CoreSite
An American Tower Company

2021 SUSTAINABILITY REPORT

Customers.
Colleagues.
Communities.

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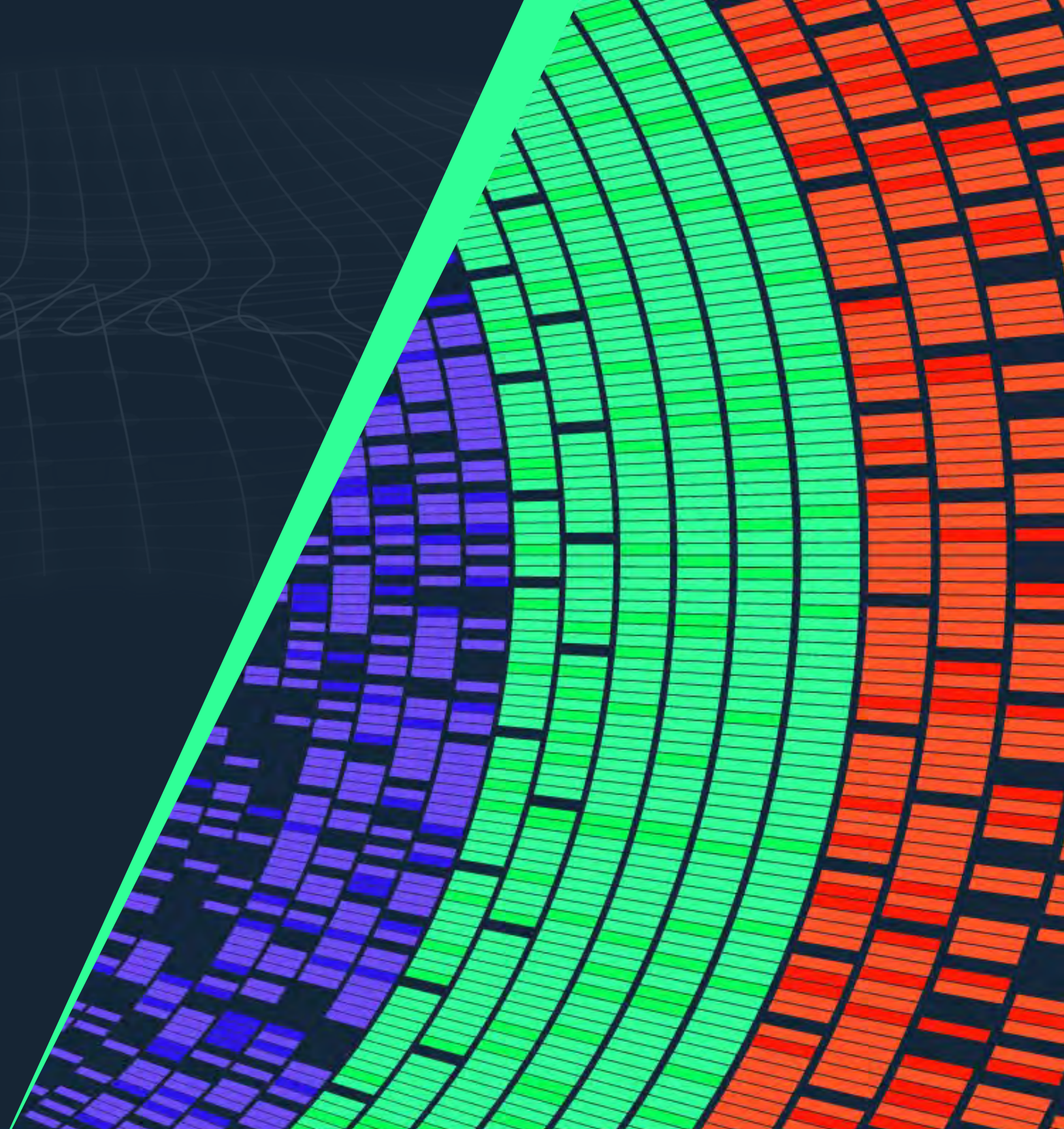
A MESSAGE FROM OUR PRESIDENT

Customers. Colleagues. Communities.

Juan Font
PRESIDENT, CORESITE AND
SVP, U.S. TOWER

As CoreSite continues to execute on our go-to-market strategy, we remain committed to being a reliable partner, people-centered, and efficiency focused.

For more than 20 years, CoreSite has been a partner trusted to provide operational excellence and value, while creating an engaging, inclusive, and diverse environment for its employees. Our customers rely on us to deliver a platform where they can efficiently deploy the servers that power their digital applications, and to safely interoperate with a vast ecosystem of enterprises, networks, and cloud service providers.

We are another year into our sustainability journey, and we continue to improve our tracking and reporting of key sustainability markers. To guide this effort, we identified the issues that matter most to our stakeholders and us. Here, in our 2021 Sustainability Report, we summarize our ongoing progress in being a responsible steward of our business.

Reliable Partner

We operate in an evolving and expanding industry. According to McKinsey, data-driven organizations are 23 times more likely to acquire customers, six times as likely to retain customers, and 19 times as likely to be profitable as a result. With CoreSite, customers have access to the best environment they need to transform and optimize their digital business with the components for the most agile, dynamic infrastructure that can be adapted as business requirements change. Our committed team of experts demonstrates a customer-first mindset. We offer flexibility and optionality, lower costs, high performance, rapid scaling, and assurance to support companies' infrastructure strategy unlocking the potential of hybrid IT. In addition, CoreSite provides direct connections to the cloud in all 10 of our markets*, which allow 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.

For CoreSite, sustainability is centered around building and augmenting these cornerstones:

1. **Energy-efficient data centers** with 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 achieve success and experience career growth;

3. **Communities of customers who work seamlessly with each other** to be more effective at interoperating with communities of networks, enterprises, and clouds within a single campus, thus unlocking value with minimal footprint and in a highly sustainable manner.

* CoreSite's ten markets referenced above include CoreSite's eight markets and two additional markets, Atlanta and Orlando, added through the integration of American Tower Corporation's (American Tower) legacy data centers.

People-Centered

Our workplace culture is based on integrity and upholding ethics in all of our partnerships, initiatives, and decisions. CoreSite has historically cultivated its core values of "Fair and Equal Treatment" and "Commitment to Each Other" to build a culture that attracts, retains, and advances talent from all demographics. We instill these values through broad-based recruitment, internal training, bias testing, employee engagement, and a policy favoring promotion from within. By providing a safe and harassment-free workplace, employees can openly share their ideas and perspectives while feeling 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" through local surveys in several of our markets.
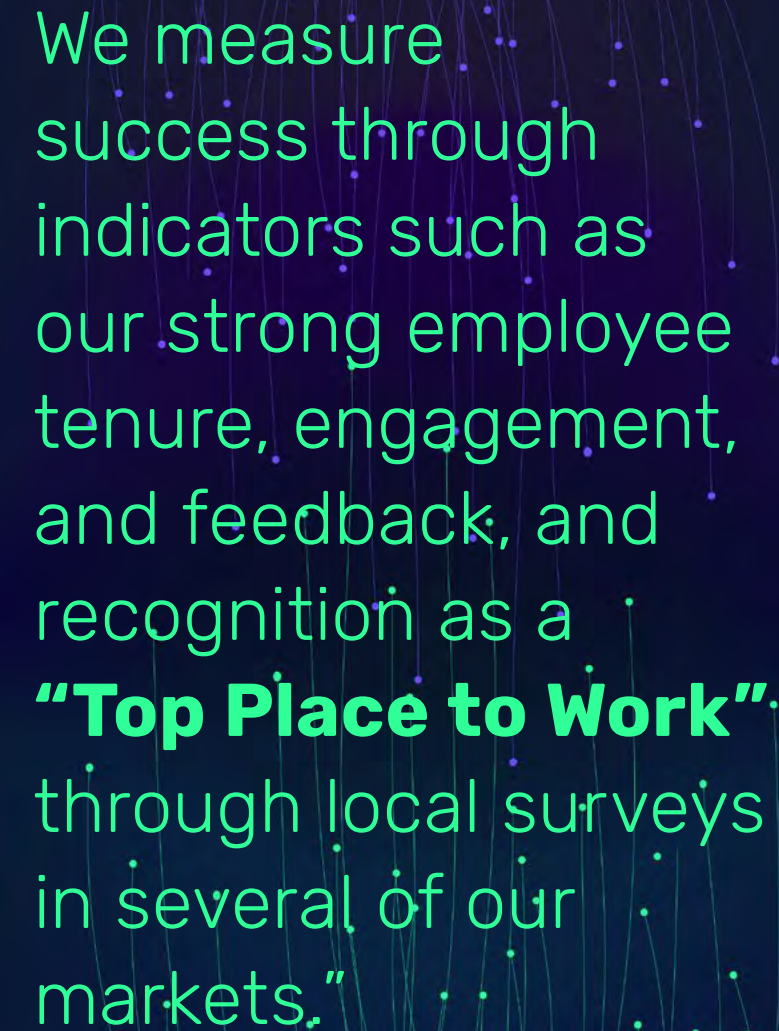
Efficiency-Focused

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. This commitment 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 data centers. We utilize techniques and practices that minimize energy demands without compromising reliability. Carbon reduction is also at the forefront of the data center industry today as one of the key metrics to monitor. We 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. As our data center campuses and customers grow, our energy consumption and location-based greenhouse gas emissions increase, as they did in 2021. We believe much of this growth reflects a net decrease in emissions for those customer applications moved from far less energy efficient environments. Despite the increase in energy consumption, our focus on efficiency allows us to decrease our emissions intensity compared to 2020.

I look forward to partnering with American Tower Corporation on the road ahead, as we provide trusted and connectivity-rich data communities that power our customers' digital transformations towards a more connected world, while providing value to our broad range of stakeholders in a sustainable way.

Sincerely,
Juan Font
President, CoreSite and SVP, U.S. Tower

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

2021 Key Metrics

CUSTOMERS

Power Usage Effectiveness (PUE)	Achieved **PUE of 1.39 in 2021** (Compared to PUE of 1.42 in 2020)
Renewable Energy	**1.2 megawatt (MW) expansion** of fuel cell at our BO1 site Entered **100% Total Renewable Generation program** at our VA3 site
100-Year Flood Zones	MI1, NY1 and 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	**1,101 GWh consumed** (represents a 15% increase over 2020)
Energy Intensity	**1.69 GWh per $M Revenue** (represents a 7% increase over 2020)
Total Emissions	**281 thousand metric tons of CO_2** (represents a 3% increase over 2020)
Carbon Intensity	**432 tons of CO_2e per $M Revenue** (represents a 4% decrease over 2020) **0.09 tons of CO_2e per net rentable square feet (NRSF)** (represents a 11% decrease over 2020)
Water Use	Used **41,938,684 gallons of recycled water** at our Santa Clara campus
Waste & Recycling	**Recycled 50% of all waste by volume** and **32% of all waste by weight**, while reducing hauls (truck traffic) and cost by 18%

COLLEAGUES

Employee Engagement Survey	**84%** employee participation In 2021, CoreSite experienced a lower engagement score relative to previous years, which we believe was influenced by factors such as COVID-19 fatigue, burnout/mental health challenges, and other macro factors.
401(k) Savings Plan	Achieved **87%** employee participation
Training	Averaged **4.1 hours of training** per employee Due to a change in systems, training was not accessible for part of 2021. While we have made significant efforts to ensure that compliance standards were met, the average training time per employee was adversely impacted. We expect this to return to historical levels in 2022.
Voluntary Attrition	**11%** in 2021 (Compared to 9% in 2020)
Top Place to Work	For the second year in a row, CoreSite was recognized as **one of the top places to work** through local surveys in the **San Francisco Bay Area** and in **Denver**.
Veterans	**20%** of CoreSite employees are veterans

COMMUNITIES

Volunteer Service	Provided **419 hours of volunteer service** by headquarter employees • Foodbank of the Rockies: **147 hours** • Brothers Redevelopment: **176 hours** • Veterans Affairs Homeless Domiciliary: **96 hours**

The sustainability data in the above matrix and throughout the report do not include the three American Tower legacy data centers.

About CoreSite

CoreSite, an American Tower company (NYSE: AMT), provides hybrid IT solutions that empower enterprises, cloud, network, and IT service providers to monetize and future-proof their digital business.

Our highly interconnected data center campuses offer a native digital supply chain featuring direct cloud onramps to enable our customers to build customized hybrid IT infrastructure and accelerate digital transformation. For more than 20 years, CoreSite's team of technical experts have partnered with customers to optimize operations, elevate customer experience, dynamically scale, and leverage data to gain competitive edge.

At the end of 2021, we announced that CoreSite was acquired by American Tower, one of the largest global REITs, and a leading independent owner, operator, and developer of multitenant communications real estate with a portfolio of approximately 221,000 communications sites. With American Tower's wireless connectivity at the mobile edge and CoreSite's highly interconnected data center facilities at the core edge to create an extended edge, the combined company is poised to deliver superior service and expanded solutions to its customers.

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27*
HIGHLY CONNECTED METRO DATA CENTERS

10
STRATEGIC DATA CENTERS

35,000+
CUSTOMER INTERCONNECTIONS

+5.0M
GROSS SQUARE FEET

ABILITY TO REACH **>75%**
OF U.S. BUSINESSES WITHIN **5** milliseconds

*The sustainability data throughout the report does not include the three American Tower legacy data centers.

23 native cloud onramps

425+ network providers

325+ cloud and IT service providers

100%
UPTIME SERVICE LEVEL AGREEMENT

Hybrid Connects Here

CoreSite — An American Tower Company

Open Cloud Exchange®
AWS Direct Connect
Microsoft Azure ExpressRoute
Google Cloud Interconnect
IBM Cloud Direct Link
Alibaba Cloud
Oracle FastConnect
Market Inter-site Connectivity
International Connectivity (subsea cables)
Native Cloud Onramps

Open Cloud Exchange®
Amazon, Microsoft, Google, Alibaba Cloud, IBM Cloud and Oracle FastConnect can all be accessed through the Open Cloud Exchange® in all 10 of our markets.

*Coming soon

Our Data Center Focus

Today, CoreSite owns 27 operating data centers, including CoreSite's 24 data centers and the integrated three legacy American Tower data centers. These total over 5.0 million gross square feet, including the additional development pipeline, in 10 strategic markets across the U.S. Our network-rich, cloud-enabled data center campuses are tethered by high count dark fiber, enabling scalable growth within, and access, between markets. The CoreSite Open Cloud Exchange® and our nationwide software-defined network (SDN) solution enables interconnection to multiple markets. With inter-site connectivity, customers can connect their geographically diverse deployments or improve multi-region cloud architecture.

Solutions, Locations, and Capabilities

CoreSite offers cloud, interconnection, and colocation solutions to meet the digital-ready needs of today's ever-changing business requirements. Our cloud-enabled, network-rich data center campuses have over 35,000 interconnections across our portfolio. Our

campuses are connected by high count dark fiber, enabling scalable growth within our U.S. markets. Within only 5 milliseconds, CoreSite can provide access to over 75 percent of U.S. businesses. Our campus communities grant enterprises the flexibility to connect to nearly 775 leading network, cloud, and IT service providers, enabling operation of a streamlined, comprehensive IT environment.

Our communities also offer connectivity to nearly enterprises 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 CoreSite.com.

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CoreSite's Purpose and Values

Purpose

Our purpose is to provide trusted and connectivity-rich data communities that power our customers' digital transformation toward 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 provide outstanding customer service and operational resilience. To do so, we closely manage the areas of our business that are most relevant to our stakeholders, as well as our potential to deliver long-term value. We recognize the role we play in helping our customers, investors, and vendors succeed, and our impacts on the communities in which we operate.

Who We Are Is at the Heart of Everything We Do

"Simple. Honest. Strong." are the words we live by every day. By upholding these values, our employees go above and beyond to deliver exceptional customer experience, and our data center solutions are designed with our customers' unique needs in mind. CoreSite data centers are among the best in the colocation industry, in part because we take pride in applying our motto to the way we do business.

GUIDING PRINCIPLES

HARD WORK

ACCOUNTABILITY AND INTEGRITY

INNOVATION FOR IMPROVEMENT

PROFESSIONALISM AND TEAMWORK

FAIR AND EQUAL TREATMENT

COMMITMENT TO CUSTOMER

COMMITMENT TO EACH OTHER

HAVE FUN!

Simple. Honest. Strong.

Our Leadership

Senior Leadership Team

Following American Tower's acquisition of CoreSite in 2021, we announced our new executive management structure designed to position the company for accelerated growth, while continuing to provide the native digital supply chain our valued enterprise, network, cloud, and service integrator customers have come to depend on.

CoreSite is now led by Juan Font, President of CoreSite and SVP of the U.S. Tower Division of American Tower ("U.S. Tower"), reporting to Steve Vondran, Executive Vice President and President, U.S. Tower. CoreSite will operate as a standalone entity within U.S. Tower. Mr. Font is responsible for leading CoreSite's strategy, innovation and growth while delivering value to the customers, partners, shareholders, and communities where CoreSite and American Tower operate. He has held positions of increasing responsibility within the organization since 2010 and brings more than 25 years of experience in general management, direct sales, business operations and finance in the data center and telecommunications industries.

Juan Font
PRESIDENT, CORESITE AND SVP, U.S. TOWER

Anthony Hatzenbuehler
SVP, DATA CENTER OPERATIONS

Maile Kaiser
SVP, SALES AND MARKETING

Aleks Krusko
SVP, IT AND DIGITIZATION

Leslie McIntosh
SVP, HUMAN RESOURCES

Brian Warren
SVP, DEVELOPMENT AND PRODUCT ENGINEERING

Matt Gleason
VP, GENERAL MANAGEMENT
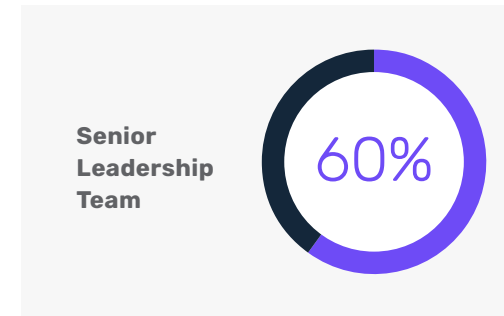
Mark Jones
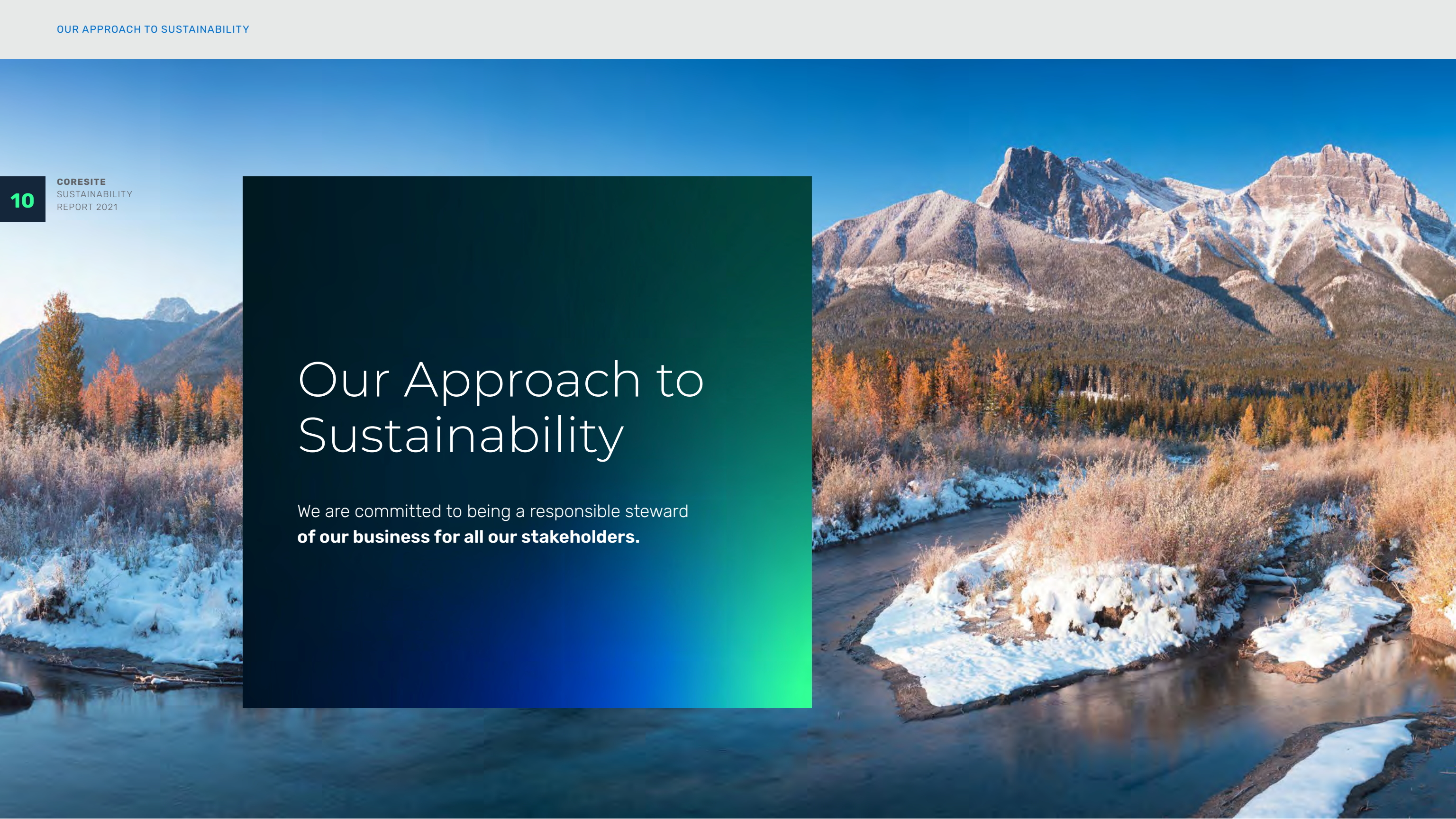VP AND CHIEF ACCOUNTING OFFICER

Adam Post
VP, FINANCE AND ACQUISITIONS

Janae Walker
VP, LEGAL

GENDER AND ETHNIC DIVERSITY

Senior Leadership Team

60%

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Our Approach to Sustainability

We are committed to being a responsible steward **of our business for all our stakeholders.**

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We are committed to being a responsible steward of our business for all our stakeholders. For CoreSite, corporate responsibility includes building and maintaining these cornerstones:

CUSTOMERS

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

COLLEAGUES

Fostering a 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 who work seamlessly together

We measure our performance in these areas through a variety of factors as described in our 2021 Key Metrics matrix on

Members of our Senior Leadership Team offer oversight of our sustainability strategy and initiatives, and assess climate-related risks and opportunities.

Energy usage has a substantial influence on our industry and is a critical cost driver for our customers. By transferring workloads from our customers' on-premises equipment to our campuses, our customers benefit from specialized operational capabilities and economies of scale, which typically results in an improvement of our customers' energy efficiency. Furthermore, we provide financial and operational benefits by incorporating cutting-edge technologies into our data centers. Once a site is operational, we regularly monitor and explore possibilities to enhance energy savings. We seek the least carbon-intensive energy sources wherever feasible, which in turn supports our customers' goals.

CUSTOMERS · COLLEAGUES · COMMUNITIES

SUSTAINABLE SUPPORT

RELIABLE PARTNER
SOUND BUSINESS PRACTICES
SAFETY AND OPERATIONAL EXCELLENCE
CUSTOMER SERVICE

PEOPLE-CENTERED
RECRUIT THE BEST
INVEST IN THEIR SUCCESS
GIVE BACK TO OUR COMMUNITIES

EFFICIENCY-FOCUSED
PURPOSEFUL DESIGN AND CONSTRUCTION
MONITOR EFFICIENCY
CONTINUOUS IMPROVEMENT

We recognize that climate change and climate-related regulations present potential risks to our business. The inherent climate-related risks with the potential to have a financial or strategic impact on our business 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 the reduction of carbon footprints and/or greenhouse gas emissions.

The following are climate-related opportunities we determined are applicable to our business:

Targeting reduced water usage and increased economization of our cooling systems

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

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

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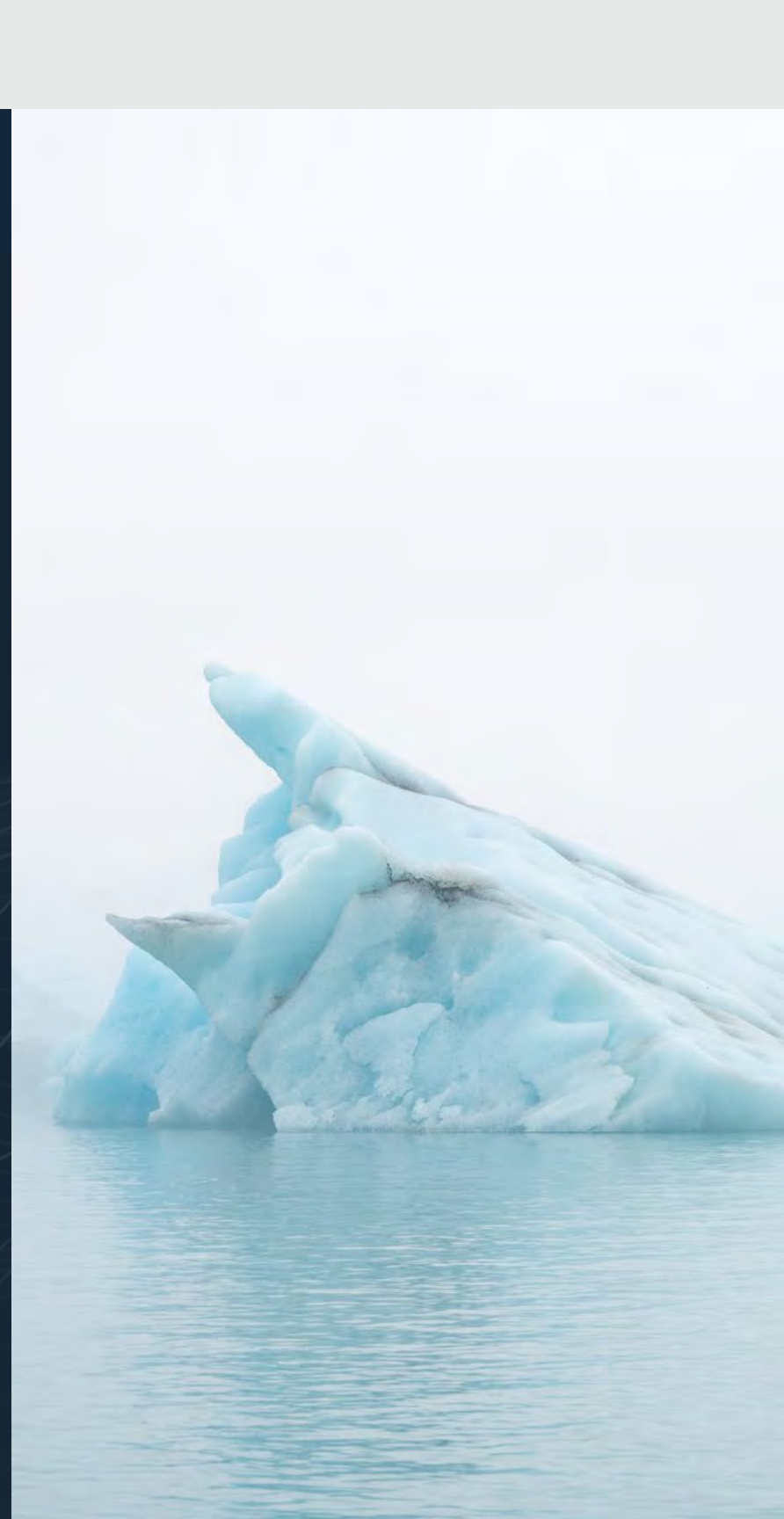
Sustainability Topics

CoreSite regularly monitors the sustainability 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. We determined that the following topics are most relevant and continue to reflect our business and sustainability endeavors during the past year.

GRI and SASB Standards

In this report, we seek to align with the Global Reporting Initiative and the Sustainability Accounting Standards Board standards. As such, we provide disclosures that are relevant to our various stakeholders. We understand our stakeholders are crucial to our financial, social, and environmental performance and we are dedicated to maintaining open stakeholder dialogue to be informed of their interests and concerns.

	CUSTOMERS	COLLEAGUES	COMMUNITIES
ENVIRONMENTAL	• **Efficient building infrastructure and construction** • **Energy and greenhouse gas emissions** • **Water use** • **PUE** • **Uptime**	• **Recycling in our offices and data centers** • **Water use**	• **Recycling in our offices and data centers** • **Water use**
SOCIAL	• **Customer experience** – Customer safety – Customer transparency – Remote Services	• **Employees** – Recruitment and retention – Development and training – Diversity and inclusion – Workplace safety – Fair and equal treatment	• **Local markets and communities** – Giving back – Providing day of service paid time off to volunteer in the community
GOVERNANCE	• **Risk, operational resilience, and business continuity** – Risk assessment – Business continuity and planning – Operational resilience – Physical and IT security • **Financial performance** • **Business ethics**	• **Business ethics**	• **Building customer communities** – Our ecosystem

Stakeholders

We prioritize our stakeholders in everything we do, including our customers, colleagues, communities, investors, vendors, solution partners, and local governments. Our team facilitates and encourages continuous dialogue through the following channels to meet our customers' needs, support our colleagues' professional development, and engage with our communities.

COLLEAGUES

VENDORS

COMMUNITIES

Our Stakeholders

INVESTORS

PARTNERS

CUSTOMERS

STAKEHOLDER GROUPS ENGAGED	ENGAGEMENT CHANNEL	MAIN TOPICS OF INTEREST
Customers	• Surveys • Quarterly business reviews	• Data protection and privacy • Climate-related initiatives • Energy efficiency initiatives • Diversity and inclusion initiatives
Colleagues	• Regular meetings • Feedback and engagement surveys • Site visits • In-person town hall meetings	• Professional development and career advancement • Safety protection during global pandemic • Return to work preferences
Communities and Local Governments	• Local charitable events • Interactions with local governments	• Volunteerism • Local job creation • Societal impacts
Investors	• Conferences • Quarterly conference calls	• Disclosure guidance • Climate-related initiatives • Energy efficiency initiatives • Diversity and inclusion initiatives
Vendors and Solution Partners	• Quality meetings	• Energy efficiency initiatives

Financial Performance

Transparency in our financial disclosures builds trust and confidence among our customers, investors, and other stakeholders. Select financial data can be found in American Tower's 2021 Annual Report on pages 90-94. For more information visit American Tower's 2021 Annual Report.
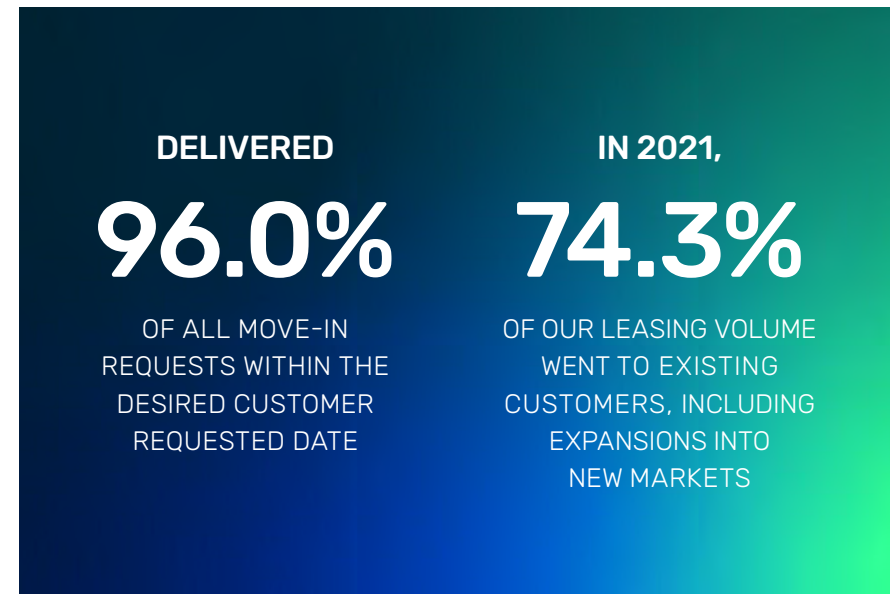
Customers

CoreSite is trusted by our nearly 1,400 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

As our customers grow, we grow. Growth and retention of our customers is tied to the customer experience CoreSite provides; therefore, providing a superior customer experience is paramount to our customers' and to CoreSite's success.

We tracked several key performance indicators (KPIs) and other various markers to ensure our customer experience remained strong in 2021.

Here are some of those achievements:

DELIVERED

96.0%

OF ALL MOVE-IN
REQUESTS WITHIN THE
DESIRED CUSTOMER
REQUESTED DATE

IN 2021,

74.3%

OF OUR LEASING VOLUME
WENT TO EXISTING
CUSTOMERS, INCLUDING
EXPANSIONS INTO
NEW MARKETS

Management of Customer Experience

Our committed team demonstrates a customer-first mindset throughout the engagement—from the first pre-sales call through implementation and ongoing account management.

We utilize a combination of transactional surveys, customer retention service reviews and other forms of feedback to gauge customer satisfaction. In 2021, we finished the year with a 4.35 out of 5.00 annualized transactional survey score, which is slightly lower than the high watermark achieved in 2020, but still extremely high and reflects a very positive overall customer experience.

Client Services and Data Center Operations oversee the management of CoreSite's support and service delivery customer experience. Their teams work with all other departments to ensure best-in-class customer service. We conduct customer surveys and hold internal department meetings to discuss strategy and identify areas for improvement.

Our commitment to providing an exceptional customer experience and operational excellence is evidenced by an annual customer retention rate of 92.7% and a customer satisfaction score that consistently sits above industry average.

Helping Cancer Patients with Groundbreaking Care and Research

As a healthcare organization, **City of Hope** must comply with strict regulatory expectations, including protecting its patients' personal data and ensuring 24/7/365 uptime of its critical systems so doctors and nurses can care for patients and scientists can conduct life-saving research without interruptions. To provide this secure, always-available environment, City of Hope utilizes a hybrid IT strategy comprised of two small on-premise data centers and a third-party data center in Phoenix. To strengthen this solution and create an effective disaster recovery/business continuity (DR/BC) strategy, City of Hope wanted to add another colocation facility and public cloud access to the mix.

While the medical center originally wanted a colocation presence in Los Angeles, CoreSite offered an attractive alternative. Its SV7 facility located in Santa Clara not only provided the geographic diversity the medical center needed for DR/BC, but it also offered a secure native cloud onramp. This direct connection enabled the closest proximity to the Azure cloud region, achieving Azure Express Route Local access for its storage platform.

CoreSite also offered access to its OCX, which allows rapid, real-time, self-service provisioning of direct cloud interconnections through a private online portal. With the OCX, City of Hope can establish multiple virtual connections to service providers and public clouds via a single port.

"We pride ourselves in offering exceptional care to our patients and ground-breaking research to the cancer community. CoreSite has helped City of Hope future-proof our hybrid IT strategy that decreases our egress fees, reduces latency, and is mindful of our potential requirements."

MARK HERNANDEZ, SENIOR MANAGER, DATA VOICE NETWORKING IT,
CITY OF HOPE NATIONAL MEDICAL CENTER

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Risk Management

CoreSite can make business decisions confidently and serve its customers, colleagues, and communities by effectively managing risk. Our comprehensive business continuity plans help instill trust in our customers regarding the reliability, security, and strength of our services.

Our Enterprise Risk Management (ERM) system includes a risk evaluation exercise that is performed annually by our Risk Intelligence Steering Committee (RISC), the Senior Leadership Team, and the Vice President of Internal Audit, Risk, and Compliance. **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 (SOPs)
- Third party due diligence and vendor risk management

- 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
- Pandemic risk
- Monitoring of operational KPIs

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 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 performs 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 mitigate company risks.

The effective management of risk helps to reduce uncertainty and allows CoreSite to act confidently when making future business decisions. Knowledge of the risks that CoreSite is facing allows management to address them so CoreSite can achieve or exceed its mission and strategic objectives.

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Business Continuity Planning

CoreSite has established effective processes for business continuity management and process owners review and update their playbooks on an annual basis to ensure they are accurate and reflect current best practices.

We provide a 100 percent uptime Service Level Agreement to our customers and recognize the importance of being prepared for unforeseen circumstances. Our extensive Business Continuity Plan (BCP) covers our corporate operations and Disaster Recovery Plans (DRPs) are customized for the unique needs of each data center location. The information systems we use allow each individual data center to continue to operate independently in the event of an interruption at our headquarters or other sites.

Management of Business Continuity

Effective business continuity planning helps provide our customers with confidence regarding the reliability, security, and strength of our services.

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. CoreSite tests these plans to ensure continuous improvement and resiliency of our prevention and recovery systems to deal with potential threats to the company.

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 2021, 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 in sealed rooms and raised from 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 (a 0.2% annual chance of a flood event) elevation.

MI1

NY1

NY2

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2021 FACILITY UPGRADES

Facility upgrade projects that added to the operational resiliency of CoreSite's data centers in 2021 included:

- New chiller plant at BO1 for expansion and end of life (EOL) replacement
- Replace EOL interruptible power supply (UPS) at CH1
- Refeed CR HVAC electrical to eliminate single point of failure (SPOF) at CH1
- Eliminate SPOF of generator switchgear at CH1
- Install redundant power path to generator fuel distribution system at NY1
- New chiller plant at NY2
- Replace EOL fire system riser at SV1
- Generator distribution SPOF remediation at VA1

Operational Resilience

Operational resilience directly translates into operational excellence. It was another unprecedented year as the global pandemic continued to impact us all in 2021.

Our commitment to operational resilience remained a top priority to ensure 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.

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.

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. Additionally, it conducts quarterly physical maintenance and safety exercises and monthly "tabletop" exercises. Our maintenance SOPs 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 2021, we performed 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.

CORESITE IMPLEMENTS MODERN, ENERGY-EFFICIENT COOLING SYSTEM AT BO1

CoreSite now serves customers in our Boston data center facility with a highly energy-efficient cooling system that will save an estimated eight million kilowatt-hours each year. The equipment upgrade is part of our ongoing commitment to deploy efficient power and cooling best practices throughout our portfolio of data centers.

BO1 has a new chiller plant consisting of three chillers with magnetically levitated centrifugal compressors where each lineup functions independently. The upgraded chiller plant also includes a series-integrated plate heat exchanger for partial to full economization. This more efficient cooling system improves the site PUE, decreasing the building energy consumed relative to CoreSite's customers' IT power use.

CoreSite monitors air flow around each of our facilities and determines how best to leverage outside air when possible to more efficiently cool our facilities. In Boston and other campuses, CoreSite is able to use outside air for free cooling up to 60% of the time.

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Physical and Information Security

Upholding physical and information security best practices is foundational to meet our commitment to be a resilient and reliable partner. Although we do not have access to the data on our customers' servers, systems or networks, we are responsible for safeguarding 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

We secure our data centers with access trap entries, IP-DVR cameras, biometrics, and keycard scanners. We directly employ our own security staff, who undergo extensive training and must satisfy certification standards. In addition to security, we have Data Center Operations Technicians on-site 24/7/365. These teams help to ensure the physical security and continuous excellent performance of our data centers. Our operations staff works hard to ensure that our infrastructure is resilient and capable of withstanding a wide range of situations.

Systems Protections

Focusing on the security of our internal IT infrastructure reduces our vulnerability to third-party threats and operational interruptions. CoreSite conducts 24/7 threat monitoring, external and internal scanning, network and system segregation, and testing. CoreSite keeps incident response procedures in place for attempted intrusions, malware, and other security concerns that need to be addressed swiftly via the Information Security program or Crisis Management Team. We conduct annual computer security incident training to test, exercise, and update our incident response plans. CoreSite collaborates with auditors and third-party risk assessors to validate and constantly improve procedures.

DATA CENTER CERTIFICATIONS AND ATTESTATIONS

CoreSite follows industry best practices and maintains certifications and attestations of industry best practices including:

SOC 1 Type 2	ISO 27001	PCI-DSS
SOC 2 Type 2	NIST 800-53	HIPAA

CoreSite maintains onboarding and ongoing testing, training, and resources for employees on privacy and security.

Management of Physical and Information Security

Physical Security is managed by our 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 President and managed by the Senior Director of Information Security and IT Operations. CoreSite's Senior Leadership Team conducts a quarterly Information Security Steering Committee meeting to review and discuss the current risk assessment, controls, information security priorities, and future landscape. In 2021, CoreSite did not receive any substantiated complaints concerning breaches of customer privacy or losses of customer data.

CORESITE
SUSTAINABILITY
REPORT 2021

Efficiency Focused

Our primary focus is driving energy efficiency to reduce overall energy consumption. 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 businesses, live and work in communities near our data centers. By ensuring our data centers are built and operated efficiently, it reduces potential negative impacts (e.g. air, water, and noise).

This is done through improvements in our operations' PUE compared to traditional on-premises data centers. By having our customers consolidate their IT equipment from a high PUE data center and move into a CoreSite data center, our customers could see reduced energy consumption, which could ultimately result in lower emissions for the community.

Our state-of-the-art data centers are built in line with Leadership in Energy and Environmental Design principles. CoreSite's standard cooling system and UPS system design, along with other design elements, earned CoreSite's CH2 data center an Energy Star Designed to Earn recognition in 2020.

Energy Efficiency

Energy efficiency is a crucial competitive differentiator for data centers. When selecting colocation options, customers consider the TCO. By selecting to colocate with CoreSite, our customers gain access to market competitive, energy efficient designs. Efficient design and construction reduces waste, which in turn leads to lower build costs, giving CoreSite a competitive edge.

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

The biggest source of our energy usage is the power requirement of our customers' IT equipment and the cooling systems we manage. We identify and implement best practices for our data center power design, including building automation systems, air-side economizers, water-side economizers, and hot/cold aisle containment. We are constantly looking for ways to improve our facilities to maximize operating efficiency. In 2021, our same store PUE was annualized at 1.39, a 2.1% improvement compared to 2020.

2021 ENERGY EFFICIENT UPGRADES

- Our BO1 chiller plant project upgraded our existing near EOL cooling system to our new cooling system design with plate frame heat exchanger, saving 8 million kilowatt-hours annually, and qualifying for an energy efficiency rebate through the Massachusetts Save initiative.

- Our LA2, NY2, and VA3 sites underwent airflow optimization projects, reducing overall energy by reducing cooling system operation. This was achieved by optimally placing floor tiles regulating airflow so high power (heat) density areas receive more air and lower density areas receive less air.

- We continued energy efficiency projects in various markets, primarily airflow optimization projects.

- We completed CH1 UPS upgrade, resulting in a 20% improvement in energy efficiency.

Management of Efficient Building Design and Construction

Energy efficiency is a key competitive differentiator for CoreSite data centers. Our customers are focused on their 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.

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 data centers.

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SUSTAINABILITY
REPORT 2021

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.
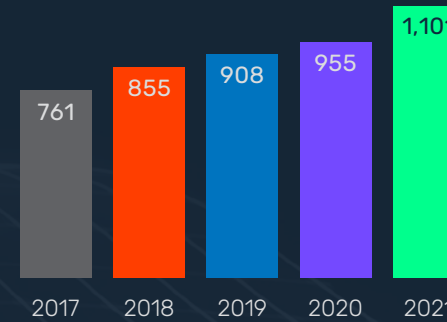
RENEWABLE AND ALTERNATIVE ENERGY IN 2021

CoreSite projects related to renewable and alternative energy:

1.2 MW
EXPANSION
OF FUEL CELL
AT OUR BO1 SITE

100%
TOTAL RENEWABLE
GENERATION
PROGRAM ENTERED
AT OUR VA3 SITE

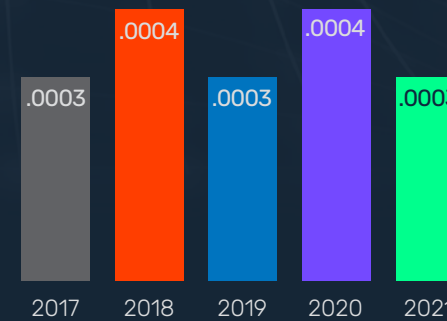### TOTAL ENERGY CONSUMED
Gigawatt hours (GWh)

Year	Value
2017	761
2018	855
2019	908
2020	955
2021	1,101

TOTAL EMISSIONS
1000 metric tons of CO_2
Location-based*

Year	Value
2017	220
2018	244
2019	259
2020	273
2021	281

ENERGY INTENSITY PER $M REVENUE
Gigawatt hours (GWh)

Year	Value
2017	1.58
2018	1.57
2019	1.59
2020	1.57
2021	1.69
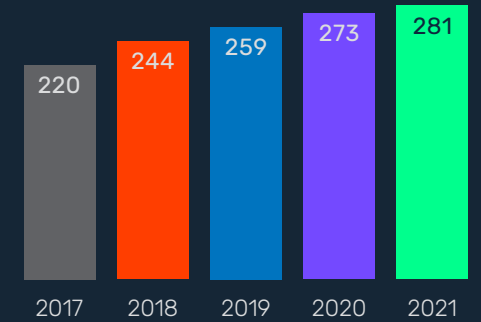
CARBON INTENSITY PER $M REVENUE
Tons of CO_2
Location-based*

Year	Value
2017	456
2018	448
2019	452
2020	449
2021	432

ENERGY INTENSITY PER NRSF
Gigawatt hours (GWh)

Year	Value
2017	.0003
2018	.0004
2019	.0003
2020	.0004
2021	.0003
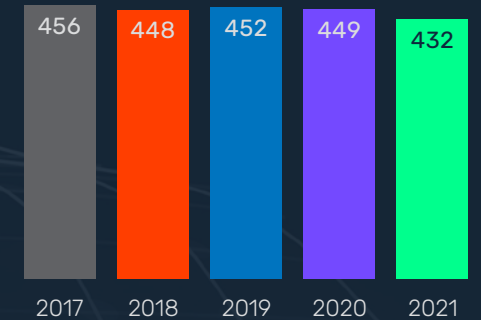
CARBON INTENSITY PER NRSF
Tons of CO_2
Location-based*

Year	Value
2017	.10
2018	.10
2019	.10
2020	.10
2021	.09
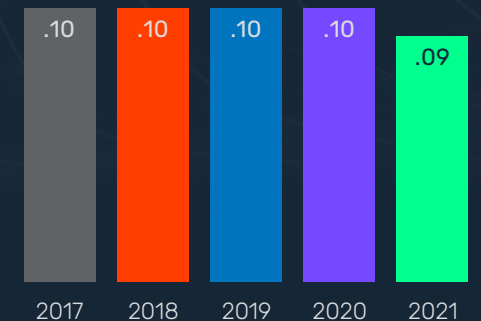
*Emissions include scope 2 emissions from data center electricity and scope 1 emissions from natural gas usage (approximately 5%).

Demand Response

As utilities reach their capacity on peak demand days, utility providers must supplement power generation with older, coal-fired plants that are more carbon-intensive. On these days, demand response programs promote shifting load to generators in order to avoid using coal as much as feasible. We have supported these projects for almost a decade and continued to participate in 2021. These efforts help decrease carbon intensity, while boosting grid reliability in the communities where we operate.

Water Use

Our water consumption is mainly attributed to meeting the cooling needs of our data centers. As such, saving energy related to cooling may result in increased water usage. We strive to balance our energy savings and water usage, while reducing our usage of potable water by utilizing rainwater for cooling wherever feasible.

In 2021, we used 41,938,684 gallons of recycled water at our Coronado Stender Campus in Santa Clara, CA. Our water use strategy reduces our freshwater consumption and increases our operational resilience.

Management of Water Use

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.

Waste and Recycling

CoreSite continued its commitment to waste and recycling management in 2021. Along with our vendor partners, we continued to increase recycling, while installing equipment to streamline waste removal. The results not only increased recycling but also resulted in less trucks on the road due to reduced hauling, and significant savings despite increased fuel and service costs. In 2021, CoreSite recycled 50% of all waste by volume and 32% of all waste by weight while reducing hauls (truck traffic) and cost by 17.6%, despite an average national increase of 18%. Our waste management process was improved through initiatives such as installing new equipment such as compactors in Virginia, right sizing dumpsters in Los Angeles and Virginia, and replacing haulers in Chicago and Los Angeles.

Looking ahead, we will continue to focus on the evaluation of CoreSite's waste streams and opportunities for improvements along with our vendor partners.

Management of Waste and Recycling

Data centers are large consumers of energy and water. There are many projects and operational strategies focused on improving a facility's efficiency. Often, waste is an area of less focus. Data centers are not your typical large building as the number of occupants per square foot is much less and therefore produce less waste. However, data centers produce large amounts of plastic and cardboard trash as well as e-waste. CoreSite focuses on being good stewards of the environment and recycling as much waste as possible.

CoreSite assesses the management of waste and recycling by tracking not the only cost of waste removal, but also the weight and volume of recycling versus trash. Additionally, we continue to investigate ways to improve our waste management. By leveraging a single source aggregator of waste management, CoreSite is able to keep very detailed data on waste weight, volume, and cost.

CORESITE
SUSTAINABILITY
REPORT 2021

Colleagues

Continuing to Be an Employer of Choice

Our workplace culture is based on integrity and upholding ethics in all our partnerships, initiatives, and decisions. In line with this, we value the unique perspectives each one of our employees bring to work and thus have taken steps to foster inclusion and increase the diversity of our workforce. Our strong values create a positive collaborative environment where employees are enabled to contribute to the long-term success of CoreSite and themselves.

Integrity Guides Everything We Do

Ethics are not a siloed part of CoreSite's structure and operations—they are integrated within and critical to our daily operations. As a result of our noteworthy record of ethical business, our customers trust us and choose to host their vital business operations within our data center sites. In addition, our reputation for ethical behavior helps us build and maintain positive relationships with our customer communities. Ultimately, ethics are foundational to our value proposition to all our stakeholders.

GUIDING PRINCIPLES

HARD WORK

ACCOUNTABILITY
AND INTEGRITY

INNOVATION FOR
IMPROVEMENT

PROFESSIONALISM
AND TEAMWORK

FAIR AND EQUAL
TREATMENT

COMMITMENT
TO CUSTOMER

COMMITMENT TO
EACH OTHER

HAVE FUN!

Our commitment to operate ethically is codified in the below policies and guidelines:

· Corporate Governance Guidelines

· Code of Business Conduct and Ethics

· Insider Trading Policy

· Whistleblower Policy

· Fair Disclosure Policy

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Ethics Policies

Our Code of Business Conduct and Ethics continues to be our north star for legal and ethical standards of conduct for directors, officers, and employees of the company, including our Senior Leadership Team. Employees are required to complete training on the Code annually, thereby educating them on what wrongdoing looks like and promoting conduct that aligns with our guiding principles and applicable laws and regulations.

Employees working with international customers must complete an additional Foreign Corrupt Practice Act training course. All substantiated allegations of employee misconduct and non-compliance with laws and regulations are thoroughly investigated and resolved. In 2021, we're proud to report that we did not receive any reports of employee non-compliance with laws or regulations.

Management of Ethics

Business Ethics is overseen by the Vice President of Legal, the Senior Vice President of Human Resources, and the Vice President of Internal Audit, Risk and Compliance.

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 cultivates 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. Any report made to the EthicsPoint whistleblower hotline is reviewed. Furthermore, the status of any ongoing investigation or corrective action, if applicable, is periodically reviewed and discussed with the Ethics Committee.

Effective Recruiting in a Challenging Market

In 2021, CoreSite's recruiting team focused on delivering qualified talent quickly to meet the needs of the business. Despite a challenging talent marketplace and corresponding drop in our available talent pool, our average time to fill job postings decreased as compared to 2020. We recruited and hired new employees with greater precision and speed while maintaining impressive quality of hire scores. This demonstrates CoreSite's differentiated position as an employer of choice in the marketplace and our efforts to support critical business needs.

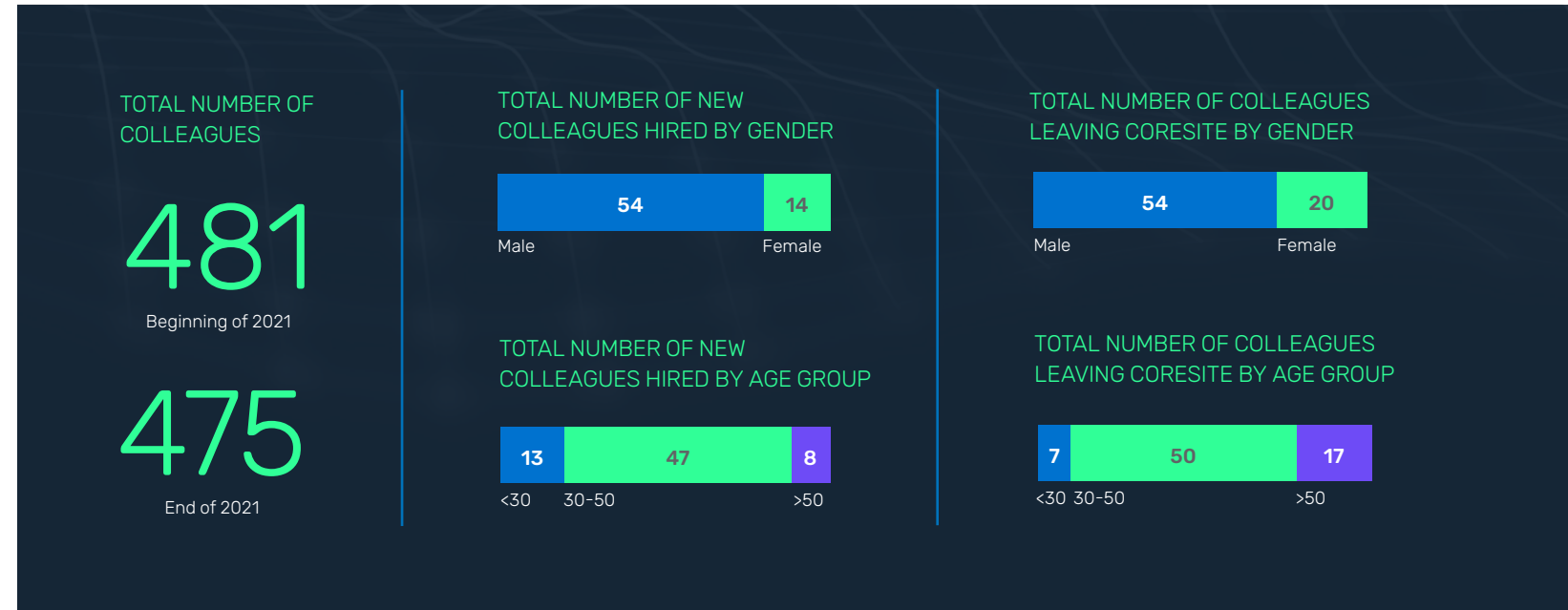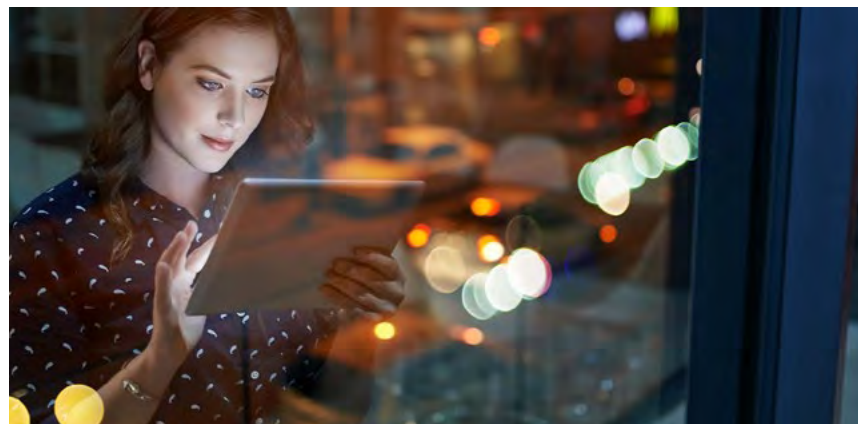| YEAR	AVERAGE TIME TO FILL JOB POSTINGS (DAYS)
2019	56
2020	49
2021	47

Our **Director of Data Center Operations** is on the Northern Virginia Community College Advisory Board for the Data Center Operations Degree Program, which is focused on attracting and training qualified operators into the industry, thereby developing the future talent pipeline.

Intentionally Integrating Diversity

The connection between diversity and the long-term success of CoreSite is irrefutable. To realize the value diversity brings to CoreSite, we have put our guiding principles into practice by undertaking efforts to recruit, develop, and retain diverse talent. While there is still more work to do, in 2021, we demonstrated our dedication to creating an inclusive culture that empowers our employees to be their true and authentic selves at work.

In 2021, we conducted outreach and recruiting with diversity in mind. As a result, each interview slate included at least one candidate with a diverse gender or ethnicity background. While this has not yet yielded a significant increase in total number of diverse candidates hired, we believe it is an important step in creating long-term opportunities for qualified diverse talent.

We continue to search for ways to more effectively attract and retain diverse employees, with an emphasis on women. Given the challenging talent market in 2021, we are proud that we maintained the percentage of female hires in all departments (other than data center operations).

TOTAL NUMBER OF COLLEAGUES

481

Beginning of 2021

475

End of 2021

TOTAL NUMBER OF NEW COLLEAGUES HIRED BY GENDER

| 54 | 14 |
| Male | Female |

TOTAL NUMBER OF NEW COLLEAGUES HIRED BY AGE GROUP

| 13 | 47 | 8 |
| <30 | 30-50 | >50 |

TOTAL NUMBER OF COLLEAGUES LEAVING CORESITE BY GENDER

| 54 | 20 |
| Male | Female |

TOTAL NUMBER OF COLLEAGUES LEAVING CORESITE BY AGE GROUP

| 7 | 50 | 17 |
| <30 | 30-50 | >50 |

CoreSite's Resource Exchange for Women (CREW)

We're thrilled about the progress our inaugural employee resource group, CREW, made in 2021. CREW experienced increased involvement and developed a formal committee structure with the mission of building community through the development and mentoring for CoreSite employees who identify as women. CREW conducted two educational events in 2021:

- A panel discussion called "Navigating your Career Path" where members interviewed diverse women across CoreSite, including a member of CoreSite's former Board of Directors, about their career journeys

- A workshop session called "Emotional Intelligence and Trust at Work" held by Linda Adams, Author, Consultant, and Founding Member of The Trispective Group

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CORESITE
SUSTAINABILITY
REPORT 2021

Zero Tolerance for Discrimination

With fair and equal treatment as a guiding principle and cornerstone of CoreSite, we take our responsibility of fostering a fair workplace seriously. Our Equal Employment Opportunity/Non-Harassment Policy continues to apply to all employees, including senior executives, and 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.

CoreSite has continued to test all performance management, compensation, promotion, and termination decisions for biases. In 2021, we investigated two allegations of discrimination in a transparent and respectful way. The first complaint was investigated and addressed through coaching and development and the second complaint was investigated and determined not to have merit.
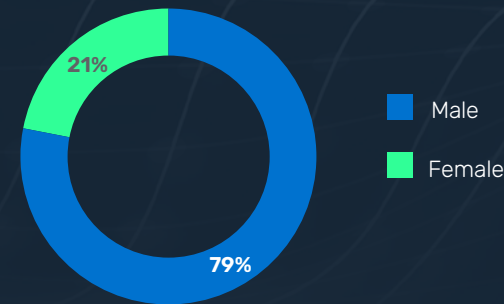
Taking Care of Our Colleagues

Not only do we attract employees because of our fun, team-focused work environment, but we also offer exceptional benefits. These benefits are designed to take care of our colleagues and ensure they are well-positioned to succeed at and away from work. We continuously monitor the evolving demands of the talent market and collect feedback from our employees to improve our benefit offerings, which are listed on our website.
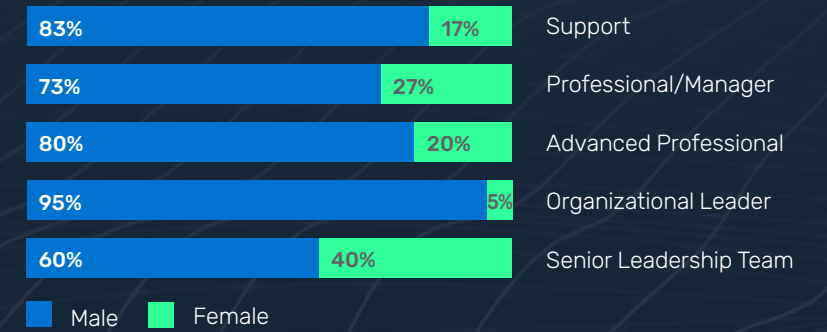
COLLEAGUES
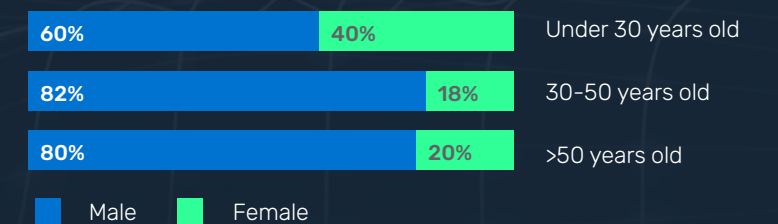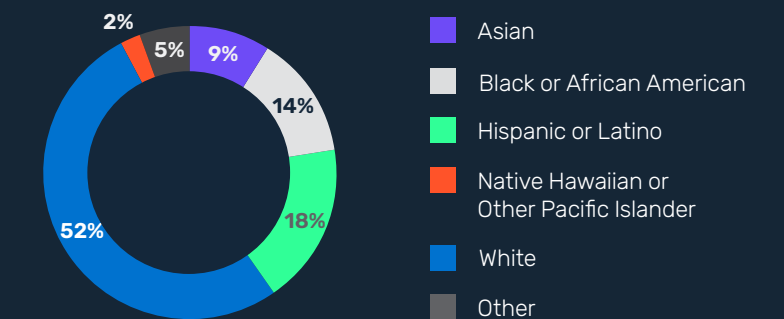
CoreSite at a Glance

BY GENDER

21%
79%

■ Male
■ Female

VETERANS

20%
Total Workforce

30%
Data Center Operations

GENDER BY EMPLOYEE CATEGORY

83%	17%	Support
73%	27%	Professional/Manager
80%	20%	Advanced Professional
95%	5%	Organizational Leader
60%	40%	Senior Leadership Team

■ Male ■ Female

GENDER BY AGE GROUP

60%	40%	Under 30 years old
82%	18%	30-50 years old
80%	20%	>50 years old

■ Male ■ Female

BY RACIAL DIVERSITY

2%
5%
9%
14%
18%
52%

■ Asian
■ Black or African American
■ Hispanic or Latino
■ Native Hawaiian or Other Pacific Islander
■ White
■ Other

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CORESITE
SUSTAINABILITY
REPORT 2021

Strategic Progress on Promoting Employee Mental Health and Well-Being

Part of caring for our colleagues includes supporting their mental health and well-being. In the past year, we took strategic action to promote this by defining an overall well-being strategy that provides mental health resources to employees such as:

- Virtual counseling
- Behavioral health coaching via text-based chats
- Substance use supportive services

- On-demand coaching, personalized learning, and caregiver support
- Healthy life management programs

In addition, we increased awareness of and reduced the stigma around mental health and well-being through various means.

- Communicating across our various channels about beneficial practices
- Several members of the HR team attended a three-day intensive training through the National Council for Behavioral Health hosted by Cigna on recognizing and responding effectively to team members experiencing mental health concerns. As a result, these colleagues received certification by the National Council for Mental Wellbeing.
- Reported on employee mental health and well-being by reviewing and communicating to our Senior Leadership Team about the increased use of mental health services as well as continued tracking and monitoring

YEAR	LOST DAY RATE[1]	DART[2] RATE
2018	0.017%	0.26%
2019	7.82% (0.63%[3])	0.19%
2020	4.23%	0.27%
2021	0.0%	0.059%

1 Lost Day Rate is calculated by multiplying the total number of lost work days for the year by 200,000, then dividing that number by the number of employee labor hours at the company.

2 The DART rate is calculated using the following formula: (Number of OSHA Recordable injuries and illnesses that resulted in Days Away; Restricted; Transferred X 200,000) / Employee hours worked = Days Away Restricted Transferred (DART) Rate.

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

Safety Continuity Planning

Our Safety Committee and Operations teams conduct periodic cross-functional drills and tabletop exercises to prepare for a myriad of possible disasters, external challenges, and emergencies that threaten the safety of our colleagues. These drills allow us to review simulated emergencies and build the capabilities needed to respond. During 2021, our teams reacted promptly and successfully in the face of weather-related events, bomb threats, violence, and protests near our data centers, although unrelated to CoreSite.

Continuing to Counter COVID

CoreSite maintained an aggressive stance on COVID-19 prevention by proactively offering paid leave for COVID-19-related absences and practicing a transparent and communicative safety-first approach.

In 2021, prior to any testing mandates, we provided COVID-19 tests free of charge to all employees for their personal use. This allowed employees to test themselves and close contacts to limit spread within our data centers, thereby ensuring continuity of operations and safety of team members.

Our resilience allowed us to continue operating even in the most challenging times while keeping our team members, customers, and visitors as safe as possible.

31
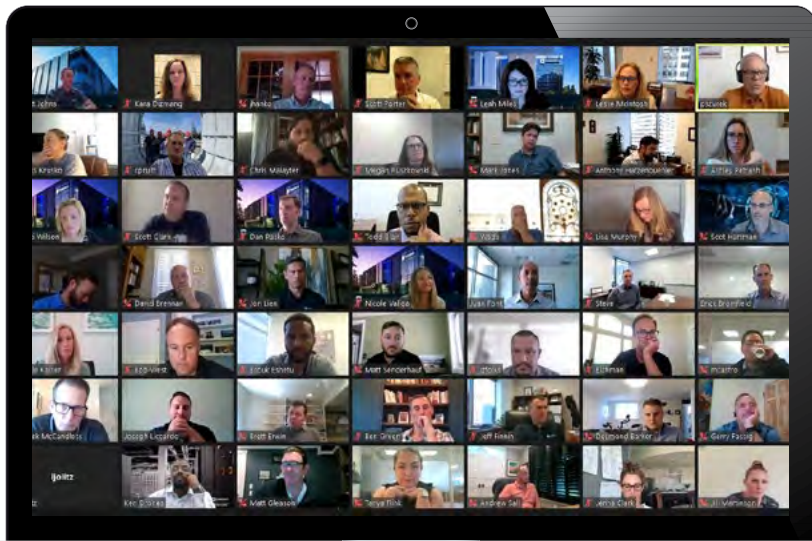
CORESITE
SUSTAINABILITY
REPORT 2021

Investing in Long-Term Training and Development

To retain top talent, we invest in their professional development and thereby set our colleagues and CoreSite up for success.

In 2021, CoreSite continued to deliver training and other resources through our employee portal. To enhance our training offerings, we launched a new training module, LearningConnect, which allows us to offer custom content geared for CoreSite and to partner with best-in-class content providers. We are now partnering with LinkedIn Learning and Navex Global to offer interesting and engaging training content. In addition, as part of our data center technician development program, we required entry level technicians to complete additional basic customer service and writing skill training courses.

Due to a change in systems, training was not accessible for part of 2021. While we have made significant efforts to ensure that compliance standards were met, the average training time per employee was adversely impacted. Average training time per employee dropped to 4.1 hours, a decrease from 13.8 hours per employee in 2020. We expect this number to return to historical levels in 2022.

To drive more frequent and documented discussions between managers and employees about performance, we implemented the QuarterlyConnect program. This program allows more employees to receive feedback on a regular basis, which drives dialogue and connection between managers and their team members. While not required, we have seen many data center managers and data center technicians complete the process. Looking forward, we intend to build on this opportunity to drive connections between front line managers and their teams.

Recognizing Our Exceptional Colleagues

Our employees work hard day in and day out to meet and exceed customer needs. Each year, as part of the CoreSite Mid-Year Conference and President's Club, we recognize employees who have exemplified our values. These colleagues show a tremendous amount of commitment to both their colleagues and our customers.

Engaging our Employees

CoreSite's senior leadership and management regularly engage employees to understand how well we are delivering on our commitment to remaining 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 President ratings
- Organizational health: alignment, effectiveness, connection, and management

In 2021, we experienced a decrease in our survey response rate and overall employee engagement score. We believe this was influenced by unprecedented circumstances such as COVID-19 fatigue, burnout, mental health challenges, and other macro factors. We will continue to implement steps to ensure we are effective in positively engaging our employees moving forward.

To advance employee engagement, our Senior Vice President of Human Resources and data center operations managers conducted site visits to each of our data centers with several members of our Senior Leadership Team. Even while most people were not traveling for work at this time due to the pandemic, we felt it was important to meet colleagues in-person and talk to them directly about their experiences. We also continued to conduct one-on-one, group, and market townhall meetings with employees to share important information and gain feedback.

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 5.2 years and voluntary employee turnover of approximately 10.8% during the year ended December 31, 2021. 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, 2021

Ethnicity: Hiring trend of minorities was 44% of our total external hires in 2021

Gender: Hiring trend of self-identified females was 22% of total external hires in 2021

OUR WORKFORCE
AS OF DECEMBER 31, 2021

Approximately 54% non-minority and 46% minority

Self-identified as 79% male and 21% female

Management of Colleagues

Our Senior Vice President of Human Resources, collectively with our Senior Leadership Team and people managers, attract and retain 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 provide a safe, harassment-free work environment guided by principles of fair and equal treatment, and prioritize employee engagement. As a result, our employees are committed to building strong, innovative and long-term relationships with each other and with our customers.

Labor Practices and Human Rights

In alignment with our guiding principles of accountability and integrity, fair and equal treatment and commitment to each other, we prohibit the use of forced labor, human trafficking and slavery. 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.

Communities

We know our business thrives when our communities do. Beyond local job creation, giving back to our community is an important part of ensuring our colleagues feel connected with each other and the community.

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SUSTAINABILITY
REPORT 2021

Connecting With Our Community

In 2021, our employees continued to make a positive impact on our communities through long-term volunteering partnerships.

2021 Annual Day of Service

One of the main ways CoreSite gives back to our communities is through our Annual Day of Service. Our colleagues provide various support to organizations, veterans, senior citizens, and those economically disadvantaged. In addition to engaging with and supporting our communities, the Day of Service provides as an opportunity for employees to connect with each other outside of the normal work environment, which builds and strengthens our team.

ORGANIZATION	2021 EMPLOYEE VOLUNTEER HOURS
Brothers Redevelopment	176
Food Bank of the Rockies	147
VA Homeless Domiciliary	96
Total	419

CORESITE'S IMPACT ON THE COMMUNITY

Brothers Redevelopment

In 2021, CoreSite employees painted houses and completed yard work for two senior citizen homeowners. With physical and financial limitations, these homeowners were able to receive crucial support from volunteers who helped renew their sense of pride in their homes again. Through our partnership with Brothers Redevelopment, CoreSite's volunteer work resulted in a social impact of more than $82,500 for the homeowners over the last nine years.

Food Bank of the Rockies

CoreSite employees volunteered at the Food Bank 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.

Veteran Affairs (VA) Homeless Domiciliary

We also continued our volunteer partnership with a veteran-based organization, the Department of VA Homeless Domiciliary which provides a home and services for disabled and economically disadvantaged veterans. The Domiciliary has evolved from a "Soldiers' Home" to become an active clinical rehabilitation and treatment program for all veterans and is designed to provide state-of-the-art, high-quality residential rehabilitation and treatment services for veterans with multiple and severe medical conditions, mental illness, addiction, or psychosocial deficits. In 2021, the CoreSite team built a bocce ball court for the veterans for recreation and socialization. This organization is special to CoreSite as many of our colleagues are also veterans.

CoreSite.com