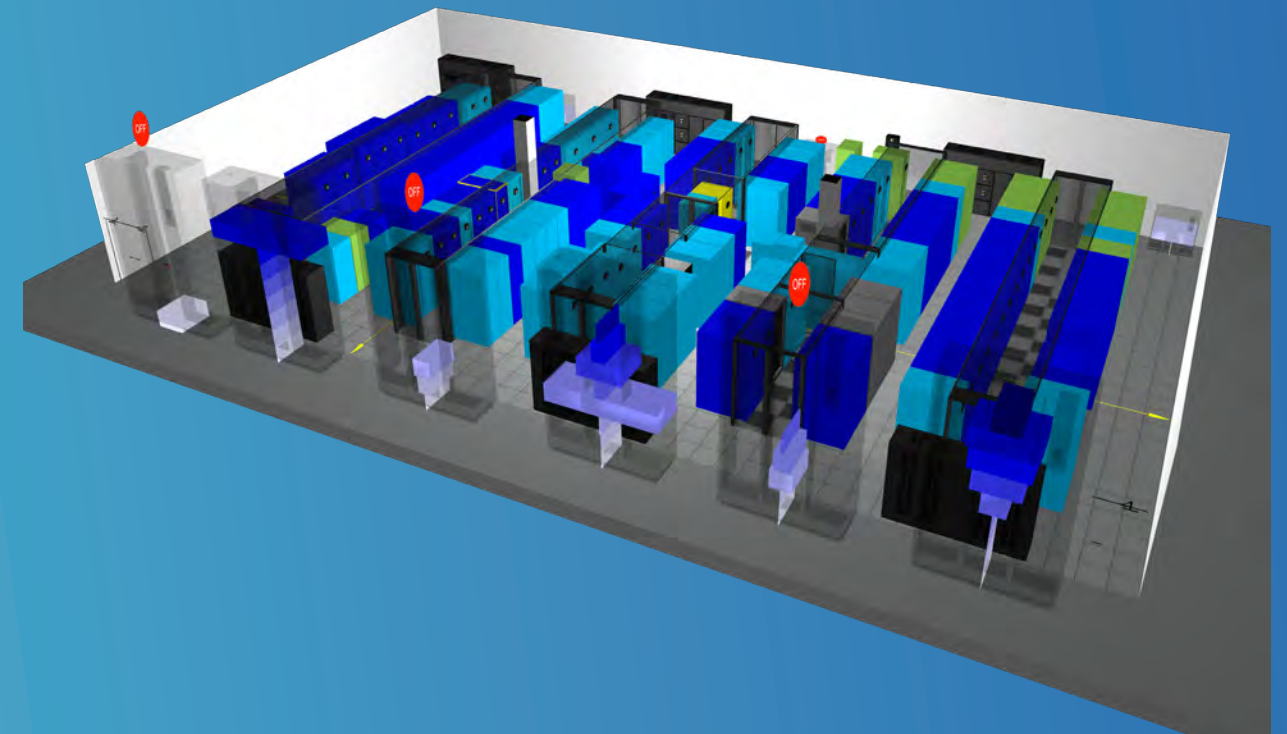


## Cooling System Optimization

In early 2019, Digital Realty implemented a software-driven thermal optimization project at our West Drayton data center in the UK. Since cooling can consume up to 30% of data center's energy, improvements in cooling efficiency play a crucial part in reducing infrastructure energy consumption and site PUE. In one year, the project provided the following results:

- 1,090 MWh energy savings
- 20% reduction in cooling system energy
- £128,000 cost savings
- Continuous improvement in PUE

The solution from EkkoSense supports analytically driven thermal optimization through a combination of wireless sensors, modelling and intelligent optimization software, operating independently from the data center network. This proof-of-concept project in a single UK data center achieved full ROI within five months and is now being rolled out to other Digital Realty data centers to improve operational efficiency at additional locations. Digital Realty is working with techUK to share lessons learned and best practices from the success of the proof of concept with other data center providers.



## Water Conservation

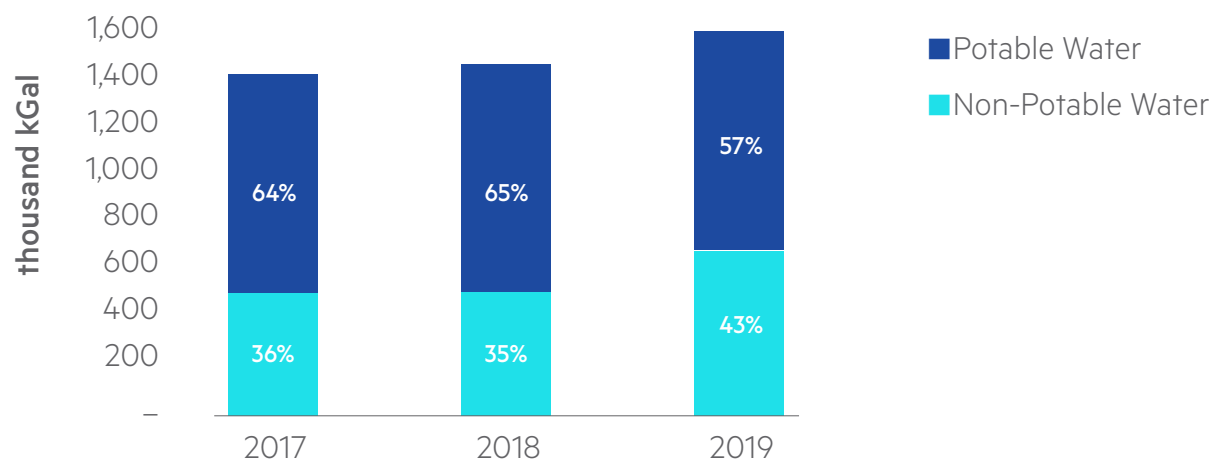
We view water as a critical resource and recognize the need to use water responsibly. We consider water availability, cost and alternate supply solutions such as municipally supplied non-potable water where available. In 2019, we added three sites that use non-potable water, and in total, 43% of our global water supply (more than 661,800 kGal) was provided by non-potable water.

To expand water conservation efforts, we announced in 2019 an agreement with Nalco Water, a global leader in water management technologies and expertise, to expand our efforts to optimize water use through reduction, reuse and recycle projects. This initiative will enhance our ability to design and operate cooling technologies expected to achieve the best balance between water consumption, energy consumption and environmental impacts. These efforts will help enhance water supply resilience, improve visibility into water-utilizing systems via expanded submetering and monitoring, reduce water consumption through innovative treatment programs and extend asset life.

As part of this effort, the Operations and EOH&S teams developed a Global Water Strategy and Policy which addresses the strategic role that water plays in our operations, identifies regions where water quality and scarcity pose the greatest risk to our business. This is intended to help us create a pipeline of projects and opportunities to advance Digital Realty's operational water resilience.

In addition to assessing our global portfolio for water scarcity using the World Resource Institute's (WRI) Aqueduct™ tool, in 2019, 45 sites accounting for 84% of total 2019 water usage were assessed for water risk and water efficiency opportunities. This includes an assessment providing insights into the potential impact that water scarcity and quality can have on our business in the various regions and watersheds where our properties are located and draw water from, focusing our attention in regions water projects could reduce operational costs and build in greater operational resilience.

### Global Water Consumption by Year<sup>1</sup>



<sup>1</sup> 96% data coverage. Data excludes leased properties and properties where Digital Realty does not have operational control.

### Water conservation strategies we evaluate and implement include:

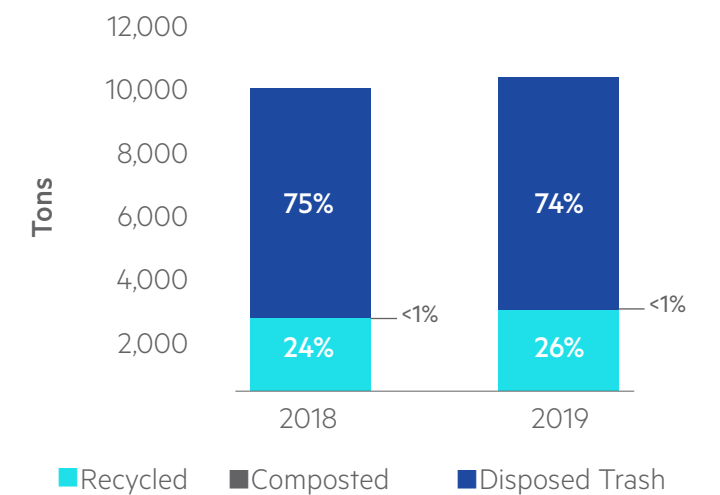
- Considering local climate and water stress when siting data centers
- Prioritizing cooling system designs that minimize or eliminate water usage
- Maximizing 'free cooling' to reduce demand for water
- Utilizing drip irrigation and weather-adaptive irrigation control systems to minimize wasted water
- Utilizing shared cooling solutions such as district chilled water and river water cooling loops
- Using municipal non-potable water supplies for landscape irrigation and cooling systems
- Installing water-conserving plumbing fixtures
- Specifying native plants and other drought-tolerant plant species to reduce the need for irrigation
- Specifying ASHRAE TC9.9 A1 'allowable' temperature and humidity ranges to improve overall energy efficiency and reduce water used for cooling and humidification

## Waste Management

We benchmark our waste generation in ENERGY STAR Portfolio Manager and joined the BOMA Waste and Water Challenge, committing to monitoring and improving waste and water efficiency. In 2019, our data centers generated 10,500 tons of waste and diverted 26% of total waste generation.

During construction of our data centers, we follow green building certification standards for minimizing waste and using regional and recycled materials. On average, for our data centers certified in 2019, 28% of building materials were locally sourced, 27% used recycled content and we diverted more than 88% of on-site generated construction waste.

### Global Waste Generation by Year<sup>1</sup>



<sup>1</sup> 77% data coverage for 2019 waste metrics. Data excludes leased properties and properties where Digital Realty does not have operational control. Waste metrics do not include waste generated during construction. 2017 waste metrics are not shown in historical data charts due to low data coverage.

# Green Bonds

## DIGITAL REALTY GREEN BONDS




Digital Realty is the largest REIT issuer of green bonds. Green bonds are standard bonds with green features, designed to support projects that have beneficial impacts on the environment compared to business as usual. We believe our commitment to sustainability and our use of green bonds will encourage others in our industry to advance their own environmental commitments. In early 2019, Digital Realty issued its second green bond and a follow-on offering having aggregate gross proceeds of €1.08 billion, the data center industry's first Euro-denominated green bond. This followed our inaugural green bond issuance in 2015, the first in the data center industry.

Proceeds from the 2019 green bond and follow-on offering were allocated to support the development of six sustainable projects that received certification in accordance with LEED or BREEAM sustainable rating, two renewable energy and eleven energy efficiency projects. These projects not only delivered significant environmental benefits, they also supported the local communities through construction jobs and permanent employment. Visit Digital Realty's [Green Bonds](#) page for more information.

 **19** eligible projects included in allocation of proceeds

 **4.23** million metric tons CO<sub>2</sub>e avoided

 **5.22** million megawatt-hours of renewable energy

 **1.66** million gallons of water saved

 **997,708** megawatt-hours of energy saved

 **9,875** tons of waste diverted from landfills

 **52.1%** potable water savings vs. baseline

 **9,136** construction jobs created

 **830** permanent jobs created

## Management Standards

Across our global operating portfolio, we implement ISO management systems to ensure we have consistent processes in place to support continuous improvement. We retained 100% of all existing ISO certifications in 2019. In addition to the ISO standards listed below, 100% of our Singapore portfolio is certified under SS564 Green Data Centres standard for Energy and Environmental Management Systems.

Management Standard	EMEA	Global
ISO 9001 (Quality Management)	94%	32%
ISO 14001 (Environmental Management)	94%	32%
ISO 27001 (Information Security Management)	94%	71%
ISO 50001 (Energy Management)	100%	10%
ISO 18001 (Occupational Health and Safety)	16%	2%

## Green Leasing

We are the first global data center REIT to adopt green lease standards for use in data centers. Digital Realty launched its green lease program for applicable contract types to better align interests between landlord and tenants to incentivize energy and resource efficiency investments, streamline renewable energy procurement and support sustainable building certifications. Resources and expertise from the Green Lease Leaders program have supported the successful development of our green lease standards.

Among new leases signed in 2017 since the launch of this initiative, we have shown a 78% adoption rate. More broadly, while this program has been in place for only 3 years, 6.4% of our global portfolio has green lease provisions in place and we see the high level of adoption as a strong indicator of continued success.



## Engaging Stakeholders

We seek to engage with stakeholders that are key to our business success, as well as those that may be affected by our business activities. Digital Realty's key stakeholders include employees, customers, investors, joint venture partners, governments and regulators, suppliers, communities and non-governmental organizations.

Stakeholder	Engagement	Topics of Discussion
<b>Customers</b>	<ul style="list-style-type: none"> <li>▪ Dedicated asset management, sales, and strategic account teams</li> <li>▪ Customer satisfaction surveys</li> <li>▪ Customer Success Managers</li> <li>▪ Quarterly Business Reviews</li> <li>▪ Customer appreciation events</li> <li>▪ Collaboration on efficiency and clean energy projects</li> <li>▪ Green lease standards</li> <li>▪ Energy efficiency transparency (efficiency improvements in customer spaces and ENERGY STAR certification announcements)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Consistent customer communication and relationship management</li> <li>▪ Operational and administrative support matters</li> <li>▪ Availability and resiliency</li> <li>▪ Lease price and growth plans</li> <li>▪ Achievement of competitive utility rates</li> <li>▪ Data privacy and cybersecurity</li> <li>▪ Building safety</li> <li>▪ Assistance in achieving customer sustainability goals</li> <li>▪ Green building and energy efficiency certifications</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>▪ Direct engagement with managers and coworkers</li> <li>▪ Training and support programs</li> <li>▪ Regular employee satisfaction surveys</li> <li>▪ Monthly Sustainability Committee Meeting with global teams</li> <li>▪ Direct electronic employee communications</li> <li>▪ In-person and streaming video Q&amp;A with executive management</li> <li>▪ Matching gifts program and Donate 8 volunteering program</li> <li>▪ Employee wellness programs</li> <li>▪ Annual performance reviews</li> <li>▪ Quarterly All-Hands Meetings</li> </ul>	<ul style="list-style-type: none"> <li>▪ Professional training and career opportunities</li> <li>▪ Diversity and employee inclusion</li> <li>▪ Philanthropic initiatives</li> <li>▪ Corporate data security</li> <li>▪ Company economic performance and future outlook</li> <li>▪ Company ESG performance and sustainability goals</li> <li>▪ Ethical business conduct</li> </ul>

Stakeholder	Engagement	Topics of Discussion
<b>Investors</b>	<ul style="list-style-type: none"> <li>Investors web page with stock information and news and events</li> <li>SASB-aligned disclosures in annual financial report (Form 10-k)</li> <li>Quarterly earnings calls</li> <li>Investor presentations</li> <li>Dedicated Investor Relations team</li> </ul>	<ul style="list-style-type: none"> <li>Company economic performance and outlook</li> <li>Communication and transparency of performance and strategy</li> <li>Digital Realty ESG performance and sustainability goals</li> </ul>
<b>Joint Venture (JV) Partners</b>	<ul style="list-style-type: none"> <li>Engagement on matters relevant to JV properties and management of the joint venture</li> <li>Updates on Digital Realty's Investor page</li> </ul>	<ul style="list-style-type: none"> <li>Transparency and communication of company economic performance, future outlook and business strategy</li> <li>Utility data aggregation</li> </ul>
<b>Government Regulators</b>	<ul style="list-style-type: none"> <li>Regular dialogue, filings, permitting, and hearings related to project permitting</li> <li>Energy supply and renewable energy communication</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with permitting, benchmarking and other rules and regulations</li> <li>Engagement on relevant sustainability and energy efficiency matters</li> </ul>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>Contract development and ongoing interaction</li> <li>Direct dialogue via meetings and calls</li> <li>Supplier compliance with environmental policies</li> <li>Regular performance reviews with key vendors</li> </ul>	<ul style="list-style-type: none"> <li>Economic performance and future outlook</li> <li>Communication and transparency of performance</li> <li>Product roadmap</li> <li>Product cost, availability, backlog, commodity price trends</li> </ul>
<b>Non-Governmental Organizations (NGOs)</b>	<ul style="list-style-type: none"> <li>Membership and participation in trade associations, working groups, committees, and boards</li> <li>Conference and event attendance</li> </ul>	<ul style="list-style-type: none"> <li>Economic development</li> <li>Energy and environment</li> <li>Community impacts</li> <li>Industry growth and trends</li> </ul>
<b>Local Communities</b>	<ul style="list-style-type: none"> <li>Local community engagement for development projects</li> <li>Contract with local suppliers where possible</li> <li>Host first responders, local government officials and events</li> <li>Corporate philanthropy</li> <li>Employee volunteering</li> </ul>	<ul style="list-style-type: none"> <li>Construction and data center operation</li> <li>Economic development</li> <li>Energy and environment</li> <li>Community impacts</li> </ul>

## Customer Experience

Digital Realty is committed to our customers' success. In addition to assigning a Customer Success Manager for every customer, we have adopted the Net Promoter Score (NPS)<sup>®</sup> methodology to measure overall customer loyalty.

One hundred percent of our customers received customer satisfaction surveys in 2019 and our NPS scores have more than doubled in the past three years. In addition to NPS surveys, we leverage real-time transactional surveys to drive continuous improvement programs monitored at the executive management level. Our executive management team reviews survey results and action plans on a regular basis. Our Customer Success team follows up with survey responses as part of our Closed Loop Management program, and we offer a 24x7 "always on" feedback channel called Digital Delivers, which members of our executive team actively monitor.



## Do Better Together

Digital Realty is committed to giving back to the communities where we operate and we continue to encourage and celebrate community involvement and employee engagement activities through our Do Better Together initiative. Our program includes:

- **Community Involvement**

In 2019, community involvement efforts included bike rides that raised funds to help students purchase school essentials, packing backpacks for low-income students and homeless veterans, cleaning up highways and events supporting the elderly. Our employees organized events across the globe, from San Francisco to Dublin to New York to Singapore.

- **Donate 8 Program**

Employees are allotted eight hours of paid time-off per calendar year during regularly scheduled work hours to volunteer for eligible organizations. In 2019, over 520 volunteer hours were taken by employees in the US alone.



Digital Realty's New York/New Jersey employees participating in Operation Backpack



Digital Realty Singapore employees landscaping and farming at Kampong Kampus

- **Matching Gifts Program**

We encourage our employees and directors to give back to the community by matching their contributions to eligible charitable organizations through our Matching Gifts Program. In 2019, Digital Realty matched approximately \$235,000 in employee and director donations to 138 charitable organizations.

- **Corporate Giving Program**

In 2019, Digital Realty began a corporate giving program, giving monetary gifts to organizations that align with our companywide areas of philanthropic focus. Digital Realty also donated to charitable organizations that benefit the communities where our data centers are located, including relief funds for wildfires in Northern California.

## Our Areas of Philanthropic Focus:



Disaster Recovery



Science, Technology, Engineering and Mathematics (STEM) Education



Sustainability

## Supporting a Vibrant Workforce & Community in Virginia

To reinforce Digital Realty's culture at our largest global data center campus, Digital Realty in 2019 launched its People & Culture Club-Ashburn Campus Chapter. The group is a grassroots effort to drive employee engagement and culture locally. The Club intends to provide input on local programs and initiatives, ensure alignment and relevancy between Ashburn and companywide internal communications and engagement work, and create, drive and execute local programs, events and initiatives that build an inclusive culture and sense of community across our largest data center campus.

"I have seen both in the Marine Corps and at other companies, the profound and positive impact that a robust culture can have on a group," said Erich Sanchack, EVP of Global Operations and the Ashburn Club's executive sponsor. "The Ashburn People & Culture Club is off to a great start towards having that impact on our company's largest data center campus."

Additionally in 2019, Digital Realty employees in Virginia co-hosted a donation drive for the Loudoun Abused Women's Shelter, packaged 10,000 meals at the Dulles Expo Center for victims of natural disasters and food insecurity, raised more than \$76,000 by participating in the American Heart Association's "Heart Walk" in Ashburn, and collected 355 pounds of food for Loudoun Hunger Relief.

As a result of their achievements in business and leadership in community engagement, in 2019 Mr. Sanchack and our Chief Executive Officer A. William Stein were recognized by the Northern Virginia Technology Council (NVTC) for their achievements at the Virginia Data Center Awards event in Leesburg, Virginia. Mr. Stein was honored with NVTC's "Data Center Industry Icon" award for his visionary leadership in transforming Digital Realty and pioneering the data center industry, and in turn, the northern Virginia and US economies. The NVTC honored Erich Sanchack with the "Data Center Community Champion" award for his role in spearheading Digital Realty's community initiatives and driving the company's positive impact within Virginia communities where Digital Realty operates.



## Health and Well-Being

Our Chief Human Resources Officer is responsible for leading the human resources functions, including compensation, benefits, talent management and staffing. Our Human Resources team makes it a priority to provide programs and benefits that promote healthy and productive lifestyles. Employee surveys are conducted annually to solicit feedback and to help prioritize and improve our benefit offerings. Our benefits<sup>1</sup> in 2019 included:

- Health, vision and dental insurance
- Flexible working and work-from-home arrangements
- Equal maternity and paternity leave
- Teledoc to see licensed doctors using live video visits on smart devices
- Annual Benefits Fair in multiple locations for information on the coming year benefits, including vendor booths and an open forum for employees to ask questions
- Life and disability insurance
- Pre-tax commuter and parking benefits to encourage public and alternative transportation
- Tuition reimbursement program
- Fitness reimbursement program
- Financial planning assistance
- Professional legal counsel and online legal resources
- Identity, financial and privacy protection
- Designated nursing rooms, meditation rooms, and space for religious worship
- Ergonomic assessments for employees
- Company discounts at various global locations through TicketsAtWork
- Annual flu shots
- Company-provided EAP and access to mental-health services
- Paid time off to volunteer in the community via the Donate 8 Program
- Charitable contribution matching



<sup>1</sup> These benefits are provided to full-time and part-time employees who work 30 hours per week or more.





## Wellness@Digital

Keeping with our 2019 theme of Year of the People, we launched a new company-wide wellness program, Wellness@Digital. The program serves to invest in the health, fitness, financial wellness and overall quality of life for our employees. Each quarter we implemented wellness challenges – Getting Fit with Digital in the Winter, a step challenge in the Spring, a variety wellness challenge in the Summer, and “Planksgiving” in the Fall. Through these challenges we focused on promoting physical activity and an active lifestyle, incentivizing winners with prizes including gift cards, a Peloton bike, fitness tracking watches and other health-related items.

## Diversity and Equal Opportunity

It is Digital Realty’s policy to recruit talent based on skill, knowledge, attitude and experience, without discrimination on the basis of gender, sexual orientation, age, family status, ethnic origin, nationality, disability or religious belief. We also evaluate pay equity annually and have an affirmative action plan in place to ensure the diversity of our workplace will represent the qualified applicant pool in the regions where we operate.

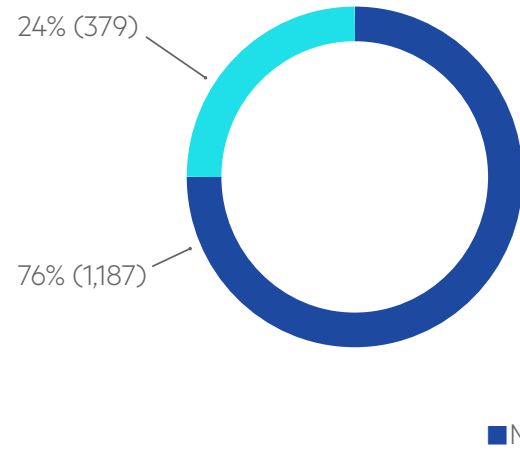
In February 2019, we amended our Corporate Governance Guidelines to clarify that our Nominating and Corporate Governance Committee will ensure that it includes, and request that any search firm that it engages include, candidates with diversity of race, ethnicity and gender in the pool from which director candidates are selected. Additionally, we recently added two new women directors to our Board.

We maintain an anti-discrimination and harassment policy which includes mandatory harassment training for all managers. Our Legal and Human Resources teams evaluate all claims of discrimination, conduct internal investigations to identify whether claims have basis and implement appropriate remediation plans.

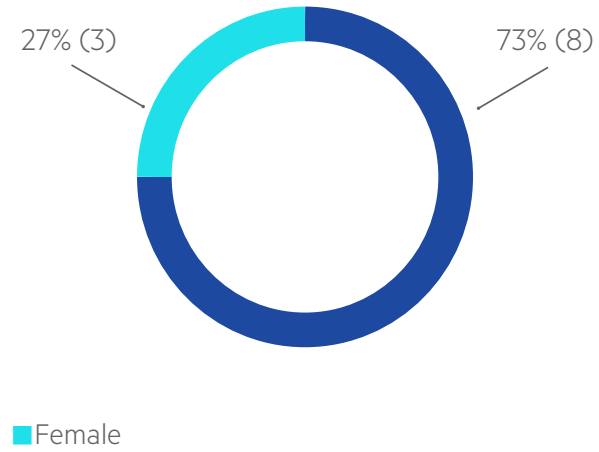
We stand together with our employees and our customers, in being saddened by the recent tragedies of racial injustice. We condemn any actions that cause or incite violence or hatred; they run counter to our values as a company. Digital Realty holds a zero-tolerance approach to modern slavery and we are committed to ensuring transparency within our business, consistent with our disclosure obligations under the UK Modern Slavery Act of 2015. We forbid the use of individuals who are forced, compelled or trafficked, as well as anyone who is held in slavery or servitude. Our opposition to human slavery is a part of our overall management philosophy and governing principles with respect to acting with the highest ethical standards. These same high standards and principles serve as the foundation of our **Code of Business Conduct and Ethics**.



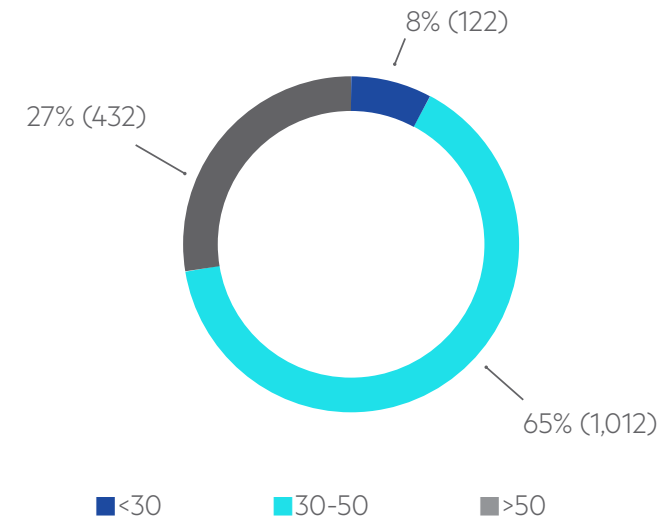
Global Employees by Gender



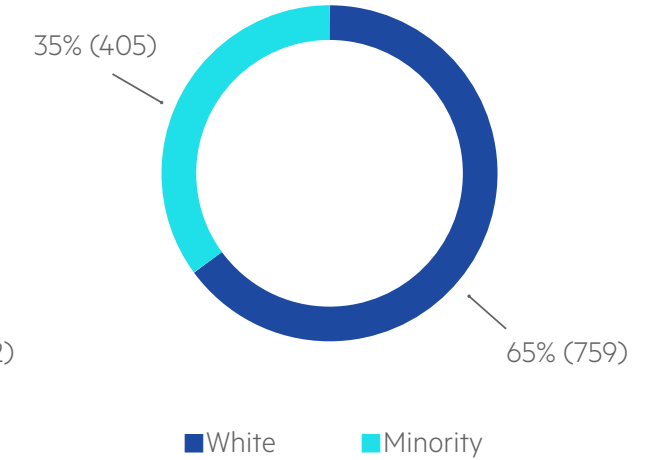
Board of Directors by Gender



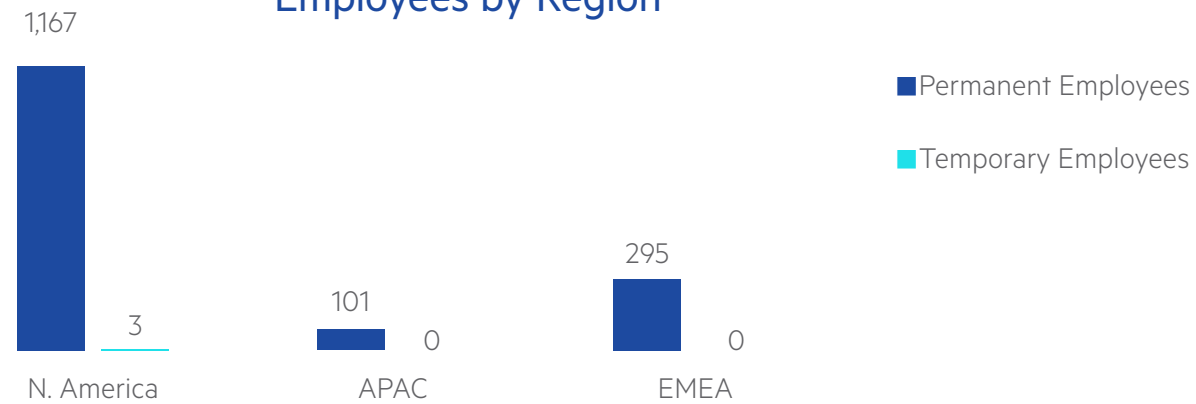
Global Employees by Age



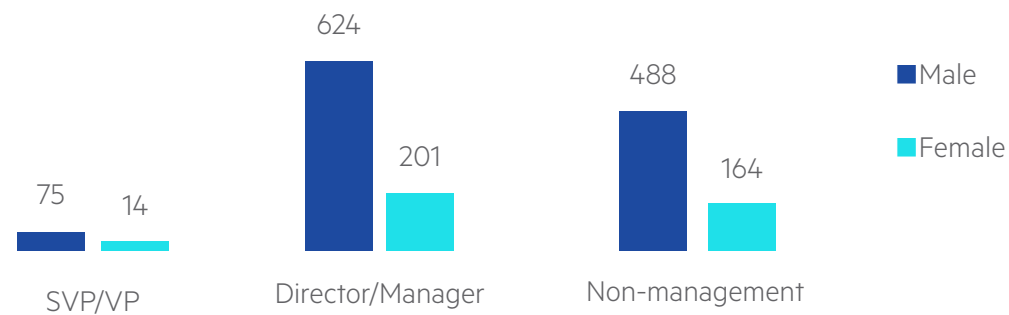
US Employees by Racial Group<sup>1</sup>



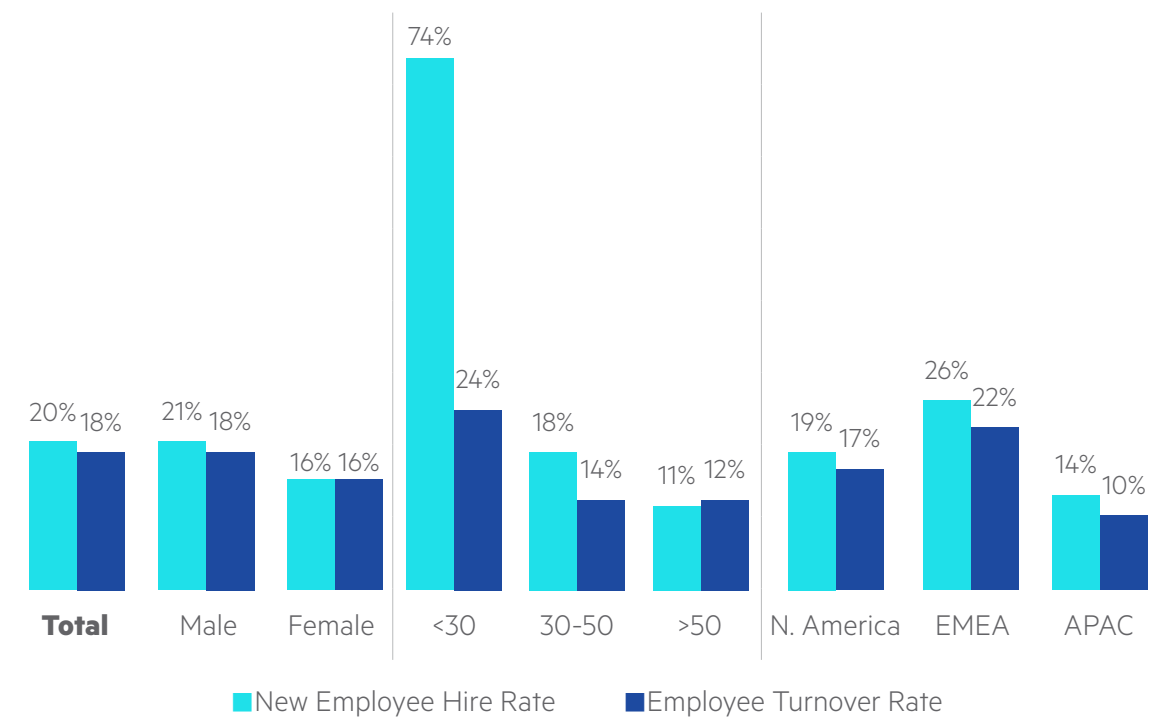
Employees by Region



Global Employees by Management Level



2019 Employees Hire and Turnover



<sup>1</sup> Minority includes Asian, African American, Hispanic, American Indian, Alaska Native, Hawaiian, Pacific Islander and two or more races. Denominator includes unknown category.

This data has been compiled by our Human Resources Department.

## Our Commitment to Veterans

In 2019, Digital Realty expanded its commitment to supporting veterans by starting an internal veterans employee resource group and focusing many of our Do Better Together philanthropic activities on veteran communities.

Virginia, Digital Realty’s largest market, has one of the youngest veteran populations in the US, and the fastest growing veteran labor force. Thousands of new veterans enter Virginia’s workforce each year, and that number is projected to rise in the coming years. The Commonwealth of Virginia recognized Digital Realty as a Virginia Values Veterans (V3) Program Certified Company in 2019 for our commitment to recruiting, hiring, training and retaining veterans and serving members of the Army National Guard and Reserve. The V3 Program works with military installations and transitioning service members to connect them with employment opportunities, and helps companies implement long-term veteran-hiring strategies and best practices.

Virginia Gov. Ralph Northam in a statement congratulated Digital for completing and sustaining all the requirements for the V3 certification honor, demonstrating that we value veterans, and making a public commitment to hire veterans into our workforce.

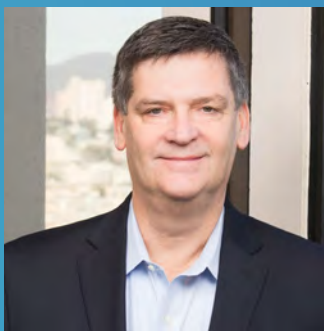
“We’re honored to receive this recognition for our commitment to hiring veterans into meaningful jobs in our Ashburn facilities,” says EVP of Operations Erich Sanchack. “As a former US Marine Corps officer myself, we understand who veterans are and that hiring them will increase the productivity and efficiency of our workforce.”



Board Member Lt. Gen. VeraLinn “Dash” Jamieson

“Digital’s support of veterans extends beyond the state of Virginia to all of our data centers and offices around the world,” says Director of Talent Acquisition David Barrows, also a former US Marine. “This recognition of our veteran hiring strategies comes as Digital expands our commitment to this area.”

Our commitment to veterans was further exemplified with the election of Lt. Gen. VeraLinn “Dash” Jamieson to Digital Realty’s Board of Directors, effective January 2020. Digital Realty now has two veterans on its Board, including Board Member William G. LaPerch.



Board Member William G. LaPerch



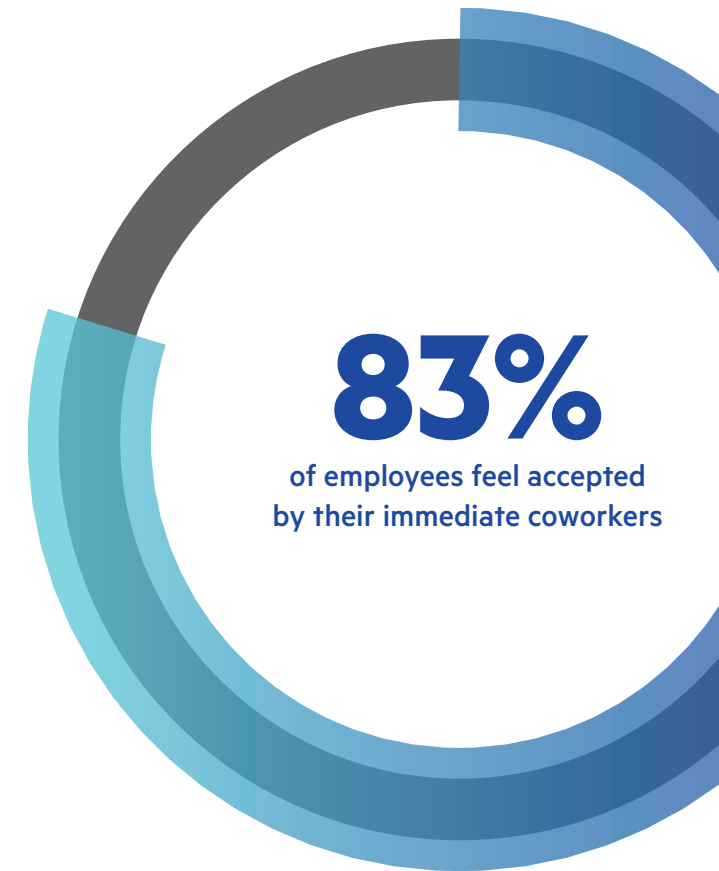
Erich Sanchack  
EVP, Operations



David Barrows  
Director, Talent Acquisition

## Employee Engagement

Digital Realty has a global, intentional and continuous approach to measuring and enhancing employee engagement, which includes quarterly surveys, consistent leadership communications, executive-employee roundtables and focus groups. In 2019, we implemented an employee engagement platform to anonymously collect employee feedback and give managers tools to focus in on what matters and take action to enhance employee engagement. These surveys are deployed quarterly to give us a real-time view and measure firm-wide and team-wide engagement conditions. Survey results are aggregated into an Engagement Index Report that is shared with our Executive Leadership Team. Quantitative results and qualitative feedback from these surveys and sessions are used to enhance employee engagement. Digital Realty also provides a range of award and recognition programs to show its appreciation for employees that go above and beyond, including on-the-spot awards, quarterly company-wide recognition and innovation awards.



## Training and Education

Digital Realty promotes an environment of personal and professional learning and development. Our Training Policy outlines Digital Realty’s objectives to support our employees through the ongoing training and development of employees to extend the range of individual performance, respond positively to change and support our customers consistently regardless of geographic location. We encourage employees at all levels to pursue training and education courses specific to their expertise. Our Digital University program offers training courses specific to eight core competency areas:

- Operations
- Legal, HR, Ethics & Compliance
- Management & Leadership
- Sales
- Sales Engineering
- Business Management Skills
- Information Security & Privacy
- Solutions Architecture

In 2019, employees spent an average of 14 hours per FTE on training and development, totaling 24,134 hours. Additionally, in 2019, we launched a Mentoring Program Pilot to enhance employee and leadership development for high potential employees. The pilot included 22 participants in 2019 and a larger Six Sigma pilot will be implemented in 2020.



WLF – Ashburn Chapter builds hygiene kits for the homeless

## A Platform for Women

Digital Realty's Women's Leadership Forum (WLF) was established in early 2018 with the purpose of bringing together the women at Digital Realty to promote a diverse and inclusive culture and help deliver the next wave of digital innovation. WLF's goal is to provide an opportunity to collaborate with, mentor and seek input in regard to professional and career development. WLF's executive sponsors are our Chief Executive Officer, A. William Stein, and Board Member Mary Hogan Preusse, and has a regionally diverse steering committee with chapters in all of Digital Realty's major markets.

In its first full year, WLF was extremely successful in implementing activities that encompassed WLF's pillars of Inspire, Empower, Develop, Grow and Engage. WLF's 2019 activities included:

- Hosting global and regional events, including "Lunch/Learn" events, with external speakers supporting professional development
- Launching and hosting a company-wide webinar program, or "Masterclass Series", covering topics to enhance Digital Realty business knowledge and self-development
- Creating and distributing bi-monthly newsletters, new hire welcomes, ad-hoc communications, and videos
- Organizing and participating in community involvement activities, including career mentoring with a San Francisco non-profit organization that partners with high school-aged women of color from under-resourced communities, and charity events from Ashburn to Singapore supporting local women's shelters and homeless shelters
- Participating in external events to encourage networking with similar groups and forums, including the Women's Tech Forum (WTF) and Tech Industry Forum

## Occupational Health and Safety

Environmental Occupational Health and Safety (EOH&S) is integral to how we operate as a company. Digital Realty's EOH&S program is managed by our Operations team and led by our Director of Technical Operations. We have established and documented an integrated, global OH&S management system compliant with the principles of ISO 45001/OHSAS 18001 and ISO 14001. Our EOH&S Policy supports an environment that strives toward zero occupational injuries and illnesses through prevention, training, inspections and maintenance.

The number one safety challenge in the data center industry is energized electrical work (EEW). Digital Realty has developed a comprehensive EEW policy to minimize "live" work in our data centers to help ensure the safety of our employees, contractors, and customers. This also helps ensure compliance with applicable government rules and regulations and industry standards while also providing the levels of uptime expected by our customers.

As part of our comprehensive Hazard Recognition, Evaluation, and Control (HREC) program, Digital Realty has developed best practices and tools for managing infrastructure-related emergency responses comprised of the following components:

1. Emergency Operating Procedures (EOPs): site-specific EOPs include equipment information and sequences of events necessary for facility and emergency personnel to respond to 20 different emergency scenarios ranging from to emergency power down procedures to responding to diesel fuel spills.
2. Emergency Response and Management
3. Training Program: Digital Realty's safety training program is a comprehensive, blended learning solution that we continue to improve. Overall monthly safety training compliance was 98% in 2019.
4. Drills Program
5. Compliance/Quality Assurance

## Employee Participation in Our Safety Program

Digital Realty encourages employee participation in our safety program and process by:

- Having site teams lead and conduct safety briefings at the data centers
- Establishing active workplace interactions at all levels, responding to the needs and concerns of employees, and valuing employee input and feedback
- Supporting a work environment that fosters trust, creativity, and general well-being
- Protecting employees' voices and actions and encouraging workers to go "beyond the call of duty" to ensure a safe workplace
- Keeping employees informed about safety inspections, injury and illness statistics
- Ensuring that employees help develop, review and improve the safety program
- Maintaining transparent processes with regular and efficient communication; engaging employees in informational briefings and encouraging participation in customer interactions
- Holding employees accountable, empowering them to respond to unsafe acts or conditions at sites and encouraging engagement with co-workers at risk



## Governance

We are dedicated to conducting business consistent with the highest standards of business ethics. We utilize internal and external resources in seeking advice about ethical and lawful behavior and organizational integrity.

Our **Code of Business Conduct and Ethics** sets forth our policies and standards on conflicts of interest, corporate opportunities, confidential information, competition and fair dealing, gifts and entertainment, protection and use of company assets, company records, accuracy of financial reports and other public communication, compliance with laws, regulations and insider trading laws, public communication, environment, health and safety, and employment practices.

In 2019, we revised our Code to include policies on labor and human rights, and supporting the principles contained within the Universal Declaration of Human Rights and the International Labour Organization's Declaration on Fundamental Principles and Rights at Work. The Code applies to all directors, officers, employees and agents, wherever they are located and whether they work for Digital Realty on a full or part-time basis and is available to all employees globally. We require written acknowledgment from employees that they understand and comply with the Code every year during our annual attestation program. For full information on our Corporate Governance, including management structure, Board of Directors, committee charters and policies, see the [Investors page](#) on Digital Realty's website.

## Ethics and Integrity

Digital Realty has a zero-tolerance policy on corruption and bribery. We comply with the US Foreign Corrupt Practices Act, the UK Bribery Act, the UK Modern Slavery Act 2015, the German Criminal Code and other applicable laws. Our Foreign Corrupt Practices Act (FCPA) and Anti-Corruption Compliance Policy is administered by the General Counsel. All employees are required to both read the policy and undergo training for the policy during Digital Realty's annual attestation period. Our annual attestation covers training on our Insider Trading Policy, our FCPA and Anti-Corruption Compliance Policy, and anti-money laundering compliance. In 2019, 100% of Digital Realty employees received this training. All members of our Board of Directors also receive these policies and procedures.

All employees are provided information on how to report questionable ethical behavior or violations of the Code. Information can be reported to their supervisor or senior management. They can also send communications anonymously via a confidential hotline. In 2019, we did not have any confirmed incidents of corruption.

We require that our suppliers and their employees, agents and subcontractors share the same high standards of ethics and integrity. Our Supplier Code of Conduct outlines core company principles and describes the requirements for our suppliers to establish and maintain a business relationship with Digital Realty, supporting a professional environment where all are treated with respect and dignity, and in an environment where their health and safety are protected.



# Appendix

## Data Snapshot

January 1 – December 31, 2019

<b>Total number of data centers</b>	225	
<b>Total number of data centers by region</b>	North America	150
	Europe	41
	Latin America	19
	Asia	10
	Australia	5
<b>Acquisitions and dispositions</b>	Acquisitions <sup>1</sup>	8
	Dispositions <sup>2</sup>	3
<b>Total solar and wind power under contract</b>	Signed in 2019	50 MW
	Cumulative	324 MW
<b>Green building certifications</b>	Certified	(5) 11 MSF
	Cumulative <sup>3</sup>	(65) 8.5 MSF
<b>US EPA ENERGY STAR certifications</b>	(29) 6.3 MSF	
<b>Total percentage of operations assessed for risks related to corruption</b>	100%	
<b>Customer receiving customer satisfaction surveys</b>	100%	
<b>Complaints concerning breaches of customer privacy and losses of customer data</b>	0	
<b>Confirmed incidents of corruption</b>	0	
<b>Significant fines and non-monetary sanctions for non-compliance with environmental laws or regulations</b>	0	
<b>Charitable donations</b>	\$235,000	
<b>Total training hours</b>	24,134 hours (14 hours/FTE)	

<sup>1</sup> Acquisitions consist of 1 property and 7 land parcels

<sup>2</sup> Dispositions consist of 3 sites that were contributed to a joint venture.

<sup>3</sup> Does not include green building recertifications.

GHG EMISSIONS		
Scope 1 emissions	25,980 MtCO <sub>2</sub> e	
Location-based Scope 2 emissions <sup>1</sup>	2,481,150 MtCO <sub>2</sub> e	
Market-based Scope 2 emissions <sup>1</sup>	1,603,160 MtCO <sub>2</sub> e	
Scope 3 emission <sup>1</sup>	1,777,790 MtCO <sub>2</sub> e	
Scope 3 emissions by source <sup>1</sup>	Purchased goods and services	645,310 MtCO <sub>2</sub> e
	Downstream leased assets	596,330 MtCO <sub>2</sub> e
	Fuel & energy-related activities	327,130 MtCO <sub>2</sub> e
	Capital goods	197,790 MtCO <sub>2</sub> e
	Waste	5,340 MtCO <sub>2</sub> e
	Employee commute	2,980 MtCO <sub>2</sub> e
	Business travel	1,900 MtCO <sub>2</sub> e
	Upstream leased assets	1,030 MtCO <sub>2</sub> e
GHG emissions intensity (Scopes 1 + 2)	Location-based	2.13 MtCO <sub>2</sub> e/occupied kW
	Market-based	1.38 MtCO <sub>2</sub> e/occupied kW

ENERGY		
Total energy consumption	6,904,262 MWh	
Total electricity consumption from non-renewable sources	4,665,417 MWh	
Total electricity consumption from renewable sources	1,966,423 MWh	
Total energy consumption by fuel type	Electricity consumption	6,631,840 MWh
	Heating consumption	125,026 MWh
	Cooling consumption	147,396 MWh
	Steam consumption	0 MWh
Total energy sold by fuel type	Electricity sold	0 MWh
	Heating sold	0 MWh
	Cooling sold	0 MWh
	Steam sold	0 MWh
Energy intensity	6.50 MWh/occupied kW <sup>2</sup>	
Energy savings from tracked conservation projects	26,000 MWh	

<sup>1</sup> Includes CH<sub>2</sub>, CH<sub>4</sub> and N<sub>2</sub>O emissions.

<sup>2</sup> Includes energy purchased from sources external to Digital Realty and its customers; energy produced by Digital Realty and its customers (i.e., self-generated); and energy from all other sources, including direct fuel usage, purchased electricity, and purchased chilled water. Excludes kW associated with Powered Base Building space.

WATER	
Total water consumption	1,533,375 kGal
Total water consumption from all areas with water stress <sup>1</sup>	780,197 kGal (2,953 megaliters)
Total reclaimed or recycled water	661,806 kGal
Water intensity	1.58 kGal/occupied kW

WASTE	
Total waste generated	10,443 tons
Waste recycled	2,719 tons
Waste composted	47 tons
Diversion rate	26% (2,766 tons)

EMPLOYMENT					
Total number of permanent employees by gender		Male	Female	Total	
		1,187	379	1,566	
Total number of employees by employment contract, by gender		76%	24%	100%	
		Male	Female		
Permanent		1,186	377		
	Temporary	1	2		
Total number of employees by employment contract, by region		N. America	APAC	EMEA	
	Permanent	1,167	101	295	
Temporary		3	0	0	
		Male	Female		
Total number of employees by employment type, by gender	Full-time	1,183	374		
	Part-time	4	5		
Total number of employees by management level, by gender		Male	Female		
	SVP/VP	75	14		
	Director/Manager	624	201		
Non-management		488	164		
	Total number of employees by age group	<30	30-50	>50	
122		1,012	432		
Total number of US employees by racial group	White	Asian	African American	Hispanic	Other
	759	124	119	118	44
	65%	11%	10%	10%	4%

<sup>1</sup> Using the WRI Aqueduct Tool for baseline water stress. Megaliters shown for GRI Standards requirements.

		<30	30-50	>50	
<b>Total number and rate of new employee hires and turnover by age group</b>	Hires	75	181	50	
	Hire rate	74%	18%	11%	
	Turnover	24	144	55	
	Turnover rate	24%	14%	12%	
<b>Total number and rate of new employee hires and turnover by region</b>		<b>North America</b>	<b>EMEA</b>	<b>APAC</b>	
	Hires	217	75	14	
	Hire rate	19%	26%	14%	
	Turnover	198	63	10	
	Turnover rate	17%	22%	10%	
<b>Total number and rate of new employee hires and turnover by gender</b>		<b>Male</b>	<b>Female</b>	<b>Total</b>	
	Hires	247	59	306	
	Hire rate	21%	16%	20%	
	Turnover	211	60	271	
	Turnover rate	18%	16%	18%	
<b>Parental Leave</b>			<b>Female</b>	<b>Male</b>	<b>Total</b>
	Employees with a qualifying event entitled to parental leave		13	26	39
	Employees that took parental leave		13	26	39
	Employees that returned to work after parental leave ended		13	26	39
	Employees that returned to work after parental leave ended that were still employed 12 months after their return to work		13	25	38
	Return to work rate of employees that took parental leave	100%	100%	100%	100%
Retention rate of employees that took parental leave		100%	96%	97%	
<b>Employees covered by collective bargaining agreements</b>			2%		
<b>Verified incidents of discrimination</b>			0		
<b>Fatalities as a result of work-related injury</b>			0		
<b>Total recordable injuries and illnesses (per 200,000 hours worked)</b>			1.29		
<b>Lost workday case rate (per 200,000 hours worked)</b>			0.09		
<b>Lost workday rate (per 200,000 hours worked)</b>			17.77		
<b>Days away, restrictions or transfers rate (per 200,000 hours worked)</b>			0.09		

# Independent Assurance Statement

Digital Realty Trust, Inc ("Digital Realty") commissioned DNV GL Business Assurance USA, Inc. ("DNV GL", "we", or "us") to undertake independent assurance of the Digital Realty's 2019 Environmental, Social, and Governance Report (the "Report") and to carry out an independent verification for selected performance indicators for the year ended December 31, 2019.



**Our Opinion:** On the basis of the work undertaken, nothing came to our attention to suggest that the Report does not properly describe Digital Realty's adherence to the Principles described below. In terms of reliability of the performance data, nothing came to our attention to suggest that these data have not been properly collated from information reported at operational level, nor that the assumptions used were inappropriate. In our opinion, the Report provides sufficient information for readers to understand the company's management approach to its most material issues and impacts.

Without affecting our assurance opinion, we also provide the following observations:

### Stakeholder inclusiveness

**The participation of stakeholders in developing and achieving an accountable and strategic response to sustainability.**

Digital Realty has demonstrated that it conducted systematic stakeholder engagement in the reporting year related to its commitment to and execution of the company's ESG program. There is evidence that stakeholder input and expectations received through these efforts have informed the report content as well as influenced decision-making within the company.

As per our recommendation last year, we recommend that when Digital Realty conducts its materiality refresh to consider the inclusion of stakeholders in the company's growing markets such as in Latin America and Asia. This will allow the company to ensure consistent approach across its business regions while taking into account local risks and opportunities.

### Materiality

**The process for determining the issues that are most relevant to an organization and its stakeholders.**

The Report addresses the most material ESG issues facing the company and its stakeholders. While there were no materiality updates in 2019, Digital Realty used the materiality process conducted in 2018 which considered a wide range of inputs, including stakeholder feedback, sector trends, and the company's operational context to confirm the topics included in the Report. The Report presents an update of the company's activities and performance against its most material topics.

There is evidence of alignment between Digital Realty's enterprise risk program and its management of climate-related risks and opportunities. DNV GL recommends that future materiality assessments leverage the company's existing enterprise risk framework to further formalize the link between ESG priorities, including its risk appetite, and the company's risk management program.

### Sustainability context

**The presentation of the organization's performance in the wider context of sustainability.**

Digital Realty's reporting has remained current by aligning its strategy to global frameworks such as The Task Force on Climate-related Financial

Disclosures (TCFD) and aligning its performance goals to the Sustainable Development Goals (SDG). In addition, the company has publicly committed to establishing a Science-Based Target. We look forward to future performance disclosures related to these emission reduction targets. Given Digital Realty's sector and operational impacts, we consider the disclosures within the Report to be suitable for its sustainability context.

### Completeness

**How much of all the information that has been identified as material to the organization and its stakeholders is reported.**

The Report provides a good overview of Digital Realty's ESG performance across the business including upstream and downstream impacts of its operations. The company's reporting of performance including the disclosure of data is comprehensive. Based on the work performed, we do not believe that Digital Realty has failed to report on any of its material issues.

### Reliability and quality

**The accuracy and comparability of information presented in the Report, as well as the quality of underlying data management systems.**

Overall, we have confidence in the processes in place to ensure reasonable accuracy for the information presented in the Report and data management systems. The reporting of performance including the disclosure of data is comprehensive and the indicators are disclosed in a balanced manner. Goals and performance data are presented objectively, with clear and balanced representation of 2019 performance and challenges.

Our review of GHG emissions, energy, and water data presented in the report resulted in minimal technical errors being identified based on our sampling. These errors have been corrected for the final report and were not deemed to be systemic. The systems for production and collation of these data appear, from our review, to be reliable and capable of producing complete and consistent data.



Scope and approach

We performed our work using DNV GL’s assurance methodology VeriSustain™, which is based on our professional experience, international assurance best practice including the International Standard on Assurance Engagements 3000 (“ISAE 3000”), and the Global Reporting Initiative (“GRI”) Sustainability Reporting Guidelines.

We evaluated the Report for adherence to the VeriSustain™ Principles (the “Principles”) of stakeholder inclusiveness, materiality, sustainability context, completeness, and reliability. We evaluated the performance data using the reliability principle together with Digital Realty’s data protocols for how the data are measured, recorded and reported. The reporting criteria against which the GHG verification was conducted is the World Business Council for Sustainable Development (WBCSD)/World Resources Institute (WRI) Greenhouse Gas – Corporate Accounting Standard.

The boundary of our work is restricted to global assets operating under Digital Realty’s operational control and indirectly managed assets where Digital Realty has financial control and available data.

We understand that the reported financial data and information are based on data from Digital Realty’s 10-K, which is subject to a separate independent audit process. The review of financial data taken from the 10-K is not within the scope of our work. In addition, claims and assertions related to the company’s Green Bond and use of proceeds are outside the scope this assurance.

Data Verified

The 2019 performance data included within the assurance scope are listed below:

Greenhouse Gas Emissions

<ul style="list-style-type: none"> <li>▪ 2019 Greenhouse Gas Emissions                             <ul style="list-style-type: none"> <li>○ 2019 Scope 1 Emissions 25,980 MtCO<sub>2</sub>e</li> <li>○ 2019 Scope 2 Emissions (Location-Based) 2,481,150 MtCO<sub>2</sub>e</li> <li>○ 2019 Scope 2 Emissions (Market-Based) 1,603,160 MtCO<sub>2</sub>e</li> <li>○ 2019 Scope 3 Emissions                                     <ul style="list-style-type: none"> <li>- Downstream Leased Assets 596,330 MtCO<sub>2</sub>e</li> <li>- Employee Commuting 2,980 MtCO<sub>2</sub>e</li> <li>- Business Travel 1,900 MtCO<sub>2</sub>e</li> </ul> </li> </ul> </li> </ul>
---

Energy

<ul style="list-style-type: none"> <li>▪ 2019 Total Energy Consumption 6,904,262 MWh</li> </ul>
---

Water

<ul style="list-style-type: none"> <li>▪ 2019 Total Water Consumption 1,533,375 kgal                             <ul style="list-style-type: none"> <li>○ Reclaimed Water Consumption 661,806 kgal</li> </ul> </li> </ul>
---

GRI Indicators in scope include:

- 302-1: Energy Consumption
- 303-3a: Water Withdrawal by source (per GRI 303: Water and Effluents, 2018)
- 305-1: Direct GHG Emissions; 305-2: Indirect GHG Emissions; 305-3: Other indirect (Scope 3) GHG Emissions

Responsibilities of Digital Realty Trust, Inc and of the Assurance Providers

Digital Realty has sole responsibility for the preparation of the Report. In performing our assurance work, our responsibility is to the management of Digital Realty; however, our statement represents our independent opinion and is intended to inform all stakeholders. DNV GL was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement. This is our second year providing assurance for Digital Realty’s Report.

DNV GL’s assurance engagements are based on the assumption that the data and information provided by the client to us as part of our review have been provided in good faith. DNV GL expressly disclaims any liability or co-responsibility for any decision a person or an entity may make based on this Independent Assurance Statement.

Level of Assurance

We planned and performed our work to obtain the evidence we considered necessary to provide a basis for our assurance opinion. We are providing a ‘limited level’ of assurance. A ‘reasonable level’ of assurance would have required additional work at headquarters and site levels to gain further evidence to support the basis of our assurance opinion.

Independence

DNV GL’s established policies and procedures are designed to ensure that DNV GL, its personnel and, where applicable, others are subject to independence requirements (including personnel of other entities of DNV GL) and maintain independence where required by relevant ethical requirements. This engagement work was carried out by an independent team of sustainability assurance professionals.

Basis of our opinion

A multi-disciplinary team of sustainability and assurance specialists performed work. We undertook the following activities:

- Review of the current sustainability issues that could affect Digital Realty and are of interest to stakeholders;
- Review of Digital Realty’s approach to stakeholder engagement and recent outputs;
- Review of information provided to us by Digital Realty on its reporting and management processes relating to the Principles;
- Conducted interviews with Senior Vice President, General Counsel and Secretary; Senior Vice President, Investor Relations; Vice President, Risk Management; the Director, Sustainability Program; and Associate, Energy and Sustainability. They are responsible for areas of management and stakeholder relationships covered by the Report. The objective of these discussions was to understand top level commitment and strategy related to corporate responsibility and Digital Realty’s governance arrangements, stakeholder engagement activity, management priorities, and systems. We were free to choose interviewees and functions covered;
- Assessed documentation and evidence that supported and substantiated claims made in the Report;
- Reviewed the specified data collated at the corporate level, including that gathered by other parties, and statements made in the Report. We interviewed managers responsible for internal data validation, reviewed their work processes, and undertook sample-based audits of the processes for generating, gathering, and managing the quantitative and qualitative sustainability data;
- Examined data and information to support the reported energy use, GHG emissions, waste generated, and water use assertions;
- Evaluated whether the evidence and data are sufficient to support our opinion and Digital Realty’s assertions;
- Provided feedback on a draft of the report based on our assurance scope.

In addition, the following methods were applied during the verification of Digital Realty’s environmental footprint inventories and management processes:

- Review of documentation, data records and sources relating to the corporate environmental data claims and GHG emission assertions;
- Review of the processes and tools used to collect, aggregate and report on all environmental data and metrics;
- Assessment of environmental information systems and controls, including:
  - Selection and management of all relevant environmental data and information;
  - Processes for collecting, processing, consolidating, and reporting the relevant environmental data and information;
  - Design and maintenance of the environmental information system;
  - Systems and processes that support the environmental information system.
- Performed sample-based audits of the processes for generating, gathering and managing the quantitative and qualitative environmental data;
- Examination of all relevant environmental data and information to develop evidence for the assessment of the environmental claims and assertions made;
- Confirmation of whether the organization conforms to the verification criteria.

DNV GL Business Assurance

DNV GL Business Assurance is a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance.

<https://www.dnvgl.us/assurance/>

For and on behalf of DNV GL Business Assurance USA, Inc.  
Oakland, CA  
June 4, 2020



Natasha D’Silva  
Sr. Consultant and Lead Assuror



Shaun Walden  
Principal Consultant and Reviewer

# GRI Index

Disclosure		Answer/Location
<b>General Disclosures</b>		
102-1	Name of the organization	Digital Realty Trust, Inc. Annual Report on Form 10-K for the year ending December 31, 2019 ( <b>2019 10-K</b> )
102-2	Activities, brands, products, and services	4 Embarcadero Center, Suite 3200, San Francisco, CA 94111
102-3	Location of headquarters	2019 10-K
102-4	Location of operations	2019 10-K
102-5	Ownership and legal form	p.5
102-6	Markets served	2019 10-K
102-7	Scale of the organization	p.61-62
102-8	Information on employees and other workers	p.5
102-9	Supply chain	p.5
102-10	Significant changes to the organization and its supply chain	p.13-19
102-11	Precautionary Principle or approach	p.10
102-12	External initiatives	p.10
102-13	Membership of associations	p.2-3
102-14	Statement from senior decision-maker	2019 10-K
102-15	Key impacts, risks, and opportunities	p.61-62
102-16	Values, principles, standards, and norms of behavior	p.57
102-17	Mechanisms for advice and concerns about ethics	p.57
102-18	Governance structure	p.25
102-20	Executive-level responsibility for ESG topics	<b>2020 Proxy Statement</b>
102-22	Composition of highest governance body and its committees	2020 Proxy Statement
102-23	Chair of the highest governance body	2020 Proxy Statement
102-24	Nominating and selecting the highest governance body	p.41-42
102-40	List of stakeholder groups	p.62
102-41	Collective bargaining agreements	p.41
102-42	Identifying and selecting stakeholders	p.41-42
102-43	Approach to stakeholder engagement	p.41-42
102-44	Key topics and concerns raised	2019 10-K
102-45	Entities included in consolidated financial statements	p.6-7
102-46	Defining report content and topic boundaries	p.7
102-47	List of material topics	p.26
102-48	Restatements of information	

Disclosure		Answer/Location
102-49	Changes in reporting	p.6-7
102-50	Reporting period	p.6
102-51	Date of most recent report	June 20, 2019
102-52	Reporting cycle	p.6
102-53	Contact point for questions regarding the report	Aaron Binkley, Sr. Director, Sustainability abinkley@digitalrealty.com
102-54	Claims of reporting in accordance with the GRI Standards	p.6-7
102-55	GRI content index	p.66-69
102-56	External assurance	p.63-65
<b>Economic Performance</b>		
103-1	Explanation of the material topic and its boundary	<b>2018 ESG Report</b>
103-2	The management approach and its components	2019 10-K
103-3	Evaluation of the management approach	2019 Proxy Statement
201-1	Direct economic value generated and distributed	2019 10-K
201-2	Financial implications due to climate change	p.14-17
<b>Anti-Corruption</b>		
103-1	Explanation of the material topic and its Boundary	2018 ESG Report
103-2	The management approach and its components	p.57
103-3	Evaluation of the management approach	p.57
205-2	Communication and training about anti-corruption policies	p.57
205-3	Confirmed incidents of corruption and actions taken	p.57, 59
<b>Energy</b>		
103-1	Explanation of the material topic and its boundary	2018 ESG Report
103-2	The management approach and its components	p.25, 33
103-3	Evaluation of the management approach	p.25, 33
302-1	Energy consumption within the organization	p.26, 60
302-3	Energy intensity	p.60
302-4	Reduction in energy consumption	p.34, 60
<b>Water and Effluents</b>		
103-1	Explanation of the material topic and its boundary	2018 ESG Report
103-2	The management approach and its components	p.33, 36
103-3	Evaluation of the management approach	p.33, 36
303-3	Water consumption	p.33, 61

Disclosure		Answer/Location
<b>Emissions</b>		
103-1	Explanation of the material topic and its boundary	2018 ESG Report
103-2	The management approach and its components	p.25
103-3	Evaluation of the management approach	p.25
305-1	Direct (Scope 1) GHG emissions	p.26, 60
305-2	Energy indirect (Scope 2) GHG emissions	p.26, 60
305-3	Other indirect (Scope 3) GHG emissions	p.26, 60
305-4	GHG emissions intensity	p.60
<b>Environmental Regulation</b>		
103-1	Explanation of the material topic and its boundary	2018 ESG Report
103-2	The management approach and its components	p.45
103-3	Evaluation of the management approach	p.45
307-1	Non-compliance with environmental laws and regulations	p.59
<b>Employment</b>		
103-1	Explanation of the material topic and its boundary	2018 ESG Report
103-2	The management approach and its components	p.49
103-3	Evaluation of the management approach	p.49
401-1	New employee hires and employee turnover	p.62
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	p.47
401-3	Parental leave	p.62
<b>Occupational Health &amp; Safety</b>		
103-1	Explanation of the material topic and its boundary	2018 ESG Report
103-2	The management approach and its components	p.55
103-3	Evaluation of the management approach	p.55
403-1	Occupational health and safety management system	p.55
403-2	Hazard identification, risk assessment, and incident investigation	p.55
403-3	Occupational health services	p.55
403-5	Worker training on occupational health and safety	p.55
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	p.55
403-9	Work-related injuries	p.62
403-10	Work-related ill health	p.62

Disclosure		Answer/Location
<b>Non-Discrimination</b>		
103-1	Explanation of the material topic and its boundary	2018 ESG Report
103-2	The management approach and its components	p.49
103-3	Evaluation of the management approach	p.49
406-1	Incidents of discrimination and corrective actions taken	p.62
<b>Security Practices</b>		
103-1	Explanation of the material topic and its boundary	2018 ESG Report
103-2	The management approach and its components	p.21
103-3	Evaluation of the management approach	p.21
410-1	Security personnel trained in human rights policies or procedures	p.21
<b>Customer Privacy</b>		
103-1	Explanation of the material topic and its boundary	2018 ESG Report
103-2	The management approach and its components	p.20
103-3	Evaluation of the management approach	p.20
418-1	Substantiated complaints concerning breaches of customer privacy	p.20, 49

## About

Digital Realty supports the data center, colocation and interconnection strategies of customers across the Americas, EMEA and APAC, ranging from cloud and information technology services, communications and social networking to financial services, manufacturing, energy, healthcare and consumer products. To learn more about Digital Realty, please visit [digitalrealty.com](https://digitalrealty.com) or follow us on LinkedIn or Twitter.