# Index

## Equity and inclusion

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## Environment

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## Ethics and Trust

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Our commitment to thrive together

© Scaleway
These past years have presented unprecedented challenges. Challenges that continue to force us to work as a team to overcome, learn and grow together. Our experiences reinforce what we have always known to be true - it is only by nurturing a strong foundation of empathy and teamwork that we can co-create incredible results.

At Scaleway, we know that the greater the range of opinions, cultures and points of view, the greater the innovation and business results we can achieve. And we’re not the only ones - studies show that companies that prioritize this corporate pillar outperform industry norms. We are committed to continuing our efforts to promote gender diversity and equality, eliminate the pay gap and have a better representation of women in all areas of the company.

The technology market is a predominantly male sector, which makes hiring women a challenge. Yet in two years, we succeeded in doubling the percentage of women among our workforce, from 9.2% in 2018 to 22.2% in 2021, and we have brought the pay gap down from 11% to 5.2%. Our target for the end of 2022 is to completely eliminate the pay gap.

To reflect our values and the Sustainable Development Goals we are focusing on, we have committed to improving professional equality through four pillars:

- Equal pay
- Developing the rich skills of our workforce as a whole
- Working towards equal representation
- Providing a good work-life balance

Read on to discover each pillar and the key metrics relating to our actions.

Catherine F. Simon
Chief People Officer
"We are committed to continuing our efforts to promote gender diversity and equality."

Catherine F. Simon
Chief People Officer
About Equity and Inclusion at Scaleway
At Scaleway, we value talented people from all backgrounds and experience levels who are passionate about our mission. We strive for transparent and fair practices not because it's the right thing to do, but because this allows our team members to achieve their full potential at work. We believe that the best way to ensure diversity, equity and inclusion is through action. To guide this action, we focus on 3 of the UN's 17 Sustainable Development Goals, namely:

- Women's empowerment
- Equal rights and pay
- Providing employment opportunities for young people and junior profiles
- Achieving full and productive employment and decent work for all
- Promoting economic inclusion for all
Our partnership with 50inTech

When it comes to women’s empowerment, we work and participate in 50inTech’s gender, diversity, and inclusion initiatives. 50inTech is a data-driven, collaborative, and inclusive European networking platform which acts as a business and career accelerator for women in tech – connecting them with a professional network, as well as providing them with training and the practical tools necessary to succeed. Its professional and international community is dedicated to improving the place of women in tech. The organization actively supports companies in their diversity challenges and the recruitment of talented women.

Thanks to our partnership with 50inTech, we have been able to make key progress on our goals of placing women as thought leaders in the tech sector. To not only raise the visibility of our women Scalers (Scaleway employees), but also to improve the representation of women at all levels, we participated in 50inTech’s Diversity Stories and masterclasses with the publication of:

“How to Become a DevOps? with Synda Ben Jerad, Engineering Manager @Scaleway"

“It’s a match! Synda Ben Jerad x Scaleway"
The Cloud Builder Launchpad program

Also, in the context of Scaleway’s growth, we have several challenges to meet. First of all, that of recruiting juniors in teams under pressure, as they have little time to reach the demanding skill level required by the sector. This is why we started our Cloud Builder Launchpad program. With this program, we strive to achieve gender parity for every class joining, and have currently achieved this goal for all intakes so far.

We plan to hire 20 juniors per year through our Cloud Builder Launchpad. This makes the program our biggest lever for recruiting women to engineering positions within Scaleway, and has helped us to improve our communication and recruitment strategies.
# 2021 results and objectives

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>Our objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Female employees</td>
<td>18.8%</td>
<td>22.1%</td>
<td>+5% Female employees year on year</td>
</tr>
<tr>
<td>of which:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All managerial roles</td>
<td>19.8%</td>
<td>22.2%</td>
<td></td>
</tr>
<tr>
<td>(C-level, VP, Heads of &amp;</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>team leads)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Top management</td>
<td>20.8%</td>
<td>22.7%</td>
<td></td>
</tr>
<tr>
<td>(C-level or VP roles)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% Departures</td>
<td>26%</td>
<td>23%</td>
<td>20%</td>
</tr>
<tr>
<td>Glassdoor rating</td>
<td>4.7/5</td>
<td>4.7/5</td>
<td>4.7/5</td>
</tr>
<tr>
<td>EGAPRO Index</td>
<td>64/100</td>
<td>91/100, up 27 points from 2020</td>
<td>100</td>
</tr>
<tr>
<td>Pay gap score (out of 40)</td>
<td>29</td>
<td>36</td>
<td>Eliminating the gender pay gap at Scaleway by the end of 2022</td>
</tr>
<tr>
<td>Nationalities</td>
<td>22</td>
<td>30</td>
<td>Not applicable</td>
</tr>
</tbody>
</table>
### Share of female employees

2018-2021 evolution

<table>
<thead>
<tr>
<th>Year</th>
<th>% of female employees - year end</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>9.2%</td>
</tr>
<tr>
<td>2019</td>
<td>13.8%</td>
</tr>
<tr>
<td>2020</td>
<td>18.8%</td>
</tr>
<tr>
<td>2021</td>
<td>22.1%</td>
</tr>
</tbody>
</table>

Source: Scaleway

### Yearly workforce

2018-2021 evolution

<table>
<thead>
<tr>
<th>Year</th>
<th>Workforce EoP</th>
<th>% Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>220</td>
<td>76%</td>
</tr>
<tr>
<td>2019</td>
<td>248</td>
<td>13%</td>
</tr>
<tr>
<td>2020</td>
<td>311</td>
<td>25%</td>
</tr>
<tr>
<td>2021</td>
<td>416</td>
<td>34%</td>
</tr>
</tbody>
</table>

Source: Scaleway
Equal pay

Scaleway
Eliminating the gender pay gap

As part of our priority objectives for 2022, and to reflect our values, we are aiming to completely eliminate the gender pay gap at Scaleway by the end of 2022. We will do so thanks to a dedicated budget, and a transparent salary grid.

In order for us to achieve this at Scaleway, but also in the tech industry, we need to put more value behind the talents and contributions of women. To reap the benefits of a more fair and equitable world, society and corporate stakeholders need to align behind this goal with clear objectives and actions.

"Eliminating the gender pay gap is one of our key commitments to ensuring professional equality. To demonstrate this, not only have we set the goal of closing the gap completely by 2022, but we have succeeded in reducing the pay gap at Scaleway from 11% in 2018 to 5.2% in 2021."

Catherine Simon, Chief People Officer, Scaleway.
Gender equality index and pay gap between men and women comparison

2018-2021 evolution

Source: Scaleway
Developing the rich skills of our workforce as a whole
Committed to taking a proactive approach to training and professional development

We know that our strengths lie in the diversity of our people, and that qualifications do not tell the whole story. To ensure that we create sustainable career growth patterns, and demonstrate that we support all Scalers throughout their time in the company, we promote internal mobility and the development of key skills in order to:

- Open up professional opportunities in creative and flexible ways
- Streamline onboarding by allowing each team at Scaleway to create their own onboarding plan, plus a company-wide array of compulsory and optional internal training sessions and masterclasses given by colleagues who share their specialized knowledge
- Improve employability via the recruitment of talents with no formal certifications and diverse backgrounds. We know we have a responsibility to ensure the long-term employability of those who work with us by helping them develop their career paths, so we invest heavily in continuous training and coaching (for example, we provide English and French language classes during working hours, and all employees of the group have unlimited access to LinkedIn Learning and a dedicated budget for upskilling)
- Empower more women to access managerial positions by promoting talent mobility, providing training and coaching
- Provide the space for personal development through Lumina Spark workshops, which help employees to learn their preferred communication styles and discover their whole personality
Working Towards Equal Representation

Scaleway
Rethinking the paradigm of recruitment

It was clear for us that the old mindset and frameworks that exist were built based on the legacy recruitment market of the tech sector. In order to reflect the renewed reality of the tech industry, and our own values, we need to be stakeholders for change.

We therefore place DEI (Diversity, Equity and Inclusion) as a core aspect of our talent transformation, and have clearly defined goals to deliver a more equitable, fair and respectful workplace. The reasons behind this are:

- We want our people to do their best job, feel empowered to do so, and feel safe regardless of their gender, age, background or socio-economic status.

- To increase our retention rate.

- To better hire and make room for candidates with unconventional backgrounds.
Consequently, we thought about DEI alongside concepts like belonging, representation and authenticity. In order to succeed in recruiting more diversely, we rethought the hiring strategy in the following ways:

- Freeing our recruitment policies from biases for or against any individual or group of candidates: we don’t look at previous titles, but focus on the skills and wills of candidates.
- Auditing our job adverts to better adapt the language used to avoid putting off any potentially valuable candidates.
- Putting in place and ensuring a consistent interview process.
- Promoting singularity, one of our core values, as a recruitment criteria in its own right.
- Being open to international talents and non-French speakers.
- Building a recruitment training program, the Cloud Builder Launchpad.

Current talents also need to be retained. At Scaleway, we succeeded in lowering our departure rate, reaching 23% in 2021, compared with 44% in 2018.
Providing a good work–life balance
Communicating and enforcing rules that guarantee a good work–life balance for all employees

As our digital global society continues to evolve rapidly, the boundaries between the workplace and home life have become increasingly blurred. Reconciling the demands and conflicts between personal and professional lives is often a challenge, and at Scaleway we continuously aim to provide for a good work–life balance for all of our employees. This is achieved through a number of measures, both in terms of the workplace, and benefits and other perks that are available.

Our policies cover the following areas: home and family, physical health, mental health, remote working and others.
Home and family

The Flexi Family program provides employees with access to cleaning, ironing, gardening and DIY services, as well as assistance for elderly or disabled relatives.

In case of a death or disability in an employee’s family, we allow for the donation of holiday days from colleagues, and the company matches the number given (up to 20 days total combined).

Comprehensive policy for paid leave to help employees balance their personal and professional lives, for example two days of paid leave for moving house, and an extra day of leave to those with four years’ seniority.
Physical health

Our sites all provide free healthy snacks and drinks throughout the day to all employees, as well as breakfast items.

The Wedooit network offers 5-a-side football, basketball and beach volleyball tournaments against other participating companies in both Paris and Lille. We also paired up with Le Five, a company organizing 5-a-side football matches.

Free access to Covid-19 testing and vaccine appointments at the Iliad Group’s headquarters, and with our workplace doctor during working hours to allow employees to look after their health and not use paid leave for this purpose.

We have a cafeteria in the Paris office serving a three-course meal with vegetarian options, and in other sites there is a kitchen and rest space with a microwave allowing for employees to comfortably enjoy a hot meal.

Free sports classes run by professional coaches provided in the Paris and Lille offices, and we are looking into ways to bring this to our remote employees too.
Mental health

The “right to disconnect” policy: whenever an employee is off on sick leave or other long-term medical leave lasting over two weeks, they are automatically disconnected from Slack and emails to ensure they can focus on their wellbeing.

All employees conduct an annual workload review with their manager to assess their workload, and we also conduct monthly workload surveys.

Free access to the Asperia care hotline via which qualified psychologists are directly available 24/7 to listen, discuss and/or suggest ways forward for anything that is causing employees concern, whether it be a professional or a personal matter.
Remote working

Flexible or remote working policy

Engagement programs and activities that are accessible to all - whether employees are working remotely or not (pub quizzes, training sessions, meetups, etc.)

Annual InDays bringing all employees together to connect, and monthly InDays for individual teams.
Additional policies

Employees based in metropolitan France can combine the sustainable mobility allowance with other forms of transport.

To prevent employees from losing untaken holiday days, they can put up to five days a year into an account to take later or be paid.
Supporting employees to grow their families while succeeding in their careers through forward-thinking policies for parents

We know that growing a family while building a career requires support, and that companies can be enablers in building a family, rather than hampering such projects. This is why, at Scaleway, we have put in place the following forward-thinking policies which we review and revise on a regular basis to adapt to the changing needs of our society:

- Two additional weeks of paid maternity leave for mothers, with 100% salary for those with six months' seniority in the company (French law sets the level of seniority required at one year)

- Partners (married or civil partners) employed at Scaleway, of new mothers, receive 100% of their salary during their parental leave once they have six months’ seniority in the company (there is no legal requirement to do this in France)

- The Flexi Family program gives parents access to services such as parental coaching, advice for new mothers, babysitting, tutoring and after-school activities
Partners (married or civil partners) employed at Scaleway, of expectant mothers, receive five days of paid leave in order to attend medical appointments (the legal requirement in France is three days).

For employees based in metropolitan France, the People&Baby network allows parents to reserve spaces in affordable childcare centers across the country.

Flexible remote working policy, and encouraging asynchronous ways of working means parents can adapt both their working and childcare arrangements.
I contacted People&Baby one month before joining Scaleway; they found me a place in a nearby nursery in just 2 weeks. The whole experience since then has just been so great. During the last Summer Camp, I also had a minor problem where I was late in submitting the application and was not able to find a place for the following week (and over the next 3 weeks in August) and I had no other choice to look after my child. I contacted Sarah from People&Baby and on the same day she managed to find me a place in another nursery (in Paris) which was far, but a great option, because otherwise my child had to stay at home which was impossible for me. They are always very open, flexible and will find us solutions.

Nathalie Tourbay
Recruitment Team Lead
Environment
Impact Report 2021

Scaleway
How sustainable is your cloud provider?
At Scaleway, trust, transparency and pragmatism have always been part of our DNA, and that’s why it’s crucial for us to publish this 2021 Impact Report showing the results of our actions, and analyzing where we can improve.

This year, we encourage you to ask yourselves - “How sustainable is your cloud provider?”. We know that the environmental impact of the cloud is massive, yet we believe that we can also be a factor for change by encouraging the use of technologies that favor lower energy and water consumption.

Combating climate change requires a holistic approach that cannot be reduced to any individual factor.

With newer technologies, such as Serverless, we can have a more measured usage of resources, due to the capacity to scale up and down following actual demand. This means energy is only used when the product is used. Reuse of hardware is also a key factor in terms of reducing both the considerable carbon impact of manufacturing, and e-waste, the fastest-growing waste type today. We are committed to using our servers for up to three times longer than our competitors.

Last but not least, this is above all a human issue. Scaleway’s technical teams work tirelessly to reduce the impact of our products and data centers. Scaleway makes a major priority of diversity and inclusion, as these are also key to our sustainable future.

Whilst we expect future regulation and public scrutiny to help moving forwards, it’s ultimately clients demanding more responsible solutions that fundamentally change a market. As such, those cloud service providers who give their clients the possibility to choose sustainability will win; both for their businesses, and for the planet.

Albane Bruyas
Chief Operating Officer
“We know that the environmental impact of the cloud is massive, yet we believe that we can also be a factor for change.”

Albane Bruyas
Chief Operating Officer
Main results
Our main objectives and results from 2021

At Scaleway, we always aim for Excellence in all areas of our work. To demonstrate the real impact of our actions, we communicate transparently on our numbers. This allows us to remain focused on sustainability, and to encourage all other cloud providers to move in the same direction.

<table>
<thead>
<tr>
<th>rDCE</th>
<th>Renewable energy</th>
<th>Water footprint</th>
<th>PUE</th>
<th>Carbon footprint</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.72</td>
<td>100% renewable and low carbon energy used to power all our data centers (market-based consideration).</td>
<td>3,504m³ of water used per year for cooling of all our data centers. This is equivalent to the water used by less than 30 households in France per year⁽¹⁾.</td>
<td>1.40</td>
<td>28.6 million tons of CO₂ emitted through Scaleway’s activities for all scopes (market-based consideration).</td>
</tr>
</tbody>
</table>

⁽¹⁾ Le Centre D'Information Sur L'eau [online] Available here.

Read on to find out more about each indicator and the actions we have put in place this year.
At Scaleway, we believe in the importance of measurable commitments which have a positive impact on our planet. This is why we are continuing to work toward the following Sustainable Development Goals, of the 17 initially set out by the UN:

- Controlled and low water consumption (among the best in the sector)
- Renewable or low carbon energy supply
- Infrastructure performance
- Lean design and assembly
- Product design standardization
- Unifying offers
- Extending the life cycle of our equipment
- Optimizing performance and density
- Recycling and refurbishing our hardware
- Reducing waste and toxic products
- Reducing the volume of packaging
- Energy effectiveness and energy mix of data centers
- Efficiency of cooling systems
- Continuous improvement of the logistics chain
- Reducing high carbon emissions transport
Our actions

The amount of data being exchanged around the world is growing exponentially, and the number of data centers with it, leading to an increased need for energy for digital deployment. In these times, when sobriety and resource conservation are more necessary than ever, we are striving to improve the energy and resources efficiency of our data centers, infrastructures known for their energy consumption. To do this, we have put in various actions, for example:

- Continuing to advocate for cooling towers to be banned. This remains true for our data centers since 2000.
- By demonstrating the advantage of favoring closed circuits which reduce water loss.
- By implementing load shedding in two of our data centers.
- By making hardware last longer via our Transformers program: we reuse servers and their components (for up to 10 years, vs industry average of 3-4).
The Transformers program

As server manufacturing accounts for 15% to 30% of each server's total carbon impact, we want to extend the life of our servers up to ten years. This is why the Transformers program was launched. After several years of service, high-end servers are replaced with newer machines. Instead of ending the life of the replaced machines, we propose them to clients as a mid-range offer. Old servers which are no longer functioning properly have their components (memory, power supplies, fans, etc.) reused in other machines. Adding memory to an older machine makes it more valuable.

Thanks to these actions, we are proud to offer a service with data centers whose energy and resource efficiency is among the best on the market.
**Evolution of our indicators**

What is the impact of our activities on the environment?

Through forward-thinking policies and innovation, Scaleway is committed to implementing an effective environmental policy, which is why we closely monitor the metrics that allow us to visualize our impact on the environment.

Below is a transparent overview of the environmental footprint of our products:\(^{(2)}\):

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>PUE</td>
<td>1.40</td>
</tr>
<tr>
<td>WUE</td>
<td>0.045</td>
</tr>
<tr>
<td>rDCE</td>
<td>0.725</td>
</tr>
<tr>
<td>CUE</td>
<td>0.08 - 0.14</td>
</tr>
</tbody>
</table>

**Carbon footprint\(^{(3)}\):**

28.6 ktCO\(_2\)e

Equivalent to the carbon footprint of approx. **3170** French people or **12 100** round-trip flights between Paris and New York

**Absolute water consumption:**

3,504 m\(^3\)

Equivalent to the annual water consumption of about **30 French households**

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\(^{(2)}\) Ministère de la Transition Ecologique [online], available [here](#)

\(^{(3)}\) Carbo [online], available [here](#)
Conscious of digital technology’s environmental impact, Scaleway is committed to improving the energy efficiency of its data centers on a daily basis, and to reducing the impact of the growth of its activities.

The Power Usage Effectiveness indicator is a transparent way of measuring the energy efficiency of a data center by dividing the total energy consumed by the data center by the total energy consumed by the IT equipment.

And we are proud to have a PUE of 1.40, compared with a global average of 1.57.

### What's behind our 1.40 PUE?

- Firstly, we measure it according to ISO/IEC 30134-2:2016 for maximum transparency and veracity.
- In addition, as our energy consumption in our data centers increases, our PUE decreases.
- Finally, here are the energy trends in our three main data centers, DC2, DC3 and DC5, (which represent 97% of our consumption).
The high electricity consumption in 2020 is linked to an increase in the number of servers in that year, as opposed to a decrease in 2021, as many optimizations related to UPS (Uninterruptible Power Supply) and room temperature were put in place.

It is indeed very important to track our energy efficiency, but we believe that the scope of data center efficiency analysis should be broadened to include other resources, including water.
WUE is the ratio of the data center water consumption divided by the energy consumed by IT equipment. At Scaleway, we pay attention to the use of water in our infrastructures and we have for example banned water cooling towers since 2000. We also measure and communicate the WUE of our data centers, which is not yet done by all the players in the sector. The average WUE in our data centers has increased in 2021 compared to previous years, but this is due to the broadening of the scope, now more complete, of its calculation. However, it remains very efficient compared to the market, since it is now equal to 0.045, compared to an average of 1.8 worldwide\textsuperscript{(4)}.

\textsuperscript{(4)} Datacenterknowledge [online] Available here
Here is a summary of these indicators for each of our data centers, along with details on how they work:

<table>
<thead>
<tr>
<th>Data center</th>
<th>Certifications</th>
<th>PUE</th>
<th>WUE</th>
<th>Energy source</th>
<th>Cooling system</th>
</tr>
</thead>
<tbody>
<tr>
<td>DC2 - PAR1</td>
<td>ISO27001</td>
<td>1.50</td>
<td>0.012</td>
<td></td>
<td>Chilled water system</td>
</tr>
<tr>
<td></td>
<td>ISO50001</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>HDS 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DC3 - PAR1</td>
<td>ISO27001</td>
<td>1.39</td>
<td>0.028</td>
<td>100% hydraulic Guarantee of Origin (GO)</td>
<td>Indirect Free Cooling with closed-loop high-temperature chilled water system</td>
</tr>
<tr>
<td></td>
<td>ISO50001</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>HDS 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Code of conduct</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DC4 - PAR1</td>
<td>ISO27001</td>
<td>1.50</td>
<td>0.603</td>
<td>EC (direct) with variable compressor (VRV)</td>
<td>Direct Free Cooling with adiabatic cooling</td>
</tr>
<tr>
<td></td>
<td>ISO50001</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
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<td></td>
<td>HDS 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DC5 - PAR2</td>
<td>ISO27001</td>
<td>1.23</td>
<td>0.206</td>
<td>EC on closed-loop hot water system</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ISO50001</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>HDS 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AMS1</td>
<td>ISO27001</td>
<td>1.2</td>
<td>NA</td>
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We are proud to lead the way with an approach that challenges traditional data center cooling and management techniques. Rather than planting trees, we prefer to think differently and innovate where the impact is greatest: at the source.

The environmental responsibility of the digital industry must now be based on these inseparable pillars: the supply and intrinsic energy efficiency of the datacenter, as well as water consumption.

That's why we created the Real Data Center Efficiency index in 2018, which we consider our key efficiency indicator to track. The rDCE combines the energy and water performance of data centers.

We are committed to publishing this indicator for all of our data centers with a view to steadily lowering it through innovation and investment. We invite all industry players to join us in this radical transparency.

This year, our rDCE has increased slightly due to the new, more rigorous WUE calculation.
Carbon Usage Efficiency (CUE)

The CUE is a calculation used to determine the total amount of greenhouse gasses (expressed in kg of CO2) emitted by data center activities, divided by the amount of energy used by the IT equipment (in kWh). For now, the CUE is specifically limited to Scope 1 and Scope 2 emissions (direct and indirect emissions related to energy consumption).

In 2021, our average CUE is 0.075 kgCO₂e/kWh (market-based) or 0.142 (location-based).
This is not the first time Scaleway has measured its carbon footprint. This year, rather than carrying out our assessments using the Bilan Carbone® methodology as in the 2018-2020 Impact Report, we have calculated our 2021 carbon footprint according to the GHG Protocol, which allows us to study the following two approaches: market based and location based:

**Breakdown of GHG emissions 2021**

- **Market-based**: 28.6 ktCO₂e
  - Scope 1: 80%
  - Scope 2: 20%

- **Location-based**: 34 ktCO₂e
  - Scope 1: 62%
  - Scope 2: 16%
  - Scope 3: 22%
As long as the renewable energy is not produced and self-consumed on site, it is impossible to know if the electron consumed is really low carbon. This is why we have chosen to also calculate the carbon footprint using the location-based approach, which we believe is the most scientifically rigorous.

**GHG Protocol explanation on location / market-based**

A location-based method reflects the average emissions intensity of grids on which energy consumption occurs (using mostly grid-average emission factor data).

A market-based method reflects emissions from electricity that companies have purposefully chosen (or their lack of choice). It derives emission factors from contractual instruments, which include any type of contract between two parties for the sale and purchase of energy bundled with attributes about the energy generation, or for unbundled attribute claims.
What’s next?

Scaleway
The Paris Agreement says global temperature increase must be limited to 2°C, and ideally 1.5°C, by 2100. iliad Group, Scaleway's parent company, aims to reach net zero carbon for Scope 1 and 2 emissions by 2035, and net zero carbon for Scope 3 emissions by 2050.

Scaleway has a key role to play in meeting this goal, notably because data centers represent 1% of global energy-related GHG emissions (source: IEA, 2022). So some of the concrete ways we contribute to the iliad Group's sustainability commitments are:

- Ensuring our data centers have advanced environmental performance
- Deploying a responsible procurement policy
- Setting up a climate performance tracking system (for communicating our climate performance, based on key indicators)

Scaleway is proud to be a pioneer when it comes to limiting our technology's impact on the planet. Indeed, we started using free cooling, a natural alternative to air conditioning in data centers, in 2012. In 2022 and beyond, we'll continue to innovate in this field, and to encourage our clients to join us in this essential movement, by making sustainable cloud technology more accessible and efficient than ever before.
Methodology and transparency
The Green Grid developed the PUE, the most well-known indicator of the environmental performance of data centers today. This indicator is now defined and framed since 2016 by the ISO/IEC 30134-2 standard and provides information on the overall energy efficiency of the data center. It is calculated according to the following formula:

\[ \text{PUE} = \frac{\text{Total data center electricity consumption (kWh)}}{\text{Electricity consumption of all IT equipment in the data center (kWh IT)}} \]

The closer the PUE is to 1, the more energy efficient the data center is. For the average PUE at Scaleway, we calculated the average PUE of each data center weighted by the amount of energy consumed by the data center.

This year, the average is based only on the data centers we operate in France which represent 97% of the electricity consumed by all our data centers. For the data centers in Amsterdam and Warsaw we are not the ones operating the centers and therefore could not retrieve the total electricity consumption data for each site. What we show for these sites has been communicated by our service providers but is not included in the calculation of the average PUE of Scaleway.
The WUE represents the data center’s water consumption per kWh of electricity consumed by the IT equipment. It is calculated according to the following formula:

\[
\text{WUE} = \frac{\text{Total water consumption of the data center (L)}}{\text{Electricity consumption of all IT equipment in the data center (kWh IT)}}
\]

For the average WUE at Scaleway, we divided the total water consumption of all data centers operated in France by their electricity consumption related to IT equipment. The Amsterdam and Warsaw sites were not taken into account in this calculation for the same reasons as those explained for the PUE.
The rDCE was developed by Scaleway to combine the energy and water performance of data centers. As previously stated, it is based on the weighting of PUE and WUE relative to the distribution of uses and the average of each. Here is the formula:

\[
\text{rDCE} = \frac{\text{Average PUE} + \text{average WUE}}{2}
\]

We consider it the most important indicator since it will distinguish a data center efficient only on one type of resource (electricity or water) from a really efficient data center. The Amsterdam and Warsaw sites were not taken into account in this calculation for the same reasons as those explained for the PUE.
The CUE has also been proposed and developed by The Green Grid, it attempts to capture the climate performance of data centers by determining the direct greenhouse gas emissions (in kg CO₂ equivalent) related to the data center's energy consumption per kWh of electricity consumed by the IT equipment.

\[
\text{CUE} = \frac{\text{Total CO2 emissions caused by the Total DC energy (kgCO2e)}}{\text{Electricity consumption of all IT equipment in the data center (kWh IT)}}
\]

The latter is therefore closely linked to the PUE and the renewable energy supply rate of the data center. The Amsterdam and Warsaw sites were not taken into account in this calculation for the same reasons as those explained for the PUE.
This year, Scaleway’s carbon footprint was calculated according to the GHG Protocol methodology.

**Bilan Carbone® vs GHG Protocol: What are the differences?**

The GHG Protocol is the most widely used method internationally and was the basis for the development of ISO 14064-1: 2006. It facilitates the comparison of GHG assessments and the communication of these across the world and is compatible with the ISO 26000 CSR standard and the ISO 14001, ISO 9001 and ISO 14064 certifications.

The Bilan Carbone® methodology is more widely used in France. It is more exhaustive and demanding in terms of the overall approach to reducing emissions.

Concerning the accounting of the renewable character of the energy purchased by companies, the GHG Protocol accepts to consider the two possible approaches location-based and market-based where the Bilan Carbone® only accepts the evaluation of the location-based.

For emissions calculations, we used several specialized databases on these subjects such as ADEME’s Base Carbone, the IEA’s database for electricity mixes or private databases for data specific to digital technology.

Scaleway uses Reporting21 to calculate its environmental indicators. This carbon footprint calculation used Reporting 21 to collect certain GHG emissions data (or activity data) already calculated via iliad’s carbon reporting.
About I Care
This "Environment" section, as well as the previous "Equity and Inclusion" chapter, were prepared by I Care, updating the previous (2018-2020) Impact Report.

The data contained in this report was provided by Scaleway. I Care prepared this report with the utmost care and considers the information contained in it to be correct. However, I Care may not be held responsible for any damage, loss or costs resulting from an omission or inaccuracy in the reported information.

I Care is a leading consulting company in the environmental field. Since 2008, I Care assists companies, financial institutions, and public organizations in their transition towards a low environmental impact society.

From strategic thinking to operational solutions, I Care offers innovative solutions to a wide range of environmental challenges with the objective of helping society to move to a sustainable economy.
Ethics and Trust
Impact Report 2021
Building trust in a stronger European tech ecosystem
As Scaleway grows into one of Europe’s leading cloud providers, it’s imperative that our values remain aligned with those of our users at all times.

Our customers trust our commitment to European values of openness, transparency and data protection, as evidenced by their positive reactions to our leaving GAIA-X further to its dilution of those values. In 2021, we were excited to see customer satisfaction increase 7.3% vs. 2020. Our commitment to pay providers within 45 days and our 100% infrastructure availability rate are also testament to that trust.

But it’s not all quantifiable. In 2021, we further stepped up our focus on European startups’ needs, in line with our goal to become their cloud of choice in the not-too-distant future. French photo-sharing startup Familink, for example, joined Scaleway from AWS precisely to protect its data under European law, and that of its clients.

We also continued to invest in the future of European digital sovereignty. We were especially proud to launch our Cloud Builder Launchpad program in 2021. From now on, each year, we will recruit around 20 junior developers - half of them women - and train them to build the European cloud. Similarly, our Academia program continued to see Scaleway reach out to Europe’s leading IT engineering schools, to educate the next generation of developers where they learn; and our ongoing Open Source program underlined our commitment to transparency at all stages of development.

You’ll find out more about these commitments below. As you’ll see, in 2021 and beyond, Scaleway’s engagement to work in a trusting partnership with its ecosystem partners grew ever stronger. No less than the future of Europe is at stake, and we hope we’re up to the task of defending those values.

Liam Boogar-Azoulay
Chief Revenue Officer
“Our customers trust our commitment to European values of openness, transparency and data protection.”

Liam Boogar-Azoulay
Chief Revenue Officer
Understanding the values driving CSR policies which naturally incorporate the notions of ethics and trust in business can be complicated. The indicators commonly used are generally highly specific to each industry, which makes comparison and analysis even more complex.

At Scaleway, we decided to focus on the “Ethics and Trust” part of our CSR policy in this pillar of our Impact Report by presenting the actions we have taken in this area. This section should be read alongside the Environmental Pillar of our Impact Report to gain further understanding of our actions taken for the environment. We have broken down the actions which have the most significant impact on our employees, clients and providers into the following three categories:

- Implementing charters and codes
- Commitments to clients and providers
- Operational guarantees, governance and compliance

At Scaleway, we continue to work toward the following Sustainable Development Goals, of the 17 initially set out by the UN:

- Responsible purchases: supporting actions against child labor, respecting workers’ rights, and in general making sure that financial progress creates decent and fulfilling jobs
- Supporting providers in difficulty (throughout Covid-19) as well as endorsing entrepreneurship (Startup Programs)
- Resorting to providers committed to eco-responsible processes
- Operational guarantees, governance and compliance
- Training and raising awareness about responsible approaches (i.e. sustainable development)
Customer-supplier trust indicator

2021

Customer satisfaction rate 2021 (out of 5)

4.4

Average supplier payment time in days

45

Infrastructures availability rate 2021

100%

Source: Scaleway

Customer satisfaction

2018-2021 evolution

Scoring method
After closing a support ticket, customers are invited to give a score between 0 and 5.

Source: Scaleway
Implementing Charters and Codes
At Scaleway, we know that actions speak louder than words. We have therefore made it our mission to ensure we have tangible evidence attesting to the implementation of our Code of Ethics, and our values.

For example, we choose to work with suppliers who adopt responsible approaches. So, as of 2020, we require suppliers to submit **manufacturing reports** for all components purchased for our products and services in order to analyze the impact of equipment production on the environment, product lifecycle, and compliance with all relevant laws (i.e. GDPR, WEEE, RoHS Directive, Sapin II). This report takes the form of a questionnaire which is submitted to suppliers.

We also fight to ensure that our business does not contribute to the social and human issues our world faces by monitoring the impact of our whole value chain and logistics models (equipment transport, packaging, recycling). This allows us to ensure there is no forced or child labor, and to monitor the environmental impact\(^{(1)}\).

\(^{(1)}\) Impact Report on Scaleway’s eco-responsible commitments.
Up until now, at Scaleway, we were constantly evolving in order to keep up with growing market needs and client demands. We now want to work differently, in a way that makes the most sense for our commitments and values. This is why we have:

- Implemented a CSR purchasing charter
- Begun mapping our suppliers (order volume, frequency, etc.) - a process we completed by the end of 2021
- Implemented an internal Code of Ethics for all employees in direct contact with suppliers and third parties
- Ensured all aforementioned employees complete a training course provided by the iliad Group course on ethics, respectful relationships, misconduct, etc.
- Implemented specific training courses on GDPR (99% of Scaleway employees followed this course) & Cybersecurity (97% of staff), as part of iliad Group training programs
Commitments to our Clients and Suppliers
Working with clients

Working with clients and suppliers that reflect and respect our values is of utmost importance to us at Scaleway. In order to ensure that we are applying the right choices to everything we do, all our client relationships are subject to our Code of Ethics. This applies to clients of all sizes - startups, SMEs, mid-cap and large companies, as well as public organizations.

In addition, our Sales teams are not only bound to respect the company’s culture, but also GDPR and confidentiality. NDA's (Non-Disclosure Agreements) are used to provide protection and reassurance for both parties.

We care about our customers, and because we value transparency, we are open about our customer satisfaction rating, and we continually strive to improve it. These scores attest to Scaleway’s commitment to our services, and the customer support we provide.

Between 2018 and 2021, our customer satisfaction rating increased by 0.4 points, meaning we reached a rating of 4.4 out of 5.

Overall, we work in a similar manner to our parent company, the iliad Group. Few reminders for late payments were received, and we apply a reasonable payment process in compliance with current legislation. We also use processes and monitoring to ensure that all suppliers are paid within 45 days.

We regularly organize meetings with our most important suppliers to keep them up-to-date about any R&D progress that has been made, as well as to give an insight into our objectives and strategic roadmap.
Operational Guarantees, Governance and Compliance
Our commitments

In a 2014 survey, Gartner stated that the most important aspect of nearly every network is availability\(^{(2)}\). Today, data center uptime is still priority no 1. This is why operational guarantees are not only key for providing our clients with assurance, they also help to clearly set out the responsibilities of both parties - the company and clients.

At Scaleway, we are strongly committed to operational guarantees that cover:

- The business continuity of the infrastructures that underlie our offers
- The protection of private data (i.e. personal data)
- The security (logical and physical) of our infrastructures

To protect our clients’ data, we developed an in-house tool to erase data in a highly secure manner from hard drives which are to be reused or recycled. We use a shredder to destroy any hard drives which can no longer be reused or recycled. Clients can request their hard drives and/or data to be destroyed on their behalf, and we send them a certificate of destruction.

Physical access to our data centers complies with recognized standards. We also carry out audits on suppliers who carry out interventions within machine rooms in line with the ISO 27001 standard.

In case of distributed denial-of-service (DDoS) attacks, alert systems are activated, as well as impact detection and automatic disconnection for all impacted servers to ensure data protection.

Continuity of service depends on the offer chosen by a client. For instance, we ensure clients have access to virtual machines and in turn, clients are responsible for the associated redundancy and their business continuity plans.

\(^{(2)}\) Andrew Lerner. (2014). Network Downtime. [online] Available [here](#).
We monitor and measure the number of computing incidents that occur during a given year via a number of metrics. These include:

- **Time to detect**: The time it takes to discover an issue.
- **Time to acknowledge**: The time it takes between a system alert and when a team member acknowledges the incident and begins working to resolve it.
- **Time to resolve**: The time spent diagnosing and fixing an immediate problem.

In line with our commitment to provide transparent information, we have processes in place for incident management, reporting resolutions, and action plans. We alert clients for all actions, for example, should an incident occur, in the event of maintenance, and equipment reactivation, etc.

We also check the certifications our suppliers hold, such as SOC 2, CSA Star L2, ISO 27001, ISO 27017, ISO 27018:2015, PCI-DSS, ISO 9001 and ISO 50001. These certifications mainly deal with security (logical or physical, distribution of tasks) of and within infrastructure, and also quality and energy management.

To ensure that the declarations we receive from our suppliers are accurate, we visit production sites prior to reaching an agreement, where possible, to check how things are done.
To find out more

Our commitments for security and resilience (anti-intrusion security, fire prevention, other physical risks)

The status of our services

Our network status

The list of certifications we hold
Scaleway, leading multi-cloud service provider for startups and teams is catering to the global market with the essential mix of cloud computing resources that is flexible, cost effective, reliable, secure and sustainably powered. Scaleway is one of the few European providers to have full ownership over its stack, with no dependence on three levels: data center design and operation, hardware and software infrastructure, IaaS and PaaS. Scaleway has a daring approach that challenges the status quo, its ecosystem is designed to leverage market standards to make things simpler: S3 compatibility, a rolling up-to-date Kubernetes and Terraform support. Scaleway is constantly growing around the world, and currently serves hundreds of thousands of clients in over 160 countries. Scaleway’s services are deployed via six data centers located in three regions: Paris (France), Amsterdam (Netherlands) and Warsaw (Poland).

Scaleway was built and grown out of Europe, and with our headquarters being based in France we adhere to French laws and regulatory obligations, including the Copé-Zimmermann Law (2011), the Sauvadet Law (2012), the Law on Real Equality Between Women and Men (2014), and the Law for the Freedom to Choose Your Professional Future (2018), as well as legal definitions such as “Professional equality”, “Diversity”, and “Disability”.