

Customers.



Colleagues.



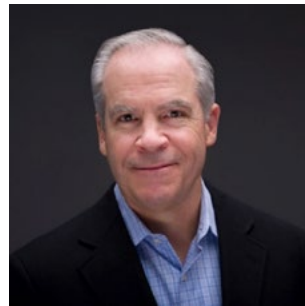
Communities.

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A Message from Our CEO

Customers. Colleagues. Communities.



PAUL E. SZUREK
President, CEO and Director

These three words describe the symbiosis of our business strategy with our sustainability practices. Since 2001, CoreSite has been committed to providing best-in-class customer experience and value, an engaging, attractive and diverse employment environment, and practices that help our customer communities thrive sustainably.

2020 proved to be challenging for all of us. I'm excited to report that our team overcame these challenges by executing on our strategy and prioritizing the safety, satisfaction and general welfare of our customers, colleagues, and communities. We quickly responded to the ongoing pandemic. Our data centers have remained open and fully operational with essential staffing, personal protective equipment and sanitation, world-class air filtering and social distancing measures in place. We maintained very high uptime,

significantly exceeding the industry standard, and successfully enabled numerous customer expansions and implementations.

Today, more than 1,375 customers rely on us to efficiently power, protect, and interconnect the servers that drive their performance-sensitive data applications and computing workloads and deliver their data products to their customers.

Over the past few years, we began to track more systematically and report key sustainability markers. To guide this effort, we identified the issues that matter most to our stakeholders and to us. Here, in our fourth Corporate Sustainability Report, we summarize our ongoing journey of being a responsible steward of our business.

For CoreSite, corporate sustainability includes building and maintaining these cornerstones:

- 1. Energy-efficient data centers** with high uptime and high-performance connectivity to enable customers to significantly reduce their overall data center footprint and dramatically lower their costs and energy consumption;
- 2. A culture of responsibility, transparency, innovation and operational excellence** in which all CoreSite colleagues can experience success and career growth; and
- 3. Communities of customers who work seamlessly with each other** to be more effective, efficient, and successful in creating value for their customers in a sustainable manner.



Our customers count on us to provide industry-leading reliability and security **24 hours a day, 365 days a year** at the network edge in almost all of the most populous cities in the U.S.

Reliable Partner

We operate in an expanding industry. In the almost 20 years since the company was founded, connected devices worldwide have increased dramatically, to now more than 23 billion. Rapid innovation in the technology sector is making this digital revolution possible, and consumer expectations increase as technology solutions improve. Today's norm and expectation is on-demand, real-time delivery of content and consumer applications and, increasingly, real-time accumulation and sifting of data. Increased latency, lost power, or decreased performance translates into lost business opportunities for our customers and inconvenience or poor service for their customers.

We help businesses protect mission-critical data, performance-sensitive applications and information technology infrastructure by delivering secure, reliable, and compliant data center solutions. Our customers count on us to provide industry-leading reliability and security 24 hours a day, 365 days a year at the network edge in almost all of the most populous cities in the U.S. We offer the flexibility of deployment size and density to

accommodate a broad community of inter-operating customers. Accountability, integrity, flexibility, and creativity drive our ability to deliver a world-class customer experience. In addition, CoreSite provides direct connections to the cloud in all eight of our markets, which empowers our customers to harness the most secure and cost-effective solutions for their digital transformation. Our offerings enable our customers to work intensively with cloud and other service providers on shared infrastructure, reducing the overall number of servers used, which results in lower power utilization and resource consumption.

People Centered

When working with us, our customers experience highly capable, customer-focused colleagues and an outstanding culture in which operational excellence prevails. CoreSite has historically cultivated its core values of "Fair and Equal Treatment" and "Commitment to Each Other" to building a culture that would attract, retain and advance talent from all demographics. We enact these values through broad-based recruitment, internal training, bias testing, employee engagement, and a practice

of promotion from within. By providing a safe and harassment-free workplace, employees can openly share their ideas and perspectives and feel part of a customer-centered team. We are proud to promote a culture of mutual respect and decency, where the rules of behavior apply equally to everyone at all levels of the organization. We measure success through indicators such as our strong employee tenure, engagement, and feedback and recognition as a "Top Place to Work."

Primarily through the organic process of individual employee growth and promotion, our senior leadership team has grown in four years from a lack of gender or ethnic diversity to 40% female and minority senior leaders. Over the same period, our board added four female or minority directors. In addition, CoreSite's annualized voluntary attrition ranged from 10.8% in 2019 to 9.0% in 2020 and has consistently remained below the US average annualized attrition of 14.0%. The recruiting team also continues to measure and evaluate strategies to attract and hire diverse qualified candidates.



We measure success through indicators such as our strong employee tenure, engagement, and feedback and recognition as a **"Top Place to Work."**



We utilize techniques and practices that minimize energy demands **without compromising reliability.**

Efficiency Focused

Data centers are an inherently energy-intensive business, and continuously improving power efficiency reduces power utilization. We are committed to deploying efficient practices for power and cooling throughout our portfolio. For us, this starts with building efficiency into our new construction projects, constantly evaluating equipment options and designs, improving air flow and other practices, and carefully monitoring and improving the energy efficiency of our existing data centers. We utilize techniques and practices that minimize energy demands without compromising reliability. We also seek the least carbon-intensive generation sources consistent with our customers' economic goals and the options permitted in our markets, and are supportive of public utility efforts to increase non-carbon power generation. In 2020, we delivered new data centers at CH2 in Chicago and LA3 in Los Angeles and expanded at our NY2 and SV8 data centers, while our customers' workloads grew within our facilities. As our data center campuses and customers grow, our energy consumption and location-based greenhouse gas emissions increase, as they did in 2020. We believe much of this growth reflects a

net decrease in emissions for those customer applications moved from less energy efficient environments. Due to legal and government policy changes in some markets, we expect, and are ready to support, that the percentage of power our electricity suppliers produce from non-carbon sources will steadily increase over the next decade and a half. Despite the increase in energy consumption, our focus on efficiency allowed us to maintain our emissions intensity.

The introspection and review of our progress required to develop this report confirm to me that we are pursuing business success in a responsible and sustainable manner here at CoreSite. A formal Corporate Sustainability program is a continuous quest. I look forward to the road ahead, as we persist in focusing holistically on a broad range of success measures that take into account all of our stakeholders.

Sincerely,

A handwritten signature in black ink that reads "Paul Szurek".

Paul E. Szurek
President and CEO





CoreSite's COVID-19 Response

In the early days of the COVID-19 pandemic, consistent with our business continuity plan, we established a COVID-19 response team comprised of CoreSite leadership and key personnel with the goals of supporting the safety of our on-site staff and customers and maintaining the highly reliable data center operations and service that our customers have come to expect.

Among others, we implemented the following initiatives:

Customers & Colleagues

- Enabled on-site agnostic employees to work remotely allowing for flexibility to account for increased child care and education responsibilities,
- Activated our employee assistance program and addressed COVID-related strains on employee health, including providing education to employees, such as “Thriving While Working Remotely” and “Tips for Managing Remote Teams,”
- Procured personal protective equipment for on-site employees, customers, and vendors,
- Grounded non-essential travel and minimized on-site data center staffing,
- Implemented a system of employee health screenings, regular sanitizing and, where possible, increased air filtration,
- Established social distancing protocols in accordance with the Centers for Disease Control and Prevention and local health agency guidelines,
- Required all visitors to wear facial coverings and provided N-95 masks to our essential data center employees to reduce potential for disease transmission,
- Established virtual data center tours and saw increased utilization of our customer portal,
- Provided full coverage to employees for COVID-19 testing,
- Shifted to virtual recruiting and onboarding, and
- Launched a COVID-19 response page and FAQs on our website to communicate with our customers and communities.

Communities

- Implemented a COVID-19 charitable donation matching program resulting in approximately \$305,000 donated to benefit the local communities in CoreSite's eight markets, \$58,000 of which we donated to 15 COVID-19 relief funds, and
- Reinvented how to conduct our annual Day of Service and volunteered with the Food Bank of the Rockies and Brothers Redevelopment while complying with all COVID-19 safety requirements for the organizations and CoreSite.
- To read more about CoreSite's response to the COVID-19 pandemic, please see [Colleagues pages 29-38](#) and [Communities pages 39-41](#).

2020 Key Metrics

Customers	
Uptime	Achieved 99.999996% “Seven 9s” uptime in 2020 (compared to 99.999999% “Eight 9s” uptime in 2019)
PUE	Achieved PUE of 1.42 in 2020 (compared to PUE of 1.41* in 2019)
Renewable Energy	Using supplier Silicon Valley Clean Energy at our SV2 site Used wind-sourced renewable energy credits to offset 50% of our NY2 site’s electricity consumption in 2020
100-Year Flood Zones	MI1, NY1 & NY2 are located in 100-year flood zones
Data Center Certifications & Attestations	SOC1 Type 2, SOC2 Type 2, ISO 27001, NIST 800-53, PCI DSS and HIPAA
Customer Privacy	No complaints concerning breaches of customer privacy or data loss
Total Energy Consumption	955 GWh consumed (represents a 5% increase year over year)
Energy Intensity	1.57 GWh per \$M Revenue (represents 1% decrease over 2019) 0.0004 GWh per NRSF (represents a 33% increase over 2019)
Total Emissions	273 thousand metric tons of CO ₂ e (represents a 5% increase over 2019)
Carbon Intensity	449 tons of CO ₂ e per \$M Revenue (represents a 1% decrease over 2019) 0.10 tons of CO ₂ e per NRSF (no change since 2019)
Water Use	Used 38M gallons of recycled water at our Santa Clara campus
Waste & Recycling	Recycled 122 tons and 3,856 cubic yards of material in 2020

Colleagues	
Employee Engagement Survey	Achieved 83% participation (represents a 8% improvement over 2019)
401(k) Savings Plan	Achieved 84.9% employee participation (compared to 90% employee participation in 2019)
Training	Averaged 13.8 hours of training per employee (compared to an average of 15 hours of training per employee in 2019)
Voluntary Attrition	9% in 2020 (compared to 10.8% in 2019 and U.S. average of 14%)
Top Place to Work	Recognized as one of the top places to work in the San Francisco Bay Area in 2020 and as a Top 150 Workplace in Denver for 2021
Veterans	18.9% of CoreSite employees are veterans (compared to 21% in 2019)



Communities	
Volunteer Service	Completed 305.5 hours of volunteer service by our headquarter employees <ul style="list-style-type: none"> Foodbank of the Rockies: 97.5 hours Brothers Redevelopment: 208 hours CoreSite matched employee contributions to community organizations resulting in approximately \$305,000 in total donations. \$58,000+ of our total donations were contributed to 15 COVID-19 relief funds.

*The 2019 same-store pool for calculating PUE was updated to include only the assets with a stabilized IT load during the year.

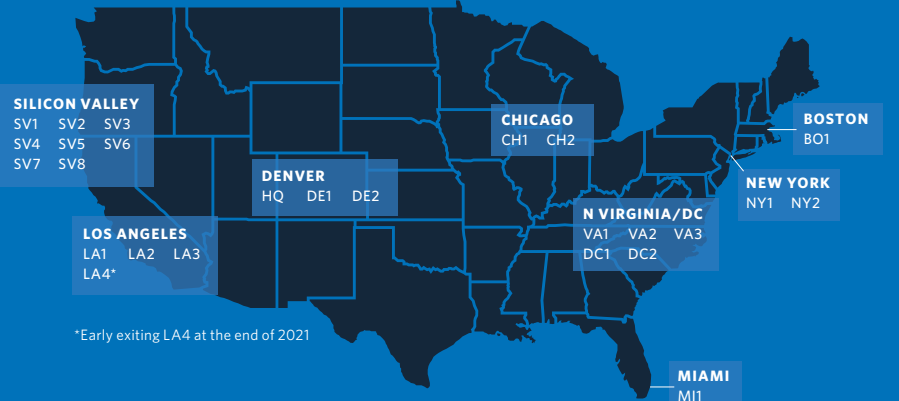
About CoreSite

CoreSite Realty Corporation delivers secure, high-uptime data center campuses with high-performance cloud access and interconnection solutions to a growing customer ecosystem across eight key North American markets. More than 1,375 of the world's leading enterprises, network operators, cloud providers, and supporting service providers choose CoreSite to connect, protect and optimize their performance-sensitive data, applications and computing workloads. Our scalable, flexible solutions and 475+ dedicated employees consistently deliver unmatched data center options — **all of which leads to a best-in-class customer experience and lasting relationships.**



 25 OPERATIONAL DATA CENTERS	8 KEY U.S. METROPOLITAN MARKETS <hr/> 31,000+ CROSS-CONNECTS	 4.6M GROSS SQUARE FEET	ABILITY TO REACH >75% OF U.S. BUSINESSES WITHIN 5 ms
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1,375+ customers 600+ enterprise and digital content providers 440+ network service providers 335+ cloud and IT service providers	100% UPTIME SERVICE LEVEL AGREEMENT
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*Early exiting LA4 at the end of 2021

CLOUD ON-RAMP AVAILABILITY	AWS Direct Connect All Eight Markets Microsoft Azure ExpressRoute LA, SV, CH, NY, BO, DE, VA	Google Cloud Interconnect LA, DE, CH, VA IBM Cloud Direct Link LA, DE, VA	Alibaba Cloud VA, SV Oracle FastConnect LA, VA
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CoreSite Any2 Exchange®
 The largest internet exchange on the West Coast

CoreSite Open Cloud Exchange®
 Direct, secure, virtual connections enabling more control, reliability, and security for data

Cloud direct connections
 Available easily in all 8 markets

Our Data Center Focus

CoreSite operates in a highly dynamic environment with rising expectations for high performance. This fuels our innovation and commitment to deliver best-in-class data center solutions. We customize our services to the demands of our customers and their end users, such as always-on availability, rapid go-to-market solutions, and secure, high-performance interoperability among companies. Our customers design their digital infrastructures to meet today's demands while anticipating those of the future.

Solutions, Locations, and Capabilities

CoreSite offers cloud-enabled, network-rich data center campuses with over 31,000 cross-connects across our portfolio. Our campuses are connected by high count dark fiber, enabling scalable growth within our U.S. markets and beyond. CoreSite can provide access to 75 percent of U.S. businesses within five milliseconds. Our campus communities grant enterprises the flexibility to connect to 775+ cloud, IT and network service providers, enabling operation of a streamlined, comprehensive IT environment.

Our communities also offer connectivity to 600+ enterprise and digital content providers, delivering a rich customer ecosystem. By enabling customers to interoperate securely and reliably, we encourage and facilitate their migration from on-premises deployments to shared infrastructure, thus reducing their collective data center footprint and decreasing their overall total cost of ownership ("TCO"). For more information about our services visit our [website](#).



CoreSite's Purpose and Values

Purpose

Our purpose is to provide trusted and connectivity-rich data communities that power our customers' digital transformations towards a more collaborative world. Our vision is to be the preferred data center company for customers in our markets.

We invest in our people and data centers to drive exceptional customer service and operational resilience for secure, high-performance solutions. To accomplish this, we carefully manage the aspects of our business that are most important to our stakeholders and our ability to create long-term value. We recognize the role we play in supporting the success of our customers, investors, and vendors, and our impacts on the communities in which we operate.

Values

Simple. Honest. Strong. This is the motto on which CoreSite was built, and the words that our employees live by every day. For our customers, these core values translate into employees who are willing to go beyond the norm to provide exceptional customer service, and data center solutions that are built with our customer's individual business needs in mind.

CoreSite data centers are some of the best in the colocation industry, in part because **we take pride** in applying our simple, honest, strong motto to the way we do business.

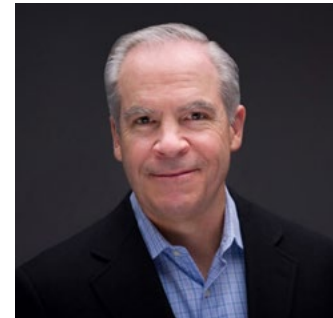
Simple. Honest. Strong.

Our Leadership and Governance

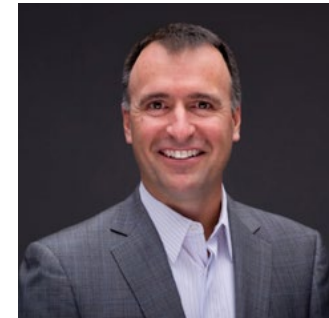
Leadership

CoreSite’s Board of Directors and senior leadership oversee and advise our organization from a governance, operational, and financial perspective. Our Board currently consists of eight directors, including seven independent directors, as defined by the New York Stock Exchange rules, and Paul Szurek, a director and our President and Chief Executive Officer.

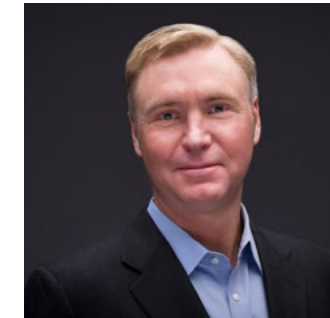
Our eight directors are currently serving a one-year term until our 2022 Annual Meeting of Stockholders. For further details regarding our Board’s qualifications and expertise, see page 11 of our [2021 Proxy Statement](#). See further details of the Company’s 2021 Performance and Highlights starting on page 30 of our [2021 Proxy Statement](#).



Paul Szurek
PRESIDENT & CEO



Jeff Finnin
CFO



Steven Smith
CRO



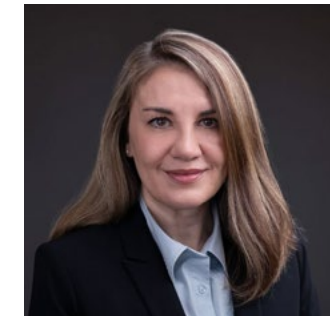
Juan Font
SVP, GENERAL MANAGEMENT



Anthony Hatzenbuehler
SVP, DATA CENTER OPERATIONS



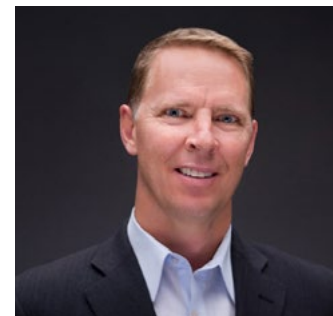
Maile Kaiser
SVP, SALES



Aleks Krusko
SVP, IT AND DIGITIZATION



Derek McCandless
SVP, LEGAL, GENERAL COUNSEL
AND SECRETARY



Brian Warren
SVP, DEVELOPMENT AND
PRODUCT ENGINEERING



Leslie McIntosh
VP, HUMAN RESOURCES

Governance

Strong and ethical governance is the foundation of our success as a company. We apply sound principles of board governance in managing our organization to ensure that we lead by example and hold ourselves accountable.

This principled culture starts at the top with our Board of Directors, whose roles and expectations are detailed in our Corporate Governance Guidelines. These include:

- Board size and responsibilities
- Separation of the Chairman and Chief Executive Officer roles
- Board independence and selection of a Lead Independent Director
- Qualifications for directors and the director selection process
- Compensation and stock ownership
- Restrictions on conflicts of interest
- Board meeting and attendance policies
- Director orientation and continuing education
- Board committees
- Director access to management and independent advisors
- Management evaluation and succession planning
- Annual performance evaluation of the Board
- Board interaction with institutional investors, the press, customers and others, when requested

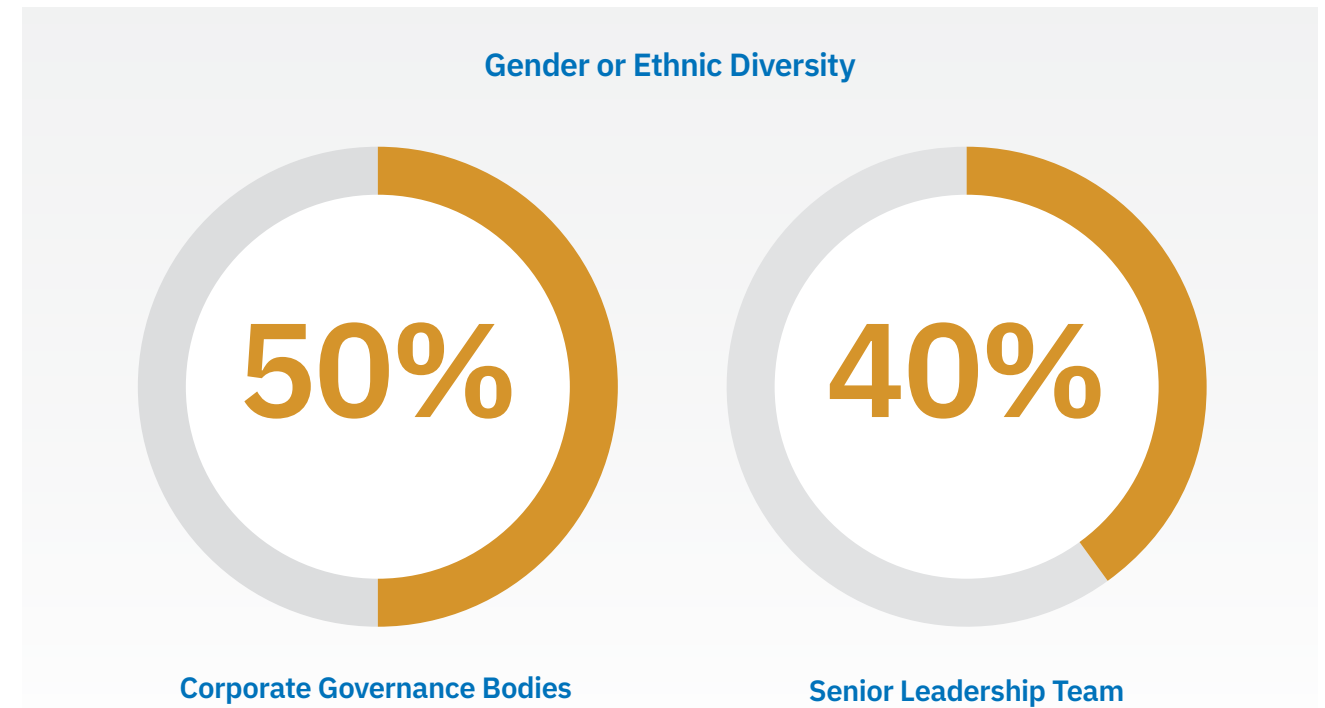
Our Board of Directors has three standing committees:

- Audit Committee
- Compensation Committee*
- Nominating & Corporate Governance Committee

*For our highlights of our compensation practices, see page 29 of our [2021 Proxy Statement](#).

CoreSite’s governance is also guided by key policies, such as our Corporate Governance Guidelines, Insider Trading Policy, Whistleblower Policy, and Fair Disclosure Policy. We are committed to upholding the highest ethical standards as outlined in our Code of Business Conduct and Ethics. The Code sets forth legal and ethical standards of conduct for employees at all levels of the company, including our Chief Executive Officer and Senior Leadership Team. Our Core Values complement the principles outlined in the Code and foster a corporate culture with a strong commitment to diligent work and high ethical standards.

Refer to [page 31](#) for a more detailed discussion of our ethics policies.



Our Approach to Sustainability

We are committed to creating long-term value for our customers, colleagues, and communities.

Our sustainability approach is based on three pillars that describe how our business strategy intertwines with our sustainability practices:

Customers

Providing reliable, energy efficient data centers and a strong overall customer experience


Colleagues

Fostering our culture of respect, responsibility, transparency, innovation and operational excellence, and investing in our employees through training and promoting from within

Communities

Creating a rich ecosystem of customers that work seamlessly together



 We measure our performance in these areas through a variety of factors as described in our [2020 Key Metrics matrix on page 7](#).

Our Board of Directors, specifically the Nominating/Corporate Governance Committee, provides oversight of the company’s sustainability and climate-related strategies and initiatives. The Board’s Nominating/Corporate Governance Committee is updated on CoreSite’s sustainability strategy, plans and performance semi-annually and as needed, and the entire Board of Directors is updated on an as needed basis. In addition, our Senior Leadership Team, specifically our President and CEO, SVP of

Legal, General Counsel and Secretary, and SVP of Development and Product Engineering provide oversight of our sustainability strategy and initiatives and provide regular updates to the full Senior Leadership Team to assess and determine climate-related risks and opportunities.

We recognize that energy use is one of our industry’s most significant impacts and one of our customers’ key cost drivers. By transferring

workloads from on-premises equipment to our campuses, our customers benefit from specialized operational capabilities and economies of scale, and typically our customers’ energy efficiency improves. By integrating cutting-edge technology into our data centers, we can provide financial and operational benefits. Once a site is operational, we continuously monitor and seek opportunities to drive energy efficiency.




We seek the least carbon-intensive energy sources wherever feasible, which in turn **support our customers’ economic goals.**


The summer of 2020 was filled with extreme heat and wildfires, particularly in California. This led to rolling blackouts in the Bay Area. CoreSite’s operations team quickly responded to the events to ensure 100% uptime and no service degradation. CoreSite’s Operations and Product teams continue to work closely with utility providers to ensure the most stable and reliable utility for our sites and customers.

CoreSite continuously evaluates and revises our standard designs to be as resource efficient as possible. From a climate change perspective, we specifically have been targeting reduced water usage and increased economization in our cooling systems. Additionally, we’ve started evaluating alternatives to our standard back-up generator design, researching alternative fuel types and increased air filtration.




We recognize that climate change and regulations related to climate change present risks to our business. Our [2020 Annual Report on Form 10-K](#) outlines the inherent climate-related risks with the potential to have a financial or strategic impact on our business. These include, but are not limited to:


 Extreme, and oftentimes unpredictable, weather events, which pose a threat to our business through physical damage, a decrease in demand for, and/or a decrease in rent from and value of, our data centers located in areas affected by these events,


 New laws related to climate change, including potential cap-and-trade systems, carbon taxes,


and other requirements relating to reduction of carbon footprints and/or greenhouse gas emissions


 We maintain disaster recovery and business continuity plans that we have utilized in the past and that would be utilized if severe weather events interrupt our business. And we monitor new laws relating to climate change that could potentially affect our business operations.


We determined the following climate-related opportunities as it relates to our business:

 Targeting reduced water usage and increased economization of our cooling systems,

 Evaluating alternatives to our standard back-up generator design, fuel-types and increased air filtration,

 Enhancing our employee-focused health and wellness programs to improve employee engagement and satisfaction and reduce voluntary turnover, and

 Continuing to provide reliable and resilient data centers through operational excellence and business continuity planning.

 Refer to our 2020 Annual Report on Form 10-K.

Stakeholders

Our customers, colleagues, and communities are our priority in all that we do. Other key stakeholder groups include our investors, vendors, solution partners, and local governments. We lead and encourage a steady stream of dialogue via the following engagement channels to meet our customers’ needs, support our colleagues’ professional development, and engage with the communities in which we live.



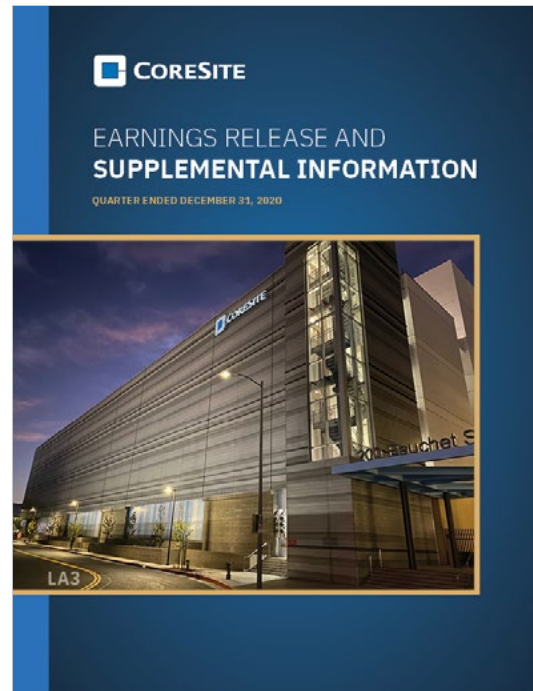
Stakeholder groups engaged	Engagement channel	Main topics of interest
Customers	<ul style="list-style-type: none"> Surveys Quarterly business reviews 	<ul style="list-style-type: none"> Data protection and privacy
Colleagues	<ul style="list-style-type: none"> Regular meetings Feedback surveys Engagement surveys 	<ul style="list-style-type: none"> Professional development and career advancement Safety protection during global pandemic Return to work preferences
Communities and Local Governments	<ul style="list-style-type: none"> Local charitable events Interactions with local governments 	<ul style="list-style-type: none"> Volunteerism Local job creation Societal impacts
Investors	<ul style="list-style-type: none"> Conferences Quarterly conference calls 	<ul style="list-style-type: none"> Public financial disclosures Climate-related initiatives Energy efficiency initiatives Diversity and inclusion initiatives
Vendors and Solution Partners	<ul style="list-style-type: none"> Quality meetings 	<ul style="list-style-type: none"> Energy efficiency initiatives

GRI and SASB Standards

In this report, we seek to increase our alignment with the Global Reporting Initiative (“GRI”) and the Sustainability Accounting Standards Board (“SASB”) standards. As such, we provide disclosures that are relevant to our various stakeholders. We understand that our stakeholders are crucial to our financial, social, and environmental performance and we’re dedicated to maintaining open stakeholder dialogues in order to be informed of their interests and concerns.

Financial Performance

We believe that transparent disclosures and financial stability instill trust and confidence with our customers. Certain financial data from the year 2020 can be found beginning on page 34 in our Annual Report and additional information can be found in our Earnings Release and Supplemental Information.



Material Topics

CoreSite focuses its sustainability initiatives and this report on an identified list of topics that are most relevant to our ability to create long-term value, hold the greatest interest for our stakeholders and represent our highest-potential areas for impact. Our previous formal materiality assessment was conducted in 2017 and the topics identified continue to reflect our key business objectives and sustainability goals and guided our sustainability efforts in 2020. In addition, we report on our community initiatives, including the work we do to foster prosperous customer ecosystems and our engagement with our local communities. As our business continues to grow and evolve, we will revisit the materiality process to hone our most material topics.

	Customers	Colleagues	Communities
ENVIRONMENTAL	<ul style="list-style-type: none"> • Efficient building infrastructure and construction • Energy and greenhouse gas emissions • Water use • PUE • Uptime 	<ul style="list-style-type: none"> • Recycling in our offices and data centers • Water use • PUE improvement 	<ul style="list-style-type: none"> • Recycling in our offices and data centers • Water use
SOCIAL	<ul style="list-style-type: none"> • Customer experience <ul style="list-style-type: none"> - Customer safety - Customer transparency - Remote Services 	<ul style="list-style-type: none"> • Employees <ul style="list-style-type: none"> - Recruitment and retention - Development and training - Diversity and inclusion - Workplace safety - Fair and equal treatment 	<ul style="list-style-type: none"> • Local markets and communities – giving back
GOVERNANCE	<ul style="list-style-type: none"> • Risk, operational resilience, and business continuity <ul style="list-style-type: none"> - Risk assessment - Business continuity and planning - Operational resilience - Physical and IT security • Financial performance 	<ul style="list-style-type: none"> • Business ethics 	<ul style="list-style-type: none"> • Building customer communities – our ecosystem

Customers

CoreSite is trusted by our 1,375+ customers to safeguard their IT equipment and defend against incidents that could impair their operations such as power outages, weather catastrophes, physical security breaches, and public health emergencies.

We are committed to providing a best-in-class experience while building long-term trust with our customers.

Customer Experience

CoreSite proudly deems “Preeminent Customer Service” a part of our 7 Principles of Operational Excellence. In fact, it is listed on a placard affixed to all employee badges in the Operations and Client Service organizations. Given the unforeseeable challenges of 2020, we prioritized the safety, satisfaction and general welfare of our customers, colleagues, and communities.

Our data centers have remained open and fully operational with essential staffing, personal protective equipment, and social distancing measures in place at all sites.

We employ preventative measures, such as employee health screenings, regular sanitizing and, where possible, increased air filtration for the safety and well-being of any person in those locations.

To continue to provide an exceptional customer experience during these unprecedented times, we focused on adapting solutions to support our customers’ needs while they were unable or hesitant to visit our data centers throughout 2020. We worked diligently to train our customers on the Customer Portal (the “Portal”) and our CoreINSITE platform, which provided self-service options for ordering services and provided a virtual window into their environmental data (power, temperature and humidity readings). Our customers responded well to the Portal usage increased 8% over 2019.



We tracked several key performance indicators (“KPIs”) and other various markers to ensure our customer experience remained strong in 2020.

In 2020, the Client Services team redesigned all tracked KPIs to ensure that a stronger emphasis was placed on customer communication post-sale and on-time delivery of services. Once the new KPIs were designed, the Client Services team collaborated with the IT team to fully automate them in a dashboard to drive accountability and visibility. The new KPIs are designated by Client Services role and are reviewed during one-on-one discussions held twice a month with each employee.

**MANAGEMENT
OF CUSTOMER
EXPERIENCE**

We are committed to helping our 1,375+ customers optimize their businesses for future growth while providing best-in-class customer service. Our committed team demonstrates a customer-first mind set throughout the engagement—from the first pre-sales call through implementation and ongoing account management. Our commitment to providing an exceptional customer experience and operational excellence is evidenced by an annual customer retention rate of over 90% and a customer satisfaction score that consistently sits above industry average.

We utilize a combination of transactional surveys, customer retention, service reviews and other forms of feedback to gauge customer satisfaction. In 2020 we finished the year with a 4.58 out of 5.00 annualized transactional survey score, which is the highest it has been in the two preceding years.

The Vice Presidents of Client Services, Marketing, and Data Center Operations oversee the management of CoreSite’s Customer Experience. Their teams work with the Sales and Engineering teams to provide best-in-class customer service. We conduct customer surveys and hold internal department meetings to discuss strategy and identify areas for improvement.

20 sites maintained
100%
uptime

Successfully completed
3,545
cross connects

Delivered
97.8%
of power install
requests within the
designated lead time

Achieved
99.999996%
“Seven 9s” uptime in 2020,

Our Data Center
Operations team logged
18,753
total training hours

Performed
76
drill and tabletop
training exercises

Delivered
96.5%
of all Index Exchange
requests within the
designated lead time

Delivered
96.5%
of all Build Out Services
requests within the
designated lead time

Delivered
96.0%
of all move-in
requests within the
desired customer
requested date

89% of our leasing volume went to existing customers in 2020, which included expansions into new markets

Risk Management

The effective management of risk helps to reduce uncertainty and allows CoreSite to confidently make business decisions and serve its customers, colleagues and communities. Our business continuity planning helps provide our customers with confidence regarding the reliability, security, and strength of our services.

Our comprehensive Enterprise Risk Management program includes an annual risk assessment exercise performed by a cross section of our colleagues, the Risk Intelligence Steering Committee, the Senior Leadership Team and our Board's Audit Committee.

Additional risk assessment and management areas include:

- Information technology and security
- Data privacy and security
- Legal and regulatory compliance
- Business processes and internal controls
- Standard Operating Procedures
- Sarbanes-Oxley
- Compliance certifications and attestations, including: SOC1 Type 2, SOC2 Type 2, ISO 27001, NIST 800-53, PCI DSS, and HIPAA
- Audits of data centers and business operations
- Third party due diligence and vendor risk management
- Pandemic risk
- Monitoring of operational KPIs
- Insurance



MANAGEMENT OF RISK ASSESSMENT

Our Enterprise Risk Management process is managed by the Vice President of Internal Audit, Risk, and Compliance with support from the Risk Intelligence Steering Committee ("RISC"). Our risks and risk management responses are tracked, managed, and reported throughout the year. This monitoring has provided us with a baseline for assessing risks and a deeper understanding of our risk landscape. The effective management of risk helps to reduce uncertainty and allows CoreSite to confidently make business decisions and serve its customers.

Internal Audit performed a quarterly review of CoreSite's risk action plans and responses for each risk classified as a Tier 1 risk. The RISC meets periodically to review key metrics and to perform activities related to risk management. The ongoing RISC meetings and ERM risk assessment process helped the company to identify, evaluate, assess and address company risks.

Business Continuity Planning

Our business continuity planning helps provide our customers with confidence regarding the reliability, security, and strength of our services. We provide a 100 percent uptime Service Level Agreement to our customers. We recognize the importance of preparing for the unforeseen, including both man-made and natural disasters. We have an extensive Business Continuity Plan (“BCP”) covering our corporate operations and unique Disaster Recovery Plans (“DRPs”) for each of our data centers, with guidance for employees and customers specific to each location. Our information technology systems are designed to allow individual data centers to continue operating independently, regardless of service interruptions at our CoreSite headquarters or other individual locations.

MANAGEMENT OF BUSINESS CONTINUITY

The BCP and DRPs are overseen by the Crisis Management Team, which is responsible for the operation of the plans, including notification of employees and external parties. CoreSite updates and tests these plans on at least an annual basis. In addition, our BCP and DRP processes are validated annually by independent external compliance auditors as part of our ISO 27001 certification. The testing of these plans assists CoreSite with the continuous improvement and resiliency of our systems of prevention and recovery to deal with potential threats to the company.



MI1



NY1



NY2

As part of managing physical risks to our facilities, we carefully monitor our presence in areas identified as having a 1% annual chance of a flood event, or 100-year flood zones.

As of 2020, CoreSite had three sites located in 100-year flood plains: MI1, NY1, and NY2. The equipment in each of these facilities is raised above the ground level to help ensure the equipment can remain functional after a flooding event.

At **MI1**, all equipment, including generators and fuel pumps, is located a foot above grade level. This site has withstood numerous storms, most recently Hurricane Irma in 2017, and has not experienced any flooding on its property or disruption in services related to flooding.

At **NY1**, most equipment is located on the 7th floor of the building, except for the fuel tank and pumps. As an added layer of protection, the fuel tank and pumps are located in sealed rooms and raised off of the floor. The site withstood Hurricane Sandy in 2012 and did not lose power after running on generators for over a week.

Our entire **NY2** facility and its equipment are raised over one foot above the 500-year flood plain elevation.

Operational Resilience

We recognize that operational resilience directly translates into operational excellence, or uptime—a crucial performance indicator that directly affects our customers’ bottom line.

In 2020, CoreSite’s commitment to operational resilience proved to be essential in ensuring business continuity for our customers, the safety of our employees, customers, and vendor partners, and provided an opportunity for CoreSite to expand our standing within our communities.

When the pandemic began, CoreSite quickly responded. Protocols were put in place to ensure the healthy and safety of our customers, colleagues and communities. Throughout the pandemic, all CoreSite facilities remained 100% operational, appropriately staffed, and without deviation from our maintenance program. While some companies paused maintenance, CoreSite honored our commitments to each other and our customers by ensuring continued operational resilience.

Operational Excellence and Continuous Improvement

New CoreSite facilities are purpose-built with features and capacity catered to our customers. We continuously track performance and maintenance data at each data center, which we leverage to improve resource utilization and overall operating efficiency. Our team members are empowered to maintain, update and upgrade schedules, and pro-actively identify potential areas of concern to keep operations running smoothly and efficiently.

In 2020, we delivered two new data centers. CH2 and LA3 are enterprise-class, purpose-built data centers that can support high-growth requirements for digital transformation and hybrid cloud demands.

CH2 Phase 1
Downtown Chicago
55,000 NRSF
six megawatts

LA3 Phase 1
Downtown Los Angeles
50,000 NRSF
six megawatts

MANAGEMENT OF OPERATIONAL RESILIENCE

The Data Center Operations department is responsible for managing operational resilience. Our operations team continuously reviews and adds to our work order processes as needed, and conducts quarterly physical maintenance and safety exercises and monthly “table top” exercises. Our maintenance Standard Operating Procedures are reviewed annually, and we have developed a risk matrix that guides our regular drill programs. Any operational incidents are analyzed to ensure continuous improvement of our management approach.

In 2020, we moved to remote data center audits, quarterly business reviews, and management meetings. The remote data center audits proved effective and are an essential part of maintaining operational resilience.

2020 Facility Upgrades

BOSTON
BO1: Fuel Cell addition, UPS and Generator plant expansion

DENVER
DE2: Mechanical upgrades to improved efficiency and resilience

LOS ANGELES
LA1: Upgraded some UPSes, leading to improved efficiency and resilience

NEW YORK
NY2: Chiller plant expansion for site growth and increased efficiency, UPS, and Generator plant expansion

SILICON VALLEY
SV7: Waterside Economizer addition to improve efficiency
SV2 and SV3: Mechanical control optimization for improved efficiency and resilience

In 2021 we are expanding our BO1 chiller plant as a result of the end-of-life (“EOL”) replacement of chiller equipment. This will provide improved power efficiency and related savings. We are also upgrading equipment at CH1 as the result of a UPS EOL replacement. Our LA1 generator plant and riser will be upgraded and our VA1 generator plant will undergo redundancy improvements. These initiatives are expected to lead to increased resilience and improved efficiency.

Physical and Information Security

Security is essential to us, our colleagues, and our customers. Although we do not have access to the data on our customers' servers, systems or networks, we are responsible for physically securing their equipment and interconnections at each of our data centers. To protect our own internal systems, CoreSite utilizes the National Institute of Standards and Technology ("NIST") Cybersecurity Framework with the International Organization for Standardization ("ISO") and Center for Internet Security Critical Security Controls.



Physical Security

Each data center is secured with access trap entries, IP-DVR cameras, biometrics, and keycard scanners. While most colocation providers outsource their security personnel, we directly employ our own personnel, who receive rigorous training and meet certification requirements. In addition to our security, we have 24/7/365 Data Center Operations Technicians at our facilities. These teams contribute to the physical security and ongoing quality performance at our data centers. Our operations team makes significant efforts to ensure that our infrastructure is resilient and able to withstand a variety of contingencies.

Systems Protection

Focusing on our internal IT infrastructure security mitigates our exposure to third-party attacks and potential operational disruptions. CoreSite follows the NIST Cybersecurity Framework for industry best practices to identify, protect, and respond to information security risks. We leverage the ISO and Center for Internet Security critical security controls. CoreSite proactively conducts 24/7 threat monitoring, external and internal scanning, network and system segregation and testing. CoreSite maintains incident response plans for attempted intrusions, malware, and other security issues which are handled quickly through the InfoSec program or Crisis Management Team. We conduct annual computer security incident training to test, exercise, and update our incident response plans. CoreSite engages with auditors and third-party risk assessors to assist in validating and continuously improving controls. We also maintain cyber security insurance through our corporate insurance program.

MANAGEMENT OF PHYSICAL AND INFORMATION SECURITY

Physical Security is managed by the Senior Vice President of Data Center Operations. Information Security is overseen by our Senior Vice President of Information Technology and Digitization, reporting directly to our Chief Executive Officer. Information Security is managed by the Director of Information Security and IT Operations. CoreSite's Senior Leadership Team conducts a quarterly Information Security Steering Committee meeting. Information Technology leadership annually updates the Board of Directors' Audit Committee on the current risk assessment, controls, information security priorities, and future landscape. In 2020, CoreSite did not receive any substantiated complaints concerning breaches of customer privacy or losses of customer data.



Data Center Certifications and Attestations

CoreSite follows industry best practices and maintains certifications and attestations of industry best practices including: SOC 1 Type 2, SOC 2 Type 2, ISO 27001, NIST 800-53, PCI-DSS and HIPAA. CoreSite maintains onboarding and ongoing testing, training, and resources for employees on privacy and security.



Efficiency Focused

CoreSite's data centers are a vital part of the communities they reside in, providing employment opportunities and facilitating the exchange of data that helps drive commerce and communications. Our customers and colleagues, although typically a part of large national or international business, live and work in communities near our data centers. Ensuring our data centers are built and operated efficiently reduces any negative impacts to these communities.

Operational Excellence and Continuous Improvement

New CoreSite facilities are purpose-built with features and capacity catered to our customers. We track performance and maintenance data at each data center, which we leverage to improve resource utilization and overall operating efficiency. Our team members are empowered to maintain, update and upgrade schedules, and proactively identify potential areas of concern to keep operations running smoothly and efficiently.



We track performance and maintenance data at each data center, which we leverage to improve resource utilization and overall operating efficiency.

MANAGEMENT OF EFFICIENT BUILDING DESIGN AND CONSTRUCTION

Our Engineering and Construction departments are responsible for evaluating new and innovative building designs to reduce total energy consumption and increase building efficiency. We seek to adopt and implement economically viable and resource efficient designs that enhance customer value, while also meeting our targets for capital expenditures and returns on investment. The success of these initiatives is measured through the tracking of total resource usage and achieved PUE of our facilities.

Energy Efficiency

Energy efficiency is a key competitive differentiator for CoreSite data centers. Our customers are focused on their 'total cost of ownership' ("TCO") when deciding to colocate with CoreSite; market competitive, energy efficient designs are critical to our success. Efficient design and construction reduces waste, which should drive reductions in build costs, ultimately making CoreSite more competitive.

CoreSite's phased build out approach and modular equipment design standard ensures systems are optimally sized and/or staged to support the portion of the data center that is in operation, reducing losses and system inefficiencies.

Our primary source of energy consumption comes from the power demand of our customers' IT equipment and the cooling systems we control. We identify and adopt best practices for our overall data center power design, which include building automation systems, air-side economization, water-side economizers, and hot/cold aisle containment. We continuously seek opportunities to upgrade our facilities to increase operational efficiency. In 2020 our same store PUE was annualized at 1.42, an increase of 0.01 (0.3%) compared to 2019. The largest external drivers of PUE in 2020 were weather, namely excessive heat and wild fires. The result of these issues was an overall reduction in economization of 25% in 2020 compared to 2019. By not being able to take advantage of economization, PUE increased. The increase due to reduced economization was partially offset by successful PUE initiatives.

Renewable and Alternative Energy in 2020

CoreSite Projects for Renewable and Alternative Energy

- In 2020, we installed 2.4 MW of fuel cells in BO1.
- Our SV2 site is powered by 1.15 MW from fuel cells and the remainder of the site's energy is from Community Choice Aggregation – Silicon Valley Clean Energy, which is sourced from 100% wind, solar and hydro.



Energy-Efficiency Upgrades in 2020

SV8 Phase 3, CH2 Phase 1, LA3 Phase 1: Continued usage of newest cooling system design, water cooled chillers with magnetic bearings and plate frame heat exchanger. Plate frame heat exchanger enables free cooling (economization) and the magnetic bearings help optimize the system at partial loads. CoreSite also wrote a custom controls program to maximize operating efficiency. The same cooling system and UPS design were used at CH2 and helped achieve "Designed to Earn Energy Star" recognition from the EPA.

BO1: Added a high efficiency generator and UPS systems to the site, improving overall efficiency and air-quality.

NY2: Added a new computer room and upgraded cooling and UPS systems, increasing energy efficiency at the site.

LA2: received the LADWP 2020 Sustainability Energy Efficiency Award related to continued energy savings from the chiller installed in 2018 (Custom Performance Program, 9,857,068 kWh, \$2,957,120).

SV2: Changed the chiller programming, resulting in a reduction of approximately 75,000 to 100,000 kWh per month.

CH1: Reduced computer room air handler fan speed by 20% by replacing perforated tiles in computer rooms with solid tiles, saving over 625,000 kWhs in 2020.

SV7: Optimized the water side economizer, saving approximately 119,000 kWh in the winter months.

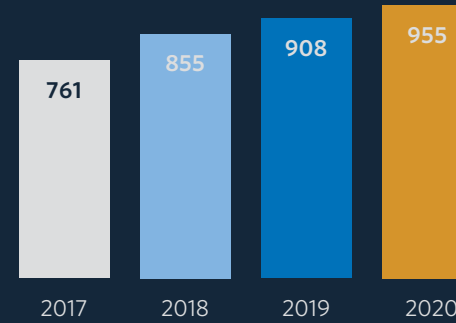
Due to increased business activity and expanded operational footprints, our energy consumption and location-based greenhouse gas emissions increased in 2020. Despite a five percent increase in energy consumption year over year, our focus on efficiency allowed us to decrease our energy intensity per million dollars of revenue and to maintain our carbon intensity per NRSF. Although our energy intensity per NRSF increased slightly compared to 2019, energy intensity per NRSF is largely dependent on the density of customer deployments and will vary accordingly. Higher density deployments may actually be more energy and resource efficient because they are executing more workload within their physical footprint.

In addition to our energy efficiency initiatives within our data centers, we have reduced the energy consumption and GHG emissions from our CoreSite team through telecommuting during 2020. We expect to continue to telecommute to some extent going forward and maintain some of those energy consumption and emissions related savings.

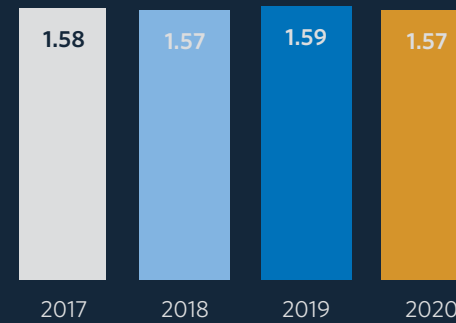
MANAGEMENT OF ENERGY AND EMISSIONS

Energy and Greenhouse Gas Emissions are managed by the Senior Vice President of Construction and Engineering and the Senior Vice President of Data Center Operations. Together, these teams seek opportunities to reduce consumption in ways that enhance our customer value through industry-leading data center design and operations, while also meeting our targets for capital expenditures and returns on investment. Energy consumption and costs are actively tracked and reported internally. We measure success based on achieving a variety of efficiency and economic metrics, such as net present value and return on costs, net kilowatt hours and kilowatt hour reductions.

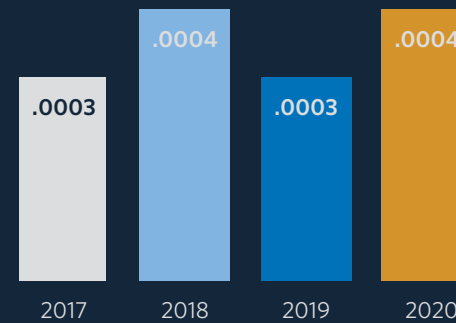
TOTAL ENERGY CONSUMED
Gigawatt hours (GWh)



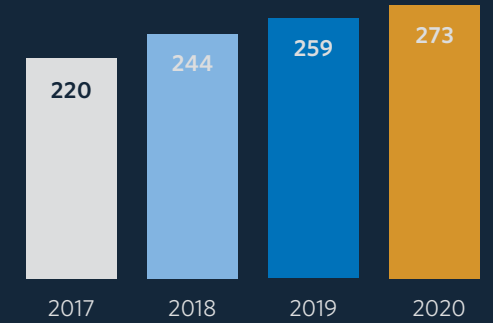
ENERGY INTENSITY PER \$M REVENUE
Gigawatt hours (GWh)



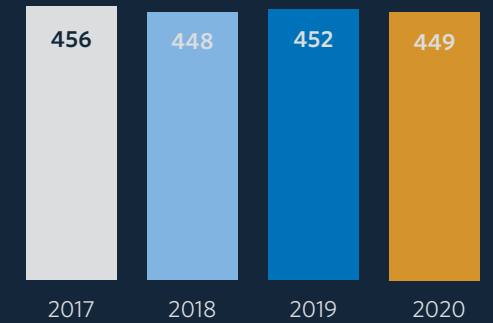
ENERGY INTENSITY PER NRSF
Gigawatt hours (GWh)



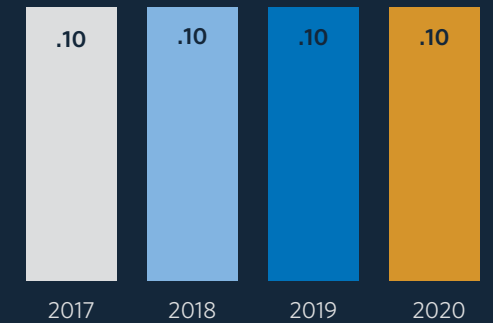
TOTAL EMISSIONS
1000 metric tons of CO₂
Location-based*



CARBON INTENSITY PER \$M REVENUE
Tons of CO₂
Location-based*



CARBON INTENSITY PER NRSF
Tons of CO₂
Location-based*



*Emissions include scope 2 emissions from data center electricity and scope 1 emissions from natural gas usage (approximately 3%). We continue to evaluate the disclosure of market-based emissions as the methodology evolves. In 6 of CoreSite's 8 markets, the utility providers are under legislative guidance to be carbon neutral in producing electricity by 2040 or 2045.



We also used **38M gallons of recycled water** at our Coronado Stender Campus in Santa Clara, CA.

Demand Response

When utilities reach their capacity on peak demand days, the utility providers must incrementally supplement generation with older, carbon-intensive, coal-fired plants. Demand response programs incentivize shifting load to generators on these days to avoid the use of coal as much as possible. We have supported these programs for almost a decade and continued participation in 2020, thereby lowering emissions intensity while increasing the reliability of the grid in the communities where we operate.

Water Use

We primarily use water for cooling in our data centers. Therefore, to save energy related to cooling, we must occasionally increase water usage. We are continuously working to balance our energy and water usage and seek to reduce our use of potable water. As part of our commitment to minimizing our freshwater footprint, we utilize rainwater for cooling when possible. Our water use strategy reduces our freshwater consumption and increases our operational resilience.

In May 2019, we installed a 120,000 gallon cistern at VA3 that we use to reclaim all water collected on our roofs from rain events. The water collected via roof drains is passed through a four-pass filter system, treated with UV lights to disinfect, and pumped into our main 260,000 gallon storage tank to be used in our cooling tower.

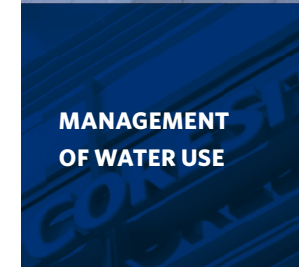
Waste and Recycling

In April 2020, CoreSite entered into a contractual agreement with a single vendor for national waste and recycling management. The new agreement allows CoreSite to streamline all aspects of waste management from billing, to waste hauling, to process improvements. Leveraging the new agreement, CoreSite is able to gain efficiencies through intelligently utilizing equipment such as compactors and balers to lower the number of waste pickups and in effect greenhouse gas emissions from trucking.

We saw an uptick during 2020 in overall waste volume due in part to multiple construction projects as well as much better tracking by our single-sourced

vendor. Overall, CoreSite recycled 122 tons and 3,856 cubic yards of material. The two different units of measure are due to some waste haulers tracking in weight and others in volume. CoreSite produced 921 tons and 8,759 cubic yards of waste and recycled 13% and 44% of such waste, respectively. The majority of the data centers' recycling is cardboard and foam, which has a high volume and low weight relative to landfill trash.

CoreSite anticipates implementing additional changes to our waste management processes in 2021 with the help of our waste vendors. These changes are intended to streamline the waste outflow process, such as adding compactors and balers, and seeking opportunities to minimize hauling costs. We will continue work with our waste vendors to identify opportunities to increase recycling wherever feasible.



Water is managed by the Senior Vice President of Construction and Engineering and the Senior Vice President of Data Center Operations. Together, these teams seek opportunities to reduce consumption in ways that enhance our customer value through industry-leading data center design and operations, while also meeting our targets for capital expenditures and returns on investment. Water consumption and costs are actively tracked and reported internally.



Colleagues

CoreSite is a real estate investment trust that invests in physical buildings and equipment; however, our business is run by people. Without an engaged and committed team to serve our customers, CoreSite is just our buildings.

People make the difference.

Holding Ourselves to the Highest Ethical Standards

Our culture of honesty, accountability and trust guides us in our aspiration to maintain the highest standards of ethical business conduct. We put into practice a “tone at the top” philosophy, with a Board of Directors and Senior Leadership Team that practices our Guiding Principles and sets a good example of ethical behavior for our employees. Holding ourselves to a high ethical standard as corporate citizens differentiates us in the marketplace, allowing us to attract and retain customers and high-quality employees that share our same values.



As a company, CoreSite’s Guiding Principles provide the path for how and why we engage with others and how we make decisions. Our desire is that colleagues at CoreSite have a supportive, innovative, engaging and rewarding working experience.

Guiding Principles

We operate in alignment with our Guiding Principles, which is especially important if the business experiences large scale and difficult change in a given year. These principles are rooted in our desire to create safe and open spaces for our employees so that they can produce good work while innovating to create better outcomes and solutions for our customers. We believe that engaged employees are more productive employees, and therefore we continue to focus on engagement by collecting feedback focusing on meaningful improvements through periodic surveys and regular communication.



Several central policies and guidelines serve as the foundation of our commitment and clearly delineate what we expect of our employees, including our Senior Leadership Team. For more information, please refer to our:

- [Corporate Governance Guidelines](#)
- [Code of Business Conduct and Ethics](#)
- [Insider Trading Policy](#)
- [Whistleblower Policy](#)
- [Fair Disclosure Policy](#)

Ethics Policies

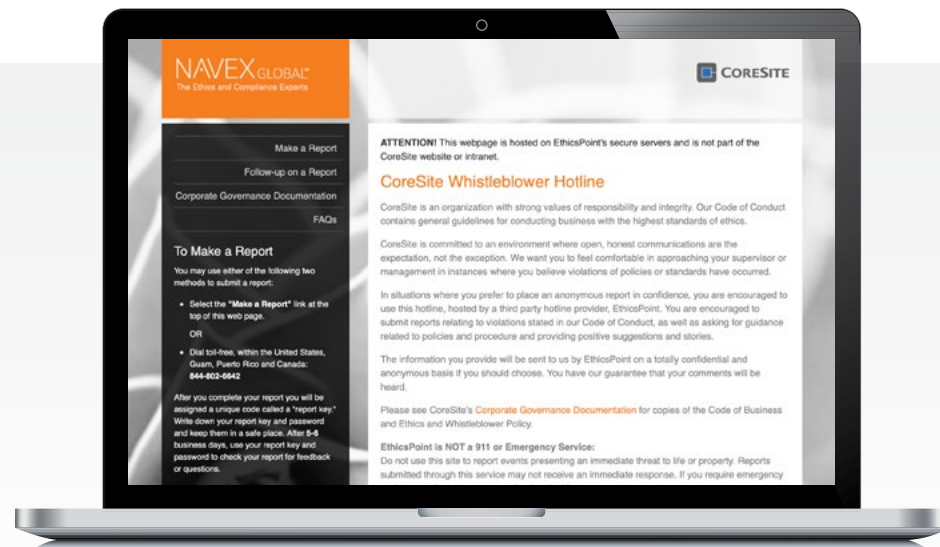
We are committed to the highest ethical standards. Our Code of Business Conduct and Ethics sets forth legal and ethical standards of conduct for directors, officers, and employees of the company, including our Chief Executive Officer and Senior Leadership Team. This Code, on which employees receive annual training, is designed to deter wrongdoing and promote business conduct that aligns with high standards of integrity and compliance with all applicable laws and regulations. Our Core Values work in conjunction with the principles outlined in the Code, and ultimately foster a corporate culture with a strong commitment to diligent work and high ethical standards.

All CoreSite colleagues are required to take an ethics training course each year. Employees working with international customers must complete a Foreign Corrupt Practice Act training course as well. We take allegations of employee misconduct and non-compliance with laws and regulations very seriously. In 2020, CoreSite did not receive any reports of employee non-compliance with laws or regulations.

Management of Ethics

Business Ethics is overseen by the Senior Vice President of Legal and the Vice President of Human Resources. The Vice President of Audit, Risk and Compliance provides an ethics report to the Audit Committee each year. Business Ethics is consistently rated among the lowest areas of perceived risk by our employees, Senior Leadership Team, and Audit Committee in our annual Enterprise Risk Assessment survey.

Management sets the tone for how the entire company runs on a day-to-day basis. By basing our management philosophy on ethical practices and behavior, leaders within CoreSite help direct our employees by setting strong examples of ethical behavior and providing guidance to employees on making good decisions. Our foundation of ethical behavior helps attract and retain highly talented individuals, build strong relationships throughout the company and with our customers, and fosters our positive reputation in the community.



Our Ethics Hotline

We provide our employees, independent contractors, and consultants the ability to report incidents either [over the internet](#) or by telephone (844-802-6642). EthicsPoint, an independent, third-party service provider, administers the submission of the reports which may be submitted anonymously based on the reporting party's choice and information such party provides. Each report made to the EthicsPoint whistleblower hotline is reviewed to determine whether an investigation is warranted and presented to the Audit Committee. Furthermore, the status of any ongoing investigation or corrective action, if applicable, is periodically reviewed and discussed with the Audit Committee.

Investing in Our Most Valuable Resource

We understand that the success of our employees drives the success of the business, as well as value creation for investors. CoreSite offers competitive benefits, develops employees' expertise and skillsets, provides a safe, harassment-free and inclusive work environment, and prioritizes employee engagement. Our employees are, in turn, committed to building strong, innovative and long-term relationships with our customers.

In 2020, we established a higher cadence of employee touchpoints through all-hands calls occurring every two weeks in the first few months of the pandemic, monthly in the Fall, and now are maintaining a cadence of every six weeks (up from quarterly prior to the pandemic).

The opportunity to be in front of our employees and communicate appreciation, progress, and address pandemic-related concerns that were top of mind for employees was a critical part of our engagement strategy in 2020.



TRAINING IN 2020

<h1 style="font-size: 2em; margin: 0;">13.8</h1> <p>hours average each of mandatory training for employees</p>	<h1 style="font-size: 2em; margin: 0;">14,780</h1> <p>hours of additional training for data center operators</p>	<h1 style="font-size: 2em; margin: 0;">75.99</h1> <p>hours on average per technician</p>
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As part of our data center technician development program, entry level technicians also took additional basic customer service and writing skill training courses. During the early days of the COVID-19 pandemic, we provided data center technicians and managers who were working from home, an opportunity to gain new skills in emotional intelligence and teamwork (technicians) and leadership, emotional intelligence and conflict resolution (managers).

We began transparently talking about mental health during all-hands calls and provided a set of suggestions called "Coping Strategies During Times of Crisis" to all employees along with virtual behavioral health and free apps and exercise resources. In July 2020, we communicated to employees with children at home that they had, to the extent possible in their jobs, full flexibility to commit to schooling their kids at home for the entire school year, through May 2021.

Our employees have said that they felt CoreSite has continued to show care and commitment through the COVID-19 crisis. The HR team spends time with employees one-on-one to answer any questions about COVID-19 and meet them where they are - whether the concern is about a family member, themselves or co-workers.

Lastly, we learned to shift how we do things from an in-person model to a virtual model and intentionally shifted some things to a virtual format instead of canceling key events like our annual Mid-Year Conference.



Wellbeing at CoreSite

In 2021, we are strengthening our focus on mental health by defining an overall wellbeing strategy, continuing to communicate across our various channels about practices to increase awareness and reduce stigma, training managers, and reporting on employee mental health and wellbeing.

Prioritizing Workplace Safety

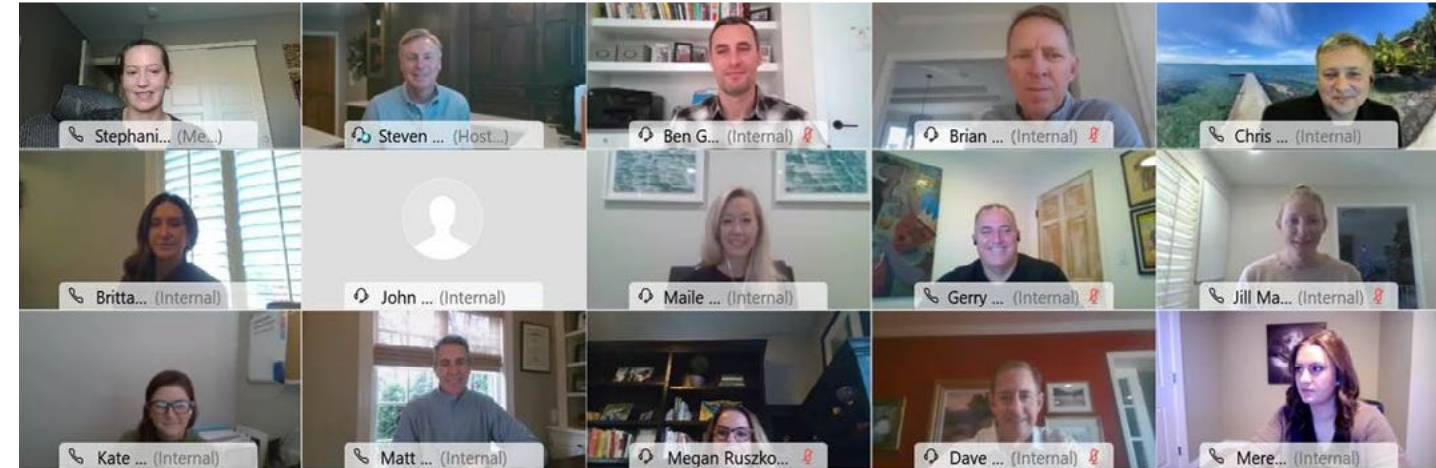
In response to the COVID-19 pandemic, we have implemented a number of health and safety measures to enable our operations team to continue to work from our data centers. We implemented an Information Technology application to enable and track daily employee health screening and a daily compliance process for all vendors. We also established social distancing protocols in accordance with the Centers for Disease Control and Prevention and local health agency guidelines, made modifications to our facilities (including upgrades to air

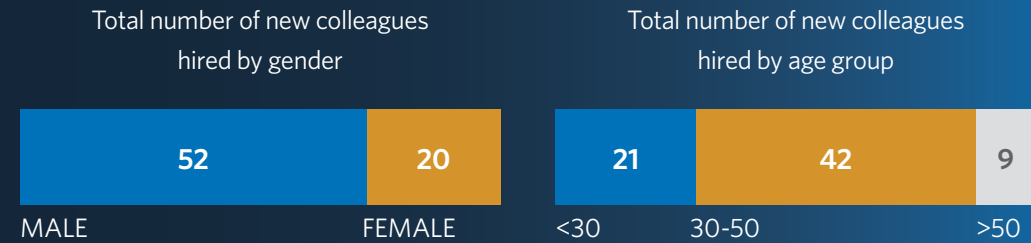
ventilation and filtration), engaged in regular sanitation, posted signage, required all visitors and employees to wear facial coverings and provided N-95 masks to our on-site data center employees to reduce the potential for disease transmission. We worked with our operations teams to implement innovative approaches to maintain our high standards of customer service, including virtual data center tours to ensure activities typically accomplished on-site or in-person continued throughout periods of reduced travel. Our non-essential and corporate personnel adopted a work-from-home approach beginning in March 2020,

which has continued past the end of the year, without significant impacts to productivity. We provided education to employees called “Thriving While Working Remotely” and to managers called “Tips for Managing Remote Teams” in addition to an online training course educating our workforce on the COVID-19 and health and safety hygiene practices.

Year	Lost Day Rate	DART Rate
2017	0.011%	0.036%
2018	0.017%	0.26%
2019	7.82% (0.63%*)	0.19%
2020	4.23%	0.27%

*Reflects Lost Day Rate excluding the one incident of an employee's absence of 125 days





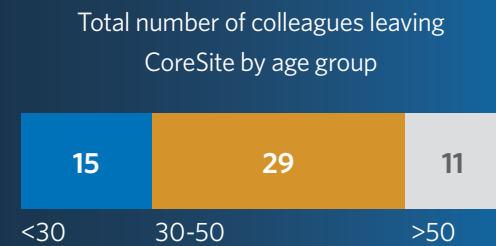
Total number of colleagues

464

BEGINNING OF 2020

481

END OF 2020



Recruiting and Retaining Top Talent

To deliver the best customer experience and value, we focus on recruiting, hiring, developing and retaining high quality team members. CoreSite maintained consistent staffing levels throughout 2020, with operational efficiencies allowing for the expansion of capabilities within several teams. We consider annual turnover to be a lagging indicator of potential retention concerns and take a more proactive approach to seeking real-time employee feedback. However, we are proud to report that we continue to outperform national averages with regard to voluntary attrition.

Offering Competitive Benefits

Our competitive benefits help us attract the best talent. We made several enhancements to our benefit offerings in 2020, including:

- Averaged 84.9 percent employee participation in our 401(k) savings plan, well above the industry average of 71.6
- Our average deferral election stayed most flat at 7.5 percent in 2020 from 7.7 percent in 2019, which we are pleased with given the financial impact throughout the pandemic.
- Provided full coverage for COVID-19 testing
- Shifted rules related to the CARES act around 401(k) loans by allowing hardship loans in certain pandemic-related circumstances
- Provided every employee two additional “Wellness Days” off, in addition to holidays and paid time off, to promote mental health awareness and encourage employees to re-charge and focus on their mental and physical wellbeing



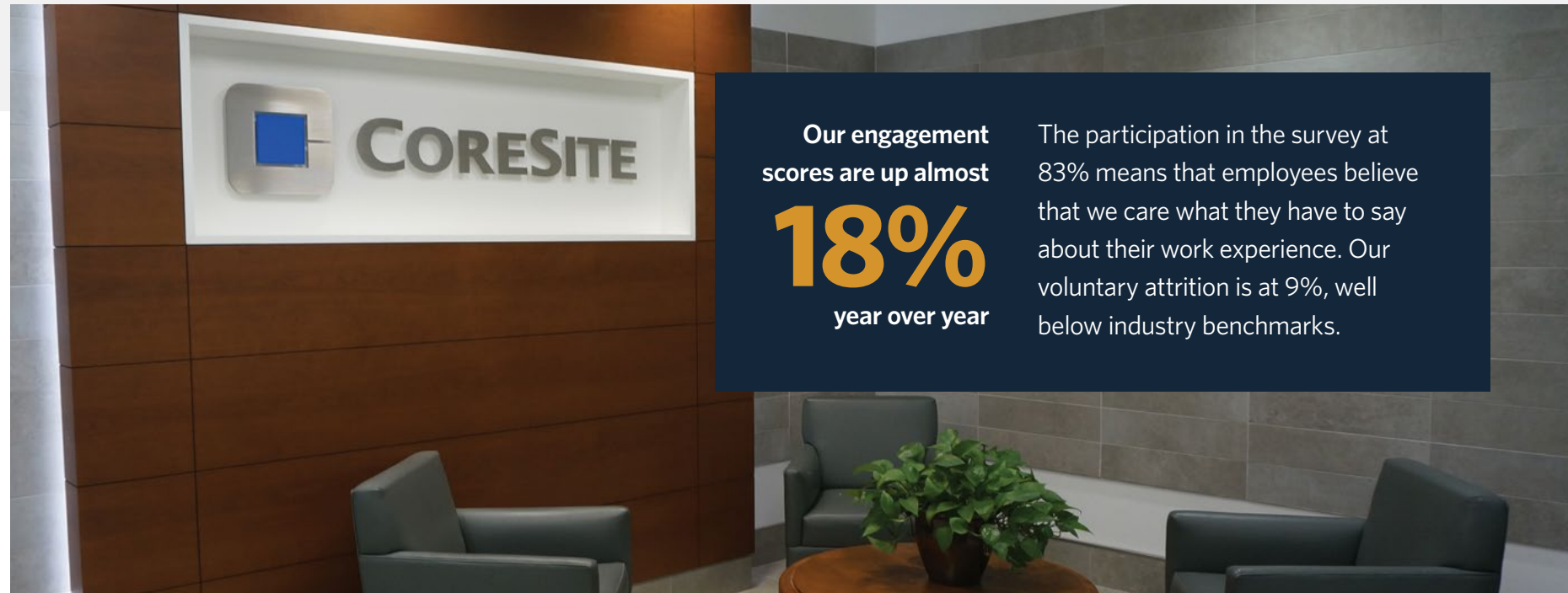
CoreSite has been recognized as one of the Top 150 Workplaces in Denver for 2021.

Developing and Training Employees of the Future

An essential part of our business strategy is to recruit, hire, and develop the right people to deliver exceptional customer experience and value. In 2020, CoreSite maintained an individualized and customized approach to development by responding to manager suggestions and employee needs with targeted development opportunities. By providing onboarding training, ongoing educational programming and annual performance feedback, we attract and retain a highly skilled workforce geared to tackle the future of our industry. In 2021, we are shifting to a quarterly performance feedback process, enabling more of a continuous process that focus on a collaborative conversation about quarterly performance, results and development four times per year.

CoreSite seamlessly shifted to virtual recruiting and onboarding beginning in March 2020. Our approach to managing our COVID-19 response with the safety of our employees and customers in mind resonated with applicants. Our recruiting team added to our employee value proposition details about how we took care of our essential employees while enabling a work from home experience for our corporate and sales teams employees.

Feedback from employees who were hired without meeting anyone in person has been very positive. Candidates were provided warm and welcoming hospitality that helped set CoreSite apart from other employers, a reflection of our innovative culture and a strong differentiator.



Our engagement scores are up almost

18%
year over year

The participation in the survey at 83% means that employees believe that we care what they have to say about their work experience. Our voluntary attrition is at 9%, well below industry benchmarks.

Listening to Employee Feedback

Senior leadership and management seek regular feedback from employees to ensure that we continue to deliver on our commitment to making CoreSite a great place to work. Our employee engagement survey covers the following categories:

- **The Basics:** pay, benefits, training and work/life balance
- **Engagement:** motivation, referral and retention
- **The Leader:** our CEO ratings
- **Organizational Health:** alignment, effectiveness, connection, and management

We launched our annual engagement survey in November 2020 with a response rate of 83%, up from 75% in 2019 and substantially higher than the real estate investment trust

benchmark of 64%. Our overall employee engagement score increased almost 18% year-over-year and is up to 60% overall, with substantial gains in many departments. This is a notable accomplishment given how difficult 2020 was for many.

We continue to focus on improving the employee experience for all of our employees. In 2020, we took a key step in improving the employee experience of our diverse employees by adding questions related to diversity and inclusion to our annual anonymous employee engagement survey and learning from the responses of diverse employees to all questions in the survey. We believe this survey data will allow us to better understand whether our existing employment practices, policies, training and initiatives are effective in positively engaging our diverse employees.

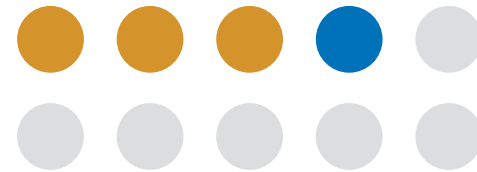
Fostering a Culture of Diversity And Inclusion

We believe that a diverse and inclusive team enables us to drive collaboration, innovation, and accountability. By bringing different voices, backgrounds, and experiences to the table, and providing an inclusive work environment, employees are empowered to be their true and best selves at CoreSite. Our Guiding Principle of Fair and Equal Treatment leads us in our actions to ensure all employees feel safe, respected, and confident that they have opportunities for advancement.

Working Toward Gender Diversity

CoreSite is committed to attracting, employing and retaining a diverse employee population. Our Guiding Principle of Fair and Equal Treatment guided our actions to ensure all employees feel safe, respected and have opportunities for advancement.

At the end of 2020, we established our first ever employee resource group – a group focused on building community, development and mentoring for CoreSite employees who identify as women. The group, called CoreSite’s Resource Exchange for Women, kicked off early in 2021 (planning and meetings began in 2020) and is led by women across the organization, including two members of the senior leadership team as executive sponsors. At the first meeting, held virtually online, over 50% of CoreSite’s women attended and were active and engaged participants.



With the hiring of our female VP, HR, the senior leadership team is now **30% female** and **10% diverse**.



In 2020, Paul Szurek, President and Chief Executive Officer, and Maile Kaiser, Senior Vice Present, Sales were both recognized as recipients of the Infrastructure Mason’s IM100 Award.

The iMasons vision is to Unite the Builders of the Digital Age through their five strategic priorities:

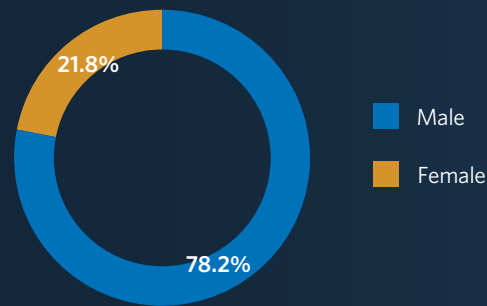
- enhance Education opportunities,
- champion Diversity & Inclusion,
- promote Innovation and Technical Excellence,
- inspire Sustainability, and
- increase Awareness.

The IM100 Award recognizes 100 individuals who have led by example in the industry through these strategic pillars.

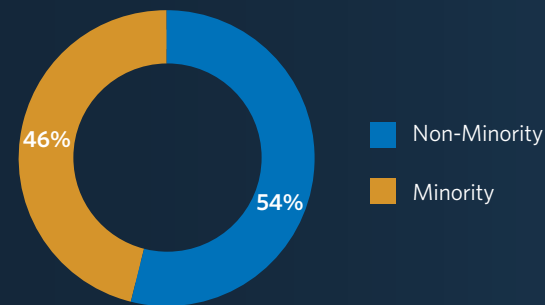


Colleagues

by Gender



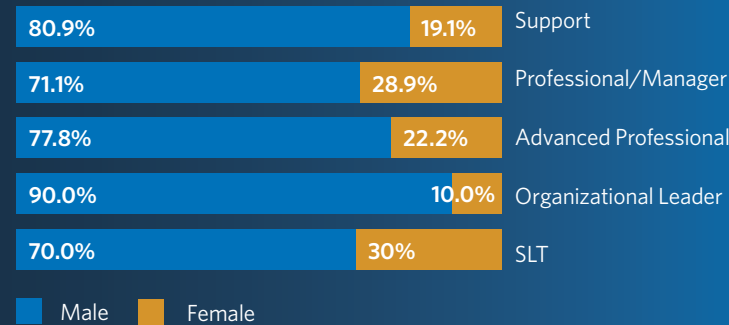
by Racial Diversity



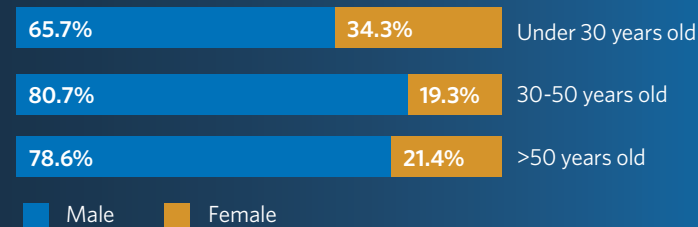
Veterans

18.9%

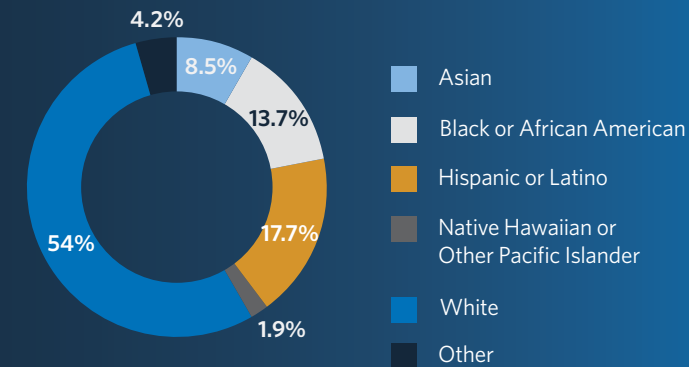
by Employee Category



by Age Group



By Racial Diversity



Supporting Meaningful Change Towards Racial Justice

In light of the senseless killing of George Floyd, Ahmaud Arbery, Breonna Taylor, and many similar fatal incidents in recent years, CoreSite's CEO sent a letter to employees reminding them that providing a safe workplace and sense of belonging is our top priority. Respect for the dignity and rights of each individual is embedded in CoreSite's core values of Fair and Equal Treatment. Additionally, our core value of Commitment to Each Other encourages our colleagues to listen and speak respectfully to each other and to support any of our colleagues who may feel particularly impacted.

Maintaining a Harassment and Discrimination-Free Workplace

We believe in ensuring equal employment opportunity. Our Equal Employment Opportunity/Non-Harassment Policy applies to all employees, including senior executives, and to third-party stakeholders, such as customers and vendors. The policy states that actual or perceived race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, family responsibilities, matriculation, political affiliation, genetic information, disability, veteran status or any other status protected by applicable law are not taken into account in any of our employment decisions.

We test for discriminatory bias in our hires, terminations, promotions and performance and pay decisions throughout the year. To address any suspected discrimination in a transparent and respectful way, we have processes in place that we follow when an alleged incident is reported. While cases reported are rare, the learnings inform our approach to adapting our policies as needed, to help prevent discrimination in the future. There were no incidents of discrimination reported in 2020.

Management of Colleagues

Our Vice President of Human Resources is accountable for aligning with our senior leadership team and all people managers for attracting and retaining a workforce with the knowledge, skills, diligence, agility and diversity to maximize performance and results on behalf of customers and shareholders, while supporting and championing a positive, inclusive culture.

The success of our employees drives the success of the business and supports our goal of long-term value creation for our shareholders.

We offer competitive benefits and training programs to develop employees' expertise and skillsets, use training, communication, appropriate investments and clear corporate policies to strive to provide a safe, harassment-free work environment guided by principles of fair and equal treatment, and prioritize employee engagement. As a result, we believe that our employees are committed to building strong, innovative and long-term relationships with each other and with our customers.

Modern Slavery Response

In alignment with our Guiding Principles of Accountability & Integrity, Fair & Equal Treatment and Commitment to Each Other, we treat forced labor, human trafficking and slavery as zero tolerance issues. CoreSite's business is entirely focused on constructing and operating data centers in the United States. From an employer perspective, we comply with all U.S. federal and state employment and other laws relating to labor practices, human trafficking and slavery, and support that compliance through various governing documents and policies, including our employee handbook, our code of business conduct and ethics and our whistleblower hotline. From a vendor and supplier perspective, we require that our vendors and suppliers comply with all applicable laws, including the applicable laws of state, local, federal and foreign jurisdictions.

Human Capital Metrics

We track key human capital metrics including demographics, talent pipeline, diversity, and employee engagement. We have a stable workforce with an average tenure of 4.8 years and voluntary employee turnover of approximately 9% during the year ended December 31, 2020. To attract diversity in our applicant pools, we post our openings to a wide variety of job boards and deploy appropriate language in our postings.

Our applicant pool

During the year ended December 31, 2020

Ethnicity

50% minority and our hiring trend of minorities was 51%

Gender

26% identifying as female with our hiring trend of self-identified females at 28%.

Our workforce

As of December 31, 2020

Approximately 54% non-minority and 46% minority.

Our employee base

As of December 31, 2020,

Self-identified as 72% male and 28% female, and on our senior leadership team, which has an average tenure with the Company of 8.3 years, 30% of executives who identify as female and 10% of directors who identify as minority executives.

Our board of directors

As of May 2021

37.5% of directors who identify as female and 12.5% of directors who identify as minority.

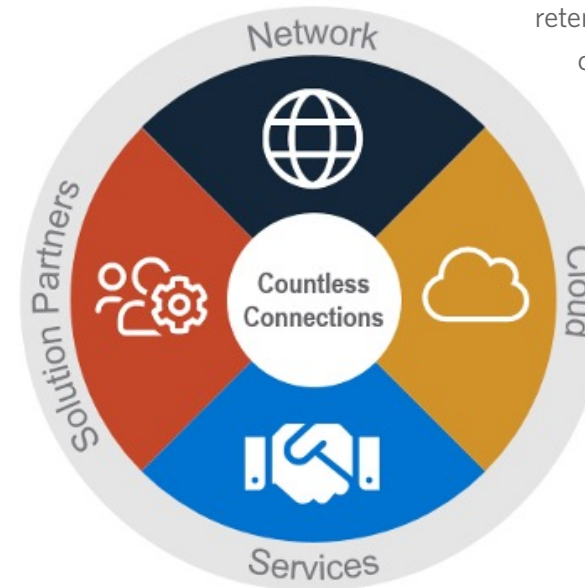
Our Goal in 2021

Create a larger female candidate pipeline in data center operations.

Communities

Building Customer Communities: Our Ecosystem

CoreSite's purpose is to provide trusted and connectivity-rich data communities that power our customers' digital transformations towards a more collaborative world. We are committed to helping our 1,375+ customers optimize their businesses for future growth while ensuring disaster recovery preparedness. Our committed team demonstrates a customer-first mind set throughout the engagement—from the first pre-sales call through implementation and ongoing account management. Our commitment to providing an exceptional customer experience and operational excellence is evidenced by an annual customer retention rate of over 90% and a customer satisfaction score that consistently sits above industry average.



At CoreSite, philanthropy and community engagement are integral parts of our identity. Even during the pandemic, our senior leadership and employee base were committed to serving and supporting our communities by ensuring our annual Day of Service was held. As a result, we continued to build strong relationships with each other and the communities in which we live and work.



Building Local Markets and Communities: Giving Back

2020 Days of Service

CoreSite’s Annual Day of Service is a special event for all our colleagues. Due to COVID-19 limitations, we were only able to volunteer with [Food Bank of the Rockies](#) and [Brothers Redevelopment](#) in 2020. We reinvented how to conduct our Day of Service to provide a safe environment for our employees during the pandemic. To do this, we split the day of service into a two-day period which allowed us to limit group sizes to no greater than eight employees. We complied with all COVID-19 safety requirements for the organizations and CoreSite, which required wearing masks, social distancing, temperature checks, and increased sanitization procedures. To cover the increased costs of operation for Brother’s Redevelopment, we also increased our contribution level. In total, we had 47 employees participate in our Day of Service.

CoreSite matched employee contributions to charitable organizations resulting in approximately \$305,000 in total donations that benefited our local communities.

Type of Organization	Employee Contributions	Company Contributions
COVID-19 Fund	\$22,320	\$35,992
Food Bank	\$34,606	\$85,706
Homeless/ Marginalized People	\$48,960	\$78,302
Total	\$105,886	\$200,000

The organizations that benefited from employee generosity and matching funds are as follows:

COVID-19 Relief Funds

- American Red Cross Long Island Cares
- Broomfield Community Foundation Mile High United Way
- Catholic Charities New England Center and Home for Veterans
- Children’s Hospital Foundation Outreach United Resource Center, Inc.
- Clinica Campesina Family Health Services Save the Children Federation, Inc.
- CRF Angel Relief Fund COVID Secaucus Emergency Fund
- Culver City Charitable Foundation VMC Foundation
- Greater Washington Community Foundation
- Long Island Cares
- Mile High United Way
- New England Center and Home for Veterans
- Outreach United Resource Center, Inc.
- Save the Children Federation, Inc.
- Secaucus Emergency Fund
- VMC Foundation

Food Banks

- Bienvenidos Food Bank Los Angeles Regional Food Bank
- Community Food Share Metro Caring
- CORE Foundation (Helping Hungry Kids) Miriam’s Kitchen
- Feeding America Second Harvest of Silicon Valley
- Feeding South Florida The Action Center
- Food Bank of the Rockies Virginia Federation of Food Banks
- Food Gatherers World Central Kitchen
- Greater Boston Food Bank
- Los Angeles Regional Food Bank
- Metro Caring
- Miriam’s Kitchen
- Second Harvest of Silicon Valley
- The Action Center
- Virginia Federation of Food Banks
- World Central Kitchen

Help for Homeless or Marginalized People

- Camilus Pacific Garden Mission
- Denver Rescue Mission St. Anthony Foundation
- Hope for New York
- Los Angeles Mission
- Pacific Garden Mission
- St. Anthony Foundation
- The Lamb Center



97.5

EMPLOYEE HOURS



208

EMPLOYEE HOURS



Foodbank of the Rockies

CoreSite employees volunteered at the Foodbank of the Rockies where they inspected, cleaned, and sorted items received through food drives and grocery rescue for redistribution to people in need. Volunteers also assisted with the Commodity Supplemental Food Program to fill boxes for the senior program.

Brothers Redevelopment

In 2020, CoreSite employees painted houses and completed yard work for four senior citizen homeowners. With physical and financial limitations, these homeowners were able to receive crucial support from volunteers that helped renew their sense of pride in their homes again. Through our partnership with Brothers Redevelopment, CoreSite employees volunteered 208 hours of support in 2020, which cumulatively has resulted in a social impact of more than \$56,000 for the homeowners over the last eight years.

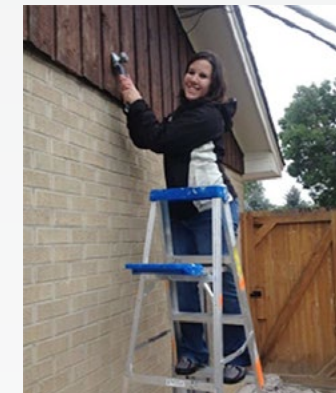
“The crew were very polite, respectful, and a job well done. Professional and kind. Couldn’t ask for a better crew. The paint job looks great!”

– 2020 CoreSite Paint-A-Thon Recipient



CoreSite Recognition of Service:

In 2020, CoreSite team member Keola Lobato, received the Roland Buteyn Heart of Service Award from Brothers Redevelopment (“BRI”) on behalf of CoreSite volunteers. The namesake of this



volunteer of the year Award, Roland Buteyn, developed many core programs like the Paint-A-Thon and Home Modification & Repair department. Keola has embodied this spirit by selflessly serving

low-income elderly and disabled clients with their housing needs through Brothers Redevelopment. She has shown incredible leadership through CoreSite’s Paint-A-Thon projects which impact elderly neighbors positively and allow many to age well in their homes. Keola and CoreSite teams have touched many lives through their service.



[CORESITE.COM](https://www.coresite.com)