

# Integrated Management System Policy Statement

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Applies to: All Global Switch operations, data centres, offices, employees, contractors and suppliers



## 1. Policy Statement

Global Switch is a leading owner, operator and developer of large-scale, carrier and cloud neutral, multi-customer data centre facilities in Europe and Asia-Pacific. Our core offering is highly resilient, secure and efficient digital infrastructure, delivering 24x7x365 power and cooling, security, and environmental monitoring to support our customers' critical IT operations.

Global Switch is committed to maintaining its market leading position and to growing its business responsibly. We achieve this through the effective operation of an Integrated Management System (IMS) that embeds quality, environmental protection, energy efficiency, and the health, safety- and wellbeing of people into every aspect of our activities across the lifecycle of our data centres and supporting operations.

The IMS is aligned with Global Switch's enterprise risk management framework, ensuring that strategic, operational, environmental, energy and occupational health and safety risks and opportunities are systematically identified, assessed and managed in support of our business objectives.

## 2. Our Commitment

Global Switch commits to:

- Delivering best-in-class services that meet and, where possible, exceed customer and stakeholder expectations.
- Providing, maintaining and continually improving management systems certified to:
  - ISO 9001 – Quality Management
  - ISO 14001 – Environmental Management
  - ISO 50001 – Energy Management
  - ISO 45001 – Occupational Health and Safety Management  
*(as applicable across our global portfolio).*
- Complying with all applicable legal, regulatory, statutory and other compliance obligations relevant to our operations.
- Preventing injury and ill health by eliminating hazards and reducing occupational health and safety risks.
- Protecting the environment, including pollution prevention, sustainable resource use, climate change mitigation and adaptation, and the protection of biodiversity and ecosystems.
- Improving energy performance, including energy efficiency, energy use and energy consumption throughout the lifecycle of our operations and assets.
- Promoting a culture of consultation, participation, competence and continual improvement.
- Providing the resources, leadership and governance necessary to achieve these commitments.

Operational resilience is fundamental to Global Switch's business. Through the IMS, we ensure the continuity, reliability, safety and security of our operations, infrastructure and services. Supporting customer confidence and long-term business sustainability.

## 3. Environmental and Energy Objectives

The purpose of our environmental and energy commitments is to meet the standards expected by our stakeholders and to provide the framework for establishing and reviewing environmental and energy objectives and targets across the organisation.



Global Switch strives to:

- Provide and maintain ISO 14001 and ISO 50001 certified Environmental and Energy Management Systems across all Global Switch data centres, ensuring they are effectively implemented, maintained and continually improved, and conform to all applicable environmental, energy, legal, regulatory and statutory requirements and other relevant compliance obligations.
- Ensure this policy and supporting objectives are understood by all Global Switch staff, suppliers and contractors, and to provide relevant skills, induction and environmental and energy awareness training as required.
- Ensure responsibilities are clearly defined and established with clear communication to all staff and contractors.
- Minimise risk through championing best practice by creating a continuous improvement environment to ensure that knowledge, skills and experience are optimised.
- Review and assess our business to identify opportunities to improve methods, operations and procedures, ensuring alignment with stakeholder expectations and safeguarding the natural environment.
- Actively engage with stakeholders through regular dialogue and collaboration to ensure their needs and expectations are understood, addressed and, where possible, exceeded.
- Commit to publishing transparent, comprehensive annual updates on environmental and energy performance through our Environmental, Social and Governance (ESG) Report.

We aim for:

- Achieving our Science Based Targets for emissions reduction.
- 100% renewable electricity procurement.
- Energy efficiency (Power Utilisation Efficiency – PUE).
- Water efficiency (Water Utilisation Efficiency – WUE).
- Reduction of potable water consumption and conservation of freshwater quality.
- Sustainable design and build of data centres in line with global green building standards.
- Use of refrigerant gases with low Global Warming Potential (GWP).
- Waste minimisation and support for a circular economy.
- Pollution prevention and control, including the protection of biodiversity.

Global Switch is committed to improving energy performance, including energy efficiency, energy use and energy consumption across our operations, and will support the procurement of energy efficient- products and services and design activities that improve energy performance across the full lifecycle of our data centres, infrastructure and operations.

#### **4. Quality and Service Excellence**

Quality at Global Switch means delivering resilient, secure and reliable infrastructure supported by robust processes, competent people and continual improvement.



We will:

- Operate a Quality Management System that supports consistent and reliable service delivery.
- Manage risks and opportunities to protect service continuity and customer outcomes at all stages of the asset and service lifecycle.
- Review customer needs and feedback to drive improvement.
- Ensure our processes, systems and controls support operational resilience, safety and security.

## 5. Health and Safety

Global Switch is committed to providing a safe and healthy working environment for employees, contractors, customers and visitors.

We will:

- Eliminate hazards and reduce occupational health and safety risks associated with our activities and workplaces, including those arising during construction, operation, maintenance and change.
- Provide safe workplaces, plant, equipment and systems of work.
- Ensure appropriate information, instruction, training and supervision.
- Consult with and encourage participation of workers and their representatives.
- Monitor performance and review arrangements to prevent injury and ill health.

## 6. Roles and Responsibilities

The Chief Operating Officer is accountable for the Integrated Management System and this policy.

Managing Directors at each Data Centre Campus are responsible for implementing the IMS at their respective sites and ensuring it remains effective, compliant and continually improved.

All employees, contractors and suppliers are required to understand and comply with this policy and to contribute positively to quality, environmental, energy and health and safety performance.

Global Switch recognises that its quality, environmental, energy and health and safety performance is influenced by its supply chain and will work with suppliers and contractors to promote responsible practices, competence and continual improvement aligned with this policy.

## 7. Continual Improvement and Review

This policy is reviewed at least annually, or following significant organisational, operational or regulatory change, to ensure it remains appropriate to Global Switch's purpose, strategic direction and ESG commitments and reflective of changes across the lifecycle of our assets and activities.

**Peter Dorney**

Chief Operating Officer, Global Switch

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