



**Sustainability Report
Highlights **FY2020****



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A MESSAGE FROM OUR EXECUTIVE LEADERSHIP

As we reflect on the extraordinary events of 2020, it's clear we are living in a time unlike any other in our history. Without question, the COVID-19 pandemic changed nearly every aspect of our lives. For some, the impact has been, and continues to be, devastating. Our hearts and our support continue to go out to those suffering or facing great loss.

We would like to thank our more than 10,000 employees for not only enduring, but excelling, in the face of adversity and for powerfully demonstrating our commitment to be "In Service To": in service to each other, to our customers, partners, shareholders, and to the communities in which we live and operate.

During this period of uncertainty, our global market leadership and the resilience of our business model gave rise to both the opportunity and a clear responsibility to help our communities and our planet. The "Magic of Equinix" and the strength of our unique culture were clearly evident this past year as we stood together as allies to build a better, more inclusive and more sustainable world. In support of our local communities and charities, we accelerated our philanthropic efforts by donating Platform Equinix® services free of charge to organizations supporting the greater good throughout the pandemic. Additionally, as a company, we supported coronavirus relief and research and we established an Employee Relief Fund to offer support when our team members need it most.

With a number of events triggering waves of social unrest in the U.S. over the past year, we also joined together in solidarity as a company, to give rise to greater understanding and empathy as a foundation for action. I am proud of how Equinix continues to tackle this challenge, including actively supporting organizations dedicated to fighting for racial justice, and selecting Equinix employees to participate in a full-time fellowship to advance the work of the CEO Action for Racial Equity program. While we have made progress, the work is clearly far from over.

In the past year, we also continued to advance our bold sustainability agenda, again achieving more than 90% renewable coverage for our global data center energy consumption, as well as pursuing Science-based Targets and applying innovative techniques to push sustainability forward in all three regions. In 2020, we issued our first green bonds committing to accelerating our efforts on green buildings, energy efficiency and water consumption. Equinix recently joined the EU Climate Neutral Data Centre Operator Pact, an industry initiative to commit to EU data

center carbon neutrality by 2030, to continue our momentum in climate change mitigation. We are proud to have again been recognized as a leader in sustainability receiving an A- rating from CDP and the EPA's 2020 Green Power Partner of the Year award.

In closing, as 2020 showed us, our world is a very dynamic place. I am proud of how we have navigated through this challenging environment, and I am pleased with our increasing momentum in the market as we pursue the tremendous opportunity ahead. We had a strong finish to the year, delivering across each of our areas of strategic focus—all while maintaining a disciplined and long-term-oriented approach to our capital allocation and shareholder return strategies.

We remain as optimistic as ever about the strength of our business and the opportunity to serve our customers, partners and shareholders as the world's digital infrastructure company™. We enter 2021 filled with gratitude, ready to tackle the challenges and opportunities ahead and collectively energized by the pursuit of our purpose: to be the platform where the world comes together, enabling the innovations that enrich our work, life and planet. We are excited to share our latest corporate sustainability accomplishments and look forward to keeping you up to date as we continue to progress on this important journey.

With gratitude,



Peter Van Camp
Executive Chairman
Equinix, Inc.

Charles Meyers
President and Chief
Executive Officer
Equinix, Inc.

Keith Taylor
Chief Financial
Officer
Equinix, Inc.

FUTURE FIRST

Sustainability at Equinix

Our commitment to sustainability is driven by our resolve to do the right thing, measure and report transparently, and lead with ethics and integrity. We believe in the future of possibility—a future where our planet is healthy, our global communities thrive and every business leads with purpose. This vision of tomorrow comes first in all we do.

At Equinix we dream. Then we do.



Our Approach

Our Future First strategy aligns our Environmental, Social and Governance (ESG) initiatives¹ to the material issues that impact our stakeholders, business and the world around us.

Our ambitions align with the following six United Nations Sustainable Development Goals (UN SDGs) most important to our strategy.



Environment

Reach 100% clean & renewable

Scale renewable energy purchasing globally to move from 90% to 100%

Design for the environment

Increase investments in green data centers and offices

Reduce resource use

Deploy best-in-class technologies and strategies to reduce the use of all resources

Social

Build a diverse & inclusive culture

Be a place where every employee can say “I’m safe, I belong and I matter”

Promote health & wellness

Support the physical, mental and emotional well-being of all our employees

Connect our communities

Serve and connect our communities to opportunities of the digital world

Governance

Drive global responsibility

Promote global responsibility through unwavering values and ethical practices

Advocate for change

Forge partnerships to advocate for innovation and action

Integrate ESG

Integrate sustainability into all aspects and levels of our business

¹ Our comprehensive interactive sustainability report, available at Sustainability.Equinix.com, has been prepared in accordance with the Global Reporting Initiative (GRI) Sustainability Reporting Standards. The reporting period is January 1, 2020, to December 31, 2020, unless otherwise noted with specific data.

Awards and Recognition

In 2020, we were recognized with the following awards for our environmental innovations and commitment to building an ethical, inclusive place to work:



Driving Accountability

Equinix manages sustainability through a dedicated Sustainability Program Office (SPO). The SPO leads in assembling and coordinating teams to implement and execute the initiatives, processes and policies that address our material ESG impacts. The SPO is accountable to the CFO and ultimately to the Sustainability Executive Steering Committee and Governance Committee of Equinix's Board of Directors.

Reporting Progress

We document our ESG progress in our annual Sustainability Report and on our sustainability website. Our disclosures meet the reporting framework requirements of GRI, CDP, S&P Global SAM, GRESB, EcoVadis, SASB, TCFD and Accounting for Sustainability (A4S).



Strengthening Partnerships

This year we strengthened our partnerships by helping the Renewable Energy Buyers Alliance (REBA) shape a viable renewable energy future; leading the European Union Data Centre Association (EUDCA) in outlining steps to achieve climate neutrality by 2030 across the European data center industry; and partnering with organizations such as FairyGodBoss, Athletes Career Transition and The Human Rights Campaign to find new ways for connecting underrepresented communities to meaningful opportunities at Equinix.

Increasing Transparency

Transparency is a hallmark of our strategy. We are in our customers' supply chains. In addition to our sustainability reporting, we offer Green Power Reports (GPRs), whereby customers colocated in our data centers can claim renewable energy coverage and quantify greenhouse gas emissions. GPRs are based on the Greenhouse Gas (GHG) Protocol and empower customers to track progress against their own sustainability goals and reporting efforts.



"Equinix's progress and commitment toward reaching its 100% renewable energy goal worldwide demonstrates to Oracle the importance of working with our strategic suppliers to help contribute to our own renewable energy strategy."

Jon Chorley, Chief Sustainability Officer, Oracle

Learn more

Learn more about our Future First strategy, commitments and strategic partnerships.

Sustainability.Equinix.com



Do what it takes to protect the planet

We believe our planet must be preserved and its resources renewed

By partnering with like-minded companies to advance low-carbon energy policies, sharing renewable energy buying knowledge, and encouraging innovation in the design and operation of data centers, we are doing what it takes to protect the planet and create sustainable value for all our stakeholders.



Our Progress

\$2.5B+

Inaugural green bonds issued to drive investments in projects in six categories²

2030
EU Climate-Neutral

Joined the EU Climate-Neutral Data Centre Operator Pact

3 Embodied Carbon Studies

Completed whole-building life cycle analyses of embodied carbon in core, shell and roof materials

>90%
Renewable

Scaled renewable energy purchasing to keep pace with growth

1.95M
mtCO₂e

Avoided the equivalent of 400,000 cars' worth of carbon emissions through the purchasing of renewables

32MW
demand savings

Result of \$130M in energy efficiency projects since 2011

\$14M

Investment and launch of global Energy Efficiency Center of Excellence

17.7M
square feet green certified

Green certifications for 69% of global data center footprint

1.51
Average Annual PUE

Decreased Power Usage Effectiveness from 1.61 in 2015

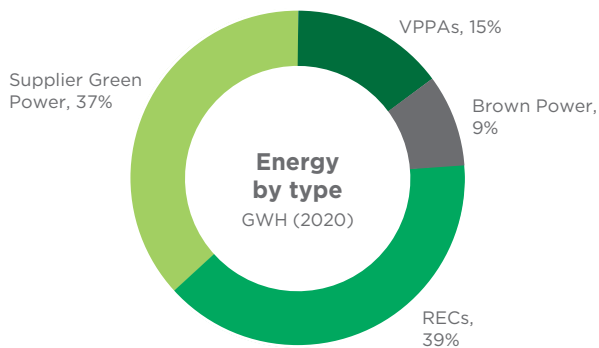
² [https://www.equinox.com/newsroom/press-releases/pr/123991/equinix-prices-\\$1.85-billion-in-bonds-including-\\$1.35-billion-in-green-bonds-to-drive-sustainability-initiatives](https://www.equinox.com/newsroom/press-releases/pr/123991/equinix-prices-$1.85-billion-in-bonds-including-$1.35-billion-in-green-bonds-to-drive-sustainability-initiatives)
Euro 1.1B green bonds were issued in Feb 2021: <https://www.equinox.com/newsroom/press-releases/pr/124119/Equinix-Prices--Billion-Green-Bonds-to-Advance-Sustainability-Initiatives>

Environmental Data: Energy and Emissions

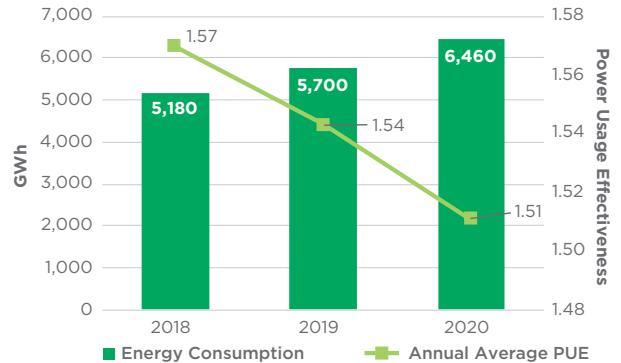
Metric	Units	2018	2019	2020
Energy Consumption*	GWh	5,180	5,700	6,460
Renewable Energy	GWh	4,730	5,250	5,840
% Renewable Energy	%	91%	92%	91%
Energy Intensity	GWh / million USD	1.020	1.028	1.077
GHG Emissions: Scope 1	mtCO2e	46,700	40,700	55,100
GHG Emissions: Scope 2 (location-based)	mtCO2e	1,916,400	2,079,000	2,280,200
GHG Emissions: Scope 2 (market-based)	mtCO2e	224,000	306,000	327,700
Carbon Intensity (location-based)	mtCO2e / million USD	387	381	389
Carbon Intensity (market-based)	mtCO2e / million USD	53	62	64

Energy and emissions are assured to ISO 14064-3:2019 standards for the quantification and reporting of greenhouse gas emissions. GHG = Greenhouse Gas

*Energy Consumption Scope 2 electricity and chilled water.



ENERGY TRENDS



Looking Forward

Our Future First environmental strategy seeks to:

Address the urgency of climate change

Set aggressive emission reduction targets for our business.

Scale renewable energy

Increase and improve the quality of our purchased renewable energy's impact.

Manage value chain emissions

Expand attention to carbon embedded in our supply chain.

Leverage technology and innovation

Demonstrate data center innovations and efficiency concepts at our Customer Innovation Facility (CIF) in Ashburn, VA.

Environmental Partnerships



 SOCIAL

Do more each day to unleash potential

We believe people can be the world's force for good

Equinix strives to serve and connect all people and communities. We prioritize diversity and innovation, seeking to foster a corporate culture where everyone can say "I'm safe, I belong and I matter." While proud of our progress toward today's challenges, we aim to do more together to create a better, more interconnected future.

Our Progress

\$2.8M

Corporate giving donations included \$900k for racial justice and COVID-19 relief donated through 2:1 corporate matching campaigns

3.6%
Increase

Year-over-year increase in representation of women at leadership levels (VP and above)

90/100

Inaugural score on the Human Rights Campaign Corporate Equality Index for LGBTQ equality

6 EECNs

Added BlackConnect, GenteConnect, InterAsianConnect and VetConnect to roster of Employee Connection Networks

8,000⁺
Hours

Devoted to learning, trust-building and open conversation in employee programs like WeConnect, a grassroots inclusivity event

9,300⁺
Hours

Employee time volunteered to 1,700+ nonprofits worldwide

100%
Commitment

Senior leaders (55 total) participating in Inclusive Leadership assessments and coaching

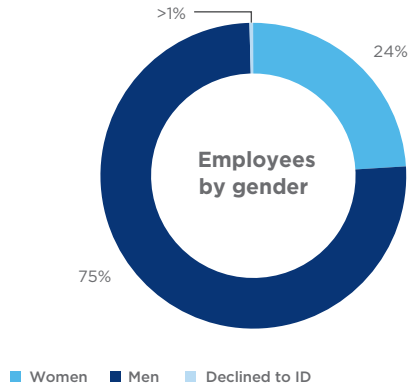
11 New Channels

New recruiting channels built with partners that support historically underrepresented groups, including veterans, women of color, returners, disabled and new to career

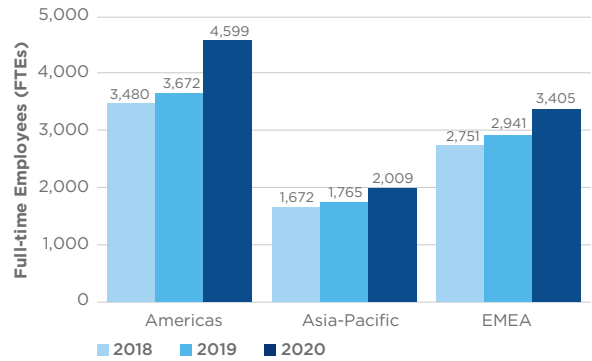
1,000⁺

Virtual classes, events and breaks to improve employee mindfulness, movement and connection

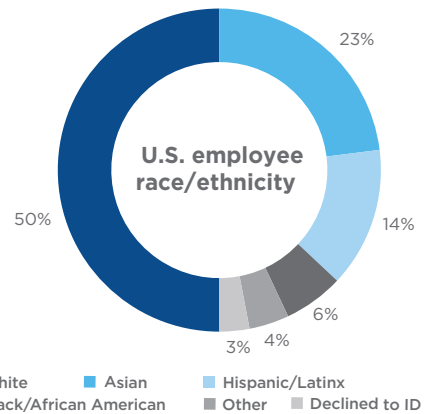
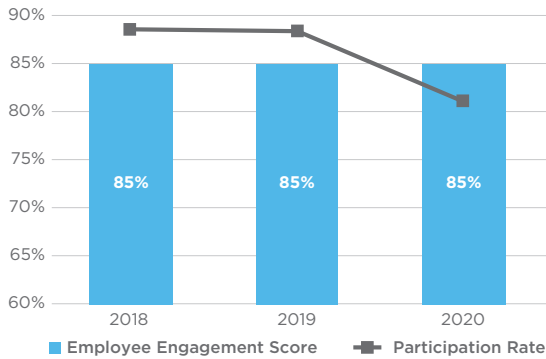
Social Data



EMPLOYEES BY REGION



EMPLOYEE SATISFACTION SURVEY



Looking Forward

Our Future First social strategy seeks to:

Further connect our own expertise and assets

Explore new ways of advancing digital inclusion in the world.

Serve and connect people

Leverage the intersection between talent attraction and development; diversity, inclusion and belonging; employee well-being and community impact to foster a culture where our employees thrive.

Increase workforce diversity

Continue to develop pathways and partnerships, creating opportunities for historically underrepresented groups inside and outside of Equinix.

Provide global opportunities for optimum health and lifelong well-being

Invest in strategies and programs that support the physical, mental, financial and emotional well-being of our diverse organization.

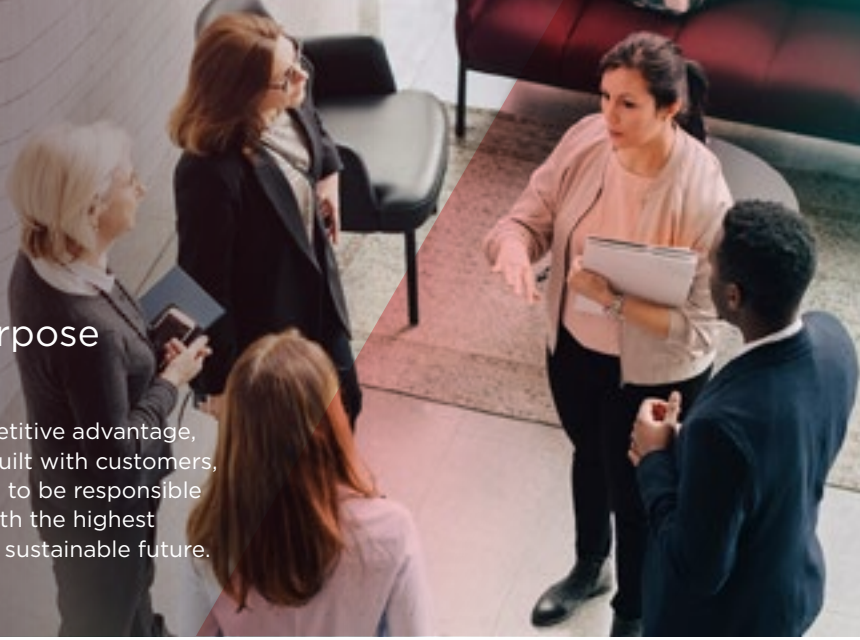
Social Impact and DIB Partnerships



Do what's right to lead the way

We believe in leading with purpose and acting with integrity

Strong corporate governance is not only a competitive advantage, but also a key driver of our culture—one that is built with customers, suppliers, partners and employees. We are proud to be responsible corporate citizens that deliver superior results with the highest standards of integrity, while still advocating for a sustainable future.



Our Progress

100%

Annual Code of Business Conduct Training reached 100% of employees worldwide

Influencing Legislation

Led development of the EU Climate Neutral Data Centre Operator Pact and Self-Regulatory Initiative

Data Privacy Compliance

Completed activities to ensure compliance with applicable new and evolving data privacy laws

ISO 27001

Maintained alignment with cybersecurity frameworks; progressed toward IT systems certification

Vendor Engagement

Embarked on digital transformation of our supply chain management

Ethics and Compliance Awareness

Surveyed 1,400 employees to benchmark our Ethics and Compliance program

Public Policy Activities

Published policy defining our standards for trade association participation, political contributions and issue advocacy efforts³

Supplier ESG

Business Partner Code of Conduct updated to include sustainability⁴

NIST-CSF Adopted

Cybersecurity Framework (CSF) for risk management; audited top 108 controls

3. <https://investor.equinix.com/corporate-governance/public-policy-activities#:~:text=Equinix%E2%80%99s%20public%20policy%20function%20was%20formally%20established%20in,oversight%20and%20advice%20on%20relevant%20public%20policy%20concerns>

4. <https://investor.equinix.com/static-files/308078c9-5f93-434d-9488-5e8464f367f7>

Governance and Board Structure

At Equinix, our corporate governance practices⁵ provide the leadership, oversight and accountability to run our business and support our stakeholders.

10

Size of board at Equinix⁶

7

Board committees

30%

Women board members

8

Independent directors

>92%

Voting in favor of 2020 Say-on-Pay Advisory vote*

10

Number of board meetings held in 2020



ESG oversight through the Governance Committee



Separate chair and CEO



Proxy access



Code of Business Conduct for directors and executive officers



Lead independent director



Independent chair

Looking Forward

Our Future First governance strategy seeks to:

Expand our vendor engagement strategy and platform

Establish a global baseline of our supply chain sustainability impact.

Further strengthen trade association engagement

Continue to collaborate and share industry expertise to shape the future of sustainable data centers.

Engage our suppliers

Engage our suppliers around business ethics, environmental impacts, carbon emissions, diversity and human rights.

Focus on skills and diversity at the Board level

Enhance the disclosure and transparency of our Board's skills and continue to promote diversity at the Board level.

Governance Partnerships and Certifications



5. <http://invest.equinix.com/corporate-governance/highlights>

6. <http://investor.equinix.com/phoenix.zhtml?c=122662&p=irol-qovboard>

* based on shares represented in person or by proxy at the 2020 annual meeting of stockholders and voting on the matter



2020 GRI Standards

GRI Standards—Universal Standards

GRI 102: ORGANIZATIONAL PROFILE		
Disclosure No.	Disclosure Title	2020 Response
102-1	Name of the organization	Equinix, Inc. (NASDAQ: EQIX)
102-2	Activities, brands, products, and services	Equinix provides a variety of International Business Exchange™ (IBX™) colocation data centers, as well as interconnection solutions and managed IT infrastructure services. Additional details are available in our 2020 Form 10-K .
102-3	Location of headquarters	One Lagoon Drive, Redwood City, California 94065, USA
102-4	Location of operations	As of the end of 2020, Equinix operated 225+ IBX data centers in 63 strategic markets in 26 countries across the Americas, Asia-Pacific, and Europe, the Middle East and Africa (“EMEA”). As of December 2020, Equinix operated: <ul style="list-style-type: none"> ▪ 27 metros in the Americas (USA, Canada, Colombia, Brazil and Mexico) ▪ 24 metros across Europe, Middle East and Africa (EMEA) (Bulgaria, Finland, France, Germany, Ireland, Italy, Netherlands, Oman, Poland, Portugal, Spain, Sweden, Switzerland, Turkey, UK and UAE) and 12 metros in Asia-Pacific (Australia, China, Japan, Hong Kong, Singapore, South Korea)
102-5	Ownership and legal form	Equinix is a Real Estate Investment Trust (“REIT”) and is publicly traded on the NASDAQ Stock Market.
102-6	Markets served	In 2020, Equinix operated in 63 strategic markets across the Americas, Asia-Pacific and EMEA with more than 9,750+ customers, including a diversified mix of cloud and IT service providers, content providers, enterprises, financial companies, and network and mobile service providers.
102-7	Scale of the organization	2020 Form 10-K , Item 1 and Item 6
102-8	Information on employees and other workers	<p>Total headcount: Equinix had 9,455 regular employees as of December 31, 2020. This is a 15.4% headcount growth since 2019. The 9,455 headcount excludes the Bell, Axtel and Packet acquisitions.</p> <p>Total number of employees/workers by type and by gender:</p> <ul style="list-style-type: none"> ▪ Regular employees: 7,145 Men employees; 2,274 Women employees; and 36 employees declined to ID ▪ Fixed-term employees: 259 Men employees; 157 Women employees; and 5 employees declined to ID ▪ Contingent workers: 218 Men workers; 86 Women workers; and 4,239 workers declined to ID (no data available) <p>Total number of employees by employment by type and by region:</p> <ul style="list-style-type: none"> ▪ Americas: 4,268 regular employees and 65 fixed-term employees; ▪ Asia-Pacific: 1,969 regular employees and 131 fixed-term employees; ▪ EMEA: 3,218 regular employees and 196 fixed-term employees; <p>Total number of regular employees by employment type and by gender:</p> <ul style="list-style-type: none"> ▪ Full-time employees: 7,123 Men employees; 2,217 Women employees; and 36 employees declined to ID ▪ Part-time employees: 22 Men employees and 57 Women employees. <p>Total number of regular employees by exempt and non-exempt status:</p> <ul style="list-style-type: none"> ▪ Exempt: 6,353 employees globally; 2,958 employees in AMER; 1,309 employees in AP; 2,086 employees in EMEA ▪ Non-Exempt: 3,102 employees globally; 1,310 employees in AMER; 660 employees in AP; 1,132 employees in EMEA

GRI 102: ORGANIZATIONAL PROFILE, <i>continued</i>		
Disclosure No.	Disclosure Title	2020 Response
102-9	Supply chain	Equinix designs, builds and operates multi-tenant retail interconnection data centers globally. Our supply chain consists of the materials and utilities contracts needed to provide the space, power and cooling that we offer our customers. The space consists of the materials used to build our data centers and the contractors we hire during the construction phases. The power and cooling infrastructure consist of equipment inside the sites that bring power to our customers' electronic equipment reliably (including backup generators and UPS units) and maintain the necessary temperatures, airflow and humidity needed to keep our customers' equipment running effectively and reliably (HVAC equipment). Our power supply chain is monitored and managed for both price and environmental concerns. We also use a variety of suppliers who help us maintain some aspects of data center operations and reliability, such as physical security measures and security personnel, janitors, waste management companies, etc. And we use a variety of consultants and vendors to help us improve our business strategy and processes. We are committed to ensuring that our suppliers maintain high standards of ethics and environmental compliance. In 2020, we updated our Business Partner Code of Conduct , formalizing our supplier ESG requirements.
102-10	Significant changes to the organization and its supply chain	In 2020, Equinix opened six new IBX data centers, invested in xScale™ data centers, and added capacity in 14 markets resulting in an increase in our total number of IBX and xScale data center facilities to more than 225, including our acquisition of 13 data centers in Canada. The Bell Canada data centers are considered within the 2020 operational boundary, as are the six new sites completed in 2020 and seven sites completed in 2019 that were not in the 2019 operational boundary due to data reporting challenges.
102-11	Precautionary Principle or approach	Equinix does not specifically apply the precautionary principle; however, Equinix complies with all applicable local, regional, federal, and international laws and regulations. We take steps to ensure that we can operate with the highest levels of integrity and reliability, and we aim to develop programs to meet or exceed industry best practices. Globally, we employ a risk-based approach to our policies and practices and seek to implement best practices around the world, including increased transparency around the impact of our operations and the policies we have in place.
102-12	External initiatives	As of December 31, 2020, Equinix participated in the following initiatives, in no particular order: Accounting for Sustainability (A4S), CDP, CEO ACT!ON Network, Climate Neutral Data Center Pact, Digital Inclusion Benchmark, Dow Jones Sustainability Index (DJSI), DPP Committed to Sustainability, EcoVadis, EU Code of Conduct for Data Centres, the European Data Center Association (EUDCA), EU Data Center Operator, Global Real Estate Sustainability Benchmark (GRESB), Green Datacentre Research Programme, Information Technology Industry Council (and the former The Green Grid), ISO 14001 Environmental Management System, ISO 50001 Energy Management System, NAREIT Real Estate Sustainability Council (RESC) and ESG Forum, Paradigm for Parity, RE100, Renewable Energy Buyers Alliance (REBA), SASB, Singapore BCA-IMDA Green Mark, S&P Global Corporate Sustainability Assessment, TCFD, techUK, U.S. Environmental Protection Agency (EPA) Energy Star Data Center Rating program, U.S. EPA Green Power Partnership, U.S. Green Building Council (LEED), VigeoEiris. Please note this list is not exhaustive.
102-13	Membership of associations	As of December 31, 2020, Equinix sits on the boards of the following organizations: European Data Centre Association (EUDCA), Data Center Coalition (DCC) in Northern Virginia, and Renewable Energy Buyers Alliance (REBA) and is an active member of the Northern Virginia Technology Council (NVTC).

GRI 102: STRATEGY		
Disclosure No.	Disclosure Title	2020 Response
102-14	Statement from senior decision-maker	CEO Letter
102-15	Key impacts, risks, and opportunities	2020 Form 10-K , Item 1A

GRI 102: ETHICS AND INTEGRITY		
Disclosure No.	Disclosure Title	2020 Response
102-16	Values, principles, standards, and norms of behavior	Equinix's Code of Business Conduct details the company's corporate values and ethics and compliance requirements for employees and all individuals acting on Equinix's behalf.

GRI 102: GOVERNANCE		
Disclosure No.	Disclosure Title	2020 Response
102-17	Mechanisms for advice and concerns about ethics	Equinix's Code of Business Conduct details the company's whistleblower protection practices. Equinix's Whistleblower Protection Policy protects corporate "whistleblowers," ensuring that concerns around ethics and corruption are taken seriously and acted upon by the Company.
102-18	Governance structure	<p>At Equinix, we are all working together to build an organization that is defined by its honesty, integrity and consistently ethical behavior. Our commitment to the highest standards of business and professional conduct differentiates our business as much as our technology. The sound corporate governance practices we have adopted enhance our accountability and transparency and promote our ethical pursuit of our shareholders' best interests.</p> <p>In 2020, responsibilities of our Governance Committee of the Board of Directors of Equinix, Inc. include (i) overseeing the evaluation of the Board; (ii) reviewing and considering developments in corporate governance practices and recommending to the full Board a set of effective corporate governance policies and procedures applicable to Equinix; and (iii) reviewing and considering developments related to Equinix's Governance, Risk and Compliance program (the "GRC Program") and reporting out to the full Board on GRC Program activities and recommendations.</p> <p>The Governance Committee has oversight of Equinix's sustainability and ESG efforts including engaging on risks and opportunities.</p> <p>Responsibilities of our Sustainability Executive Steering Committee and Sustainability Program Office (SPO) include: (i) setting corporate sustainability strategy and policy, (ii) monitoring and tracking Equinix's progress, and (iii) transparently communicating our efforts externally to enhance our reputation and lead our industry.</p> <p>The sustainability program contains three program tracks (or pillars). In 2020, each pillar was led by at least one member of the executive team (these members comprise the Executive Steering Committee which includes our CEO, CFO, CHRO/CLO, and EVP, Global Operations) who are responsible for delegating ESG topics to other senior executives and employees.</p> <p>Day-to-day the sustainability in 2020 was led by a global program director and executed by a Working Team that consists of ~25 global and regional leads. The Working Team meets periodically, the Steering Committee meets 2-4x annually, and the program director with support of the Working Team has access to the CEO and Board of Directors Governance Committee quarterly as needed.</p> <p>Consultation with stakeholders is led by the working team, and Equinix's materiality assessment (last updated in the fall of 2020) engaged a variety of stakeholders who provided their feedback on Equinix's ESG programs and goals.</p> <p>Equinix's Investor Relations (IR) team also met with numerous investors around the world by attending or hosting over 30 investor conferences, non-deal roadshows and investor group events. Certain investors also requested engagement meetings to discuss topics related to our corporate governance model, ESG issues or our executive compensation program. Additionally, Equinix's IR team proactively reached out for meetings with our 25 largest stockholders in the fall of 2020 to discuss these topics and solicit feedback.</p> <p>Equinix's corporate governance structure can be found on Equinix's Investor Relations website under Corporate Governance. Additional details are available in our 2021 Proxy Statement.</p>
102-19	Delegating authority	
102-20	Executive-level responsibility for economic, environmental, and social topics	
102-21	Consulting stakeholders on economic, environmental, and social topics	
102-30	Effectiveness of risk management processes	
102-31	Review of economic, environmental, and social topics	
102-32	Highest governance body's role in sustainability reporting	
102-22	Composition of the highest governance body and its committees	
102-23	Chair of the highest governance body	2021 Proxy Statement
102-24	Nominating and selecting the highest governance body	2021 Proxy Statement

GRI 102: STAKEHOLDER ENGAGEMENT		
Disclosure No.	Disclosure Title	2020 Response
102-40	List of stakeholder groups	For more details, please refer to our Stakeholder Engagement Table .
102-41	Collective bargaining agreements	<p>In the Americas, both Brazil and Canada have collective bargaining. 100% of the workforce in Brazil is covered by collective bargaining with the union. In Canada, 6% of the workforce is unionized.</p> <p>In Asia-Pacific, Equinix employees are not covered by collective bargaining or labor unions. However, in Japan, China and Korea, for any change in benefit or employment terms, Equinix goes through an employee consultation process to obtain employee consent. In line with our values and an approach of consultation and social partnership, Equinix supports dialogue and consultation on changes affecting our employees even where there is no obligation to do so.</p> <p>In EMEA, France, UK, Germany, Netherlands, Spain, Finland and Sweden have formal works councils or representative employee bodies. France has collective bargaining in place with the current scope applying to 65% of employees.</p>
102-42	Identifying and selecting stakeholders	Stakeholder engagement is critical to the success of our sustainability efforts. Equinix identifies its key stakeholders as those who may have the greatest impact or influence on Equinix's business or those that Equinix most greatly affects. Equinix's key stakeholders and the engagement methods and frequency of engagement are detailed in our Stakeholder Engagement section .
102-43	Approach to stakeholder engagement	This process is described in more detail in the Stakeholder Engagement section .
102-44	Key topics and concerns raised	This process is described in more detail in the Stakeholder Engagement and Materiality sections .

GRI 102: REPORTING PRACTICE		
Disclosure No.	Disclosure Title	2020 Response
102-45	Entities included in consolidated financial statements	All entities listed in our 2020 Form 10-K
102-46	Defining report content and topic Boundaries	For more details, please refer to our Report Profile discussion .
102-47	List of material topics	For more details, please refer to our Materiality Assessment discussion.
102-48	Restatements of information	None
102-49	Changes in reporting	Equinix updated its materiality assessment in 2020. Equinix made changes and deletions to the list of material topics or topic boundaries, expect for the addition of the following topics: Green Buildings and Materials, Resilience and Adaptation, Waste, Philanthropy and Global Citizenship, and Supplier ESG engagement. Equinix acquired 13 IBXs from Bell Canada in 2020 which are considered in scope for the reporting period. Other changes in the operational boundary for sustainability report include: the inclusion of Axtel, Mexico sites (three: MX1, MX2, MO2), 2019 completed sites (five: ME2, SY5, TY11, SG4, SL1), and 2020 completed sites (six: DA11, DC15, SO2, HH1, WA3, LD7). In addition, data center expansions at existing sites are also included. For more details, please refer to our Materiality Assessment discussion.
102-50	Reporting period	2020 calendar year
102-51	Date of most recent report	Released April 2021 covering 2020 data
102-52	Reporting cycle	Annually
102-53	Contact point for questions regarding the report	<p>Jennifer Ruch Director, Sustainability, Sustainability Program Office Sustainability@equinix.com 1.800.322.9280</p>

GRI 102: REPORTING PRACTICE, <i>continued</i>		
Disclosure No.	Disclosure Title	2020 Response
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.
102-55	GRI content index	Included in this section
102-56	External assurance	This report does not have external assurance; however, Equinix's 2015-2020 energy, renewable energy, and Scope 1, Scope 2, and Scope 3 emissions have been externally verified to Limited Assurance Standards ISO 14064-3.

GRI Standards—Topic-specific Disclosures

GRI 201: ECONOMIC PERFORMANCE		
Disclosure No.	Disclosure Title	2020 Response
103-1	Explanation of the material topic and its Boundary	Materiality Assessment
103-2 103-3	The management approach and its components Evaluation of the management approach	2020 Form 10-K
201-1	Direct economic value generated and distributed	2020 Form 10-K , Item 6 and 7
201-2	Financial implications and other risks and opportunities due to climate change	Equinix 2020 CDP Climate Change Survey response

GRI 203: INDIRECT ECONOMIC IMPACTS		
Disclosure No.	Disclosure Title	2020 Response
103-1	Explanation of the material topic and its Boundary	Materiality Assessment
103-2 103-3	The management approach and its components Evaluation of the management approach	Equinix's corporate philanthropy and citizenship efforts
203-1	Development and impact of infrastructure investments and services supported	Infrastructure investments: 2020 Form 10-K , Note 17 in Notes to Consolidated Financial Statements. Our Community Impact program promotes connection and belonging, and enables employees to give back, with the support of Equinix, to the communities in which we work and live. In total, our Community Impact efforts in 2020 resulted in approximately \$2.8 million in employee donations, corporate matching and grants, and more than 9,350 volunteer hours, to approximately 1,750 nonprofits worldwide.
203-2	Significant indirect economic impacts	This metric helps determine how many job opportunities were created in 2020, both as a result of growth and from a need to replace leaving employees. A total of 1,803 employees were hired externally in 2020 against the 2,382 open positions, 496 positions were filled internally, and the remaining positions not hired for, carried forward to 2021 or cancelled.

GRI 205: ANTI-CORRUPTION		
Disclosure No.	Disclosure Title	2020 Response
103-1	Explanation of the material topic and its Boundary	Materiality Assessment
103-2 103-3	The management approach and its components Evaluation of the management approach	Equinix's Governance & Ethics efforts
205-1	Operations assessed for risks related to corruption	Every organization is judged by the actions of its people. When individuals consistently act with honesty and integrity, their company builds trust and a reputation for ethical behavior. At Equinix, we believe that acting ethically is not only the right thing to do, but it also makes good business sense. Worldwide, Equinix is committed to the highest standards of business and professional conduct. We designed our Code of Business Conduct to reflect and document our ethical values and standards. We use mandatory trainings on the Code to ensure that all Equinix employees are provided guidance on applying our ethical standards in their day-to-day decision-making and actions on behalf of our company. Equinix continually reviews its business operations and market environment to assess the various risk factors that have the potential to adversely affect our business. These risk factors, including those related to corruption, are reported annually as part of our SEC reporting. Please refer to our 2020 Form 10-K .
205-2	Communication and training about anti-corruption policies and procedures	All new hires at Equinix must complete both Code of Business Conduct and anti-bribery and corruption training courses within six months of being hired. After that, employees are expected to take online or in-person compliance trainings on an annual basis depending on the training schedule each year. Trainings are available in multiple languages through a software program that enables us to reach 100% of Equinix employees. New Board members receive training on anti-bribery and corruption (ABC) risk and Equinix's ABC policy and training program as part of their onboarding orientation session. Equinix's management team also participates in all employee mandatory trainings described above. Equinix's Whistleblower Protection Policy protects corporate "whistleblowers"; ensuring that concerns around ethics and corruption can be taken seriously and acted upon by the Company.
205-3	Confirmed incidents of corruption and actions taken	Please review our SEC filings for reporting on Corruption, Ethics and Compliance issues.

GRI 302: ENERGY		
Disclosure No.	Disclosure Title	2020 Response
103-1	Explanation of the material topic and its Boundary	Materiality Assessment
103-2 103-3	The management approach and its components Evaluation of the management approach	Equinix's Environment efforts
302-1	Energy consumption within the organization	<p>Energy Consumption: Total energy consumption in 2020 was 6,600 GWh across Scope 1 and 2 (up from 5,820 GWh in 2019 or 13%). Scope 2 was 6,460 GWh (+13% YOY). The regional breakdown for Scope 2 was:</p> <ul style="list-style-type: none"> ■ Americas: 2,650 GWh (41%, +7% YOY) ■ Asia-Pacific: 1,380 GWh (21%, +22% YOY) ■ EMEA: 2,430 GWh (38%, +14% YOY) <p>Note: Scope 2 includes consumption from electric power, fuel cells operated under power purchase agreements and chilled water. These values were assured to Limited Assurance ISO 14064-3 Requirements.</p> <p>Renewable Energy Consumption: Total renewable energy consumption in 2020 was 5,840 GWh (+11% YOY)</p> <ul style="list-style-type: none"> ■ Americas: 2,440 GWh (+6% YOY) ■ Asia-Pacific: 1,020 GWh (+20% YOY) ■ EMEA: 2,380 GWh (+13% YOY)

GRI 302: ENERGY, continued

Disclosure No.	Disclosure Title	2018 Response
302-3	Energy intensity	<p>Energy intensity as measured by electricity consumption (GWh) per unit revenue (million USD) was:</p> <ul style="list-style-type: none"> 2020: 1.077 GWh electricity per million USD (change of +5% YOY) 2019: 1.028 GWh electricity per million USD (change of +1% YOY) 2018: 1.020 GWh electricity per million USD (change of -2% YOY) <p>Note includes electric power and chilled water for all years. Equinix's energy intensity as is driven both by site efficiency as well as how we generate revenue around the world.</p> <p>Energy intensity as measured by electricity consumption (GWh) per data center floor area (gross sq. ft) was:</p> <ul style="list-style-type: none"> 2020: 258 GWh electricity per sq. ft 2019: 243 GWh electricity per sq. ft 2018: 237 GWh electricity per sq. ft <p>Note includes electric power and chilled water for all years. Equinix's energy intensity as is driven both by site efficiency as well as how we generate revenue around the world and build our sites with earlier phases completed with large footprints that include front of house and service areas.</p>
302-4	Reduction of energy consumption	Demand reduction from energy efficiency investments since 2011 is roughly 32,000 kW annually including 8,000 kW from projects completed in 2020.

GRI 305: EMISSIONS

Disclosure No.	Disclosure Title	2020 Response
103-1	Explanation of the material topic and its Boundary	Materiality Assessment
103-2	The management approach and its components	Equinix's Environment efforts
103-3	Evaluation of the management approach	
305-1	Direct (Scope 1) GHG emissions	<p>Scope 1 emissions from: onsite diesel consumption for backup generation, natural gas used for heating and fuel cells, and refrigerant losses (new since 2018).</p> <ul style="list-style-type: none"> 2020: 55,100 mtCO2e 2019: 40,700 mtCO2e 2018: 46,700 mtCO2e <p>In 2020, MX1 was added to Equinix's operational boundary which includes an onsite natural gas-based cogeneration facility which is the primary driver for the increase in Scope 1 emissions in addition to increased diesel usage for backup generation.</p>
305-2	Energy indirect (Scope 2) GHG emissions	<p>Scope 2 Location-based GHG emissions (electricity + chilled water), with YOY trend:</p> <ul style="list-style-type: none"> 2020: 2,280,200 mtCO2e (+10%) 2019: 2,079,000 mtCO2e (+9%) 2018: 1,916,400 mtCO2e (+9%) <p>The regional breakdown in 2020 was: 38% AMER (867,100 mtCO2e); 33% APAC (756,000 mtCO2e); 29% EMEA (654,500 mtCO2e).</p> <p>Scope 2 Market-based GHG emissions (electricity + chilled water) including contribution of renewable energy purchasing, with YOY trend:</p> <ul style="list-style-type: none"> 2020: 327,700 mtCO2e (+7%) 2019: 306,000 mtCO2e (+36%) - driven by acquisitions 2018: 224,000 mtCO2e (-52%) <p>The regional breakdown in 2020 was: 7% AMER (24,000 mtCO2e); 85% APAC (280,000 mtCO2e); 7% EMEA (24,000 mtCO2e). Market-based methodologies take into account Equinix's large renewable energy purchases which allow us to use a 0 mtCO2e/MWh emissions factor (or net zero emissions from electricity) for 180 data centers worldwide.</p>

GRI 305: EMISSIONS, *continued*

Disclosure No.	Disclosure Title	2020 Response
305-3	Other indirect (Scope 3) GHG emissions	<p>Scope 3 emissions come from:</p> <ul style="list-style-type: none"> ■ Purchased Goods & Services* ■ Capital Goods* ■ Fuel and Energy Related Activities (FERA)* ■ Waste* ■ Business travel (Air, Hotel, Rail*, Rental Car) ■ Employee commuting (Employee commuting to office, work from home associated with COVID-19 Pandemic*) <p>Scope 3 totals were:</p> <ul style="list-style-type: none"> ■ 2020 = 1,633,000 mtCO₂e ■ 2019 = 1,610,000 mtCO₂e <p>*New or expanded for 2020. Equinix also updated its Scope 3 inventory for 2019 spend to include all previously omitted categories. Scope 3 totals going forward will include all relevant categories.</p>
305-4	GHG emissions intensity	<p>Carbon Intensity as measured by total emissions (Scope 1+ Scope 2 Market-based emissions) per unit revenue (million USD) was:</p> <ul style="list-style-type: none"> ■ 2020: 64 mtCO₂e per million USD (change of -12% YOY) ■ 2019: 62 mtCO₂e per million USD (change of +17% YOY) ■ 2018: 53 mtCO₂e per million USD (change of -52% YOY) <p>Carbon intensity is driven both by our supplier-based emissions factors and our purchases of low-carbon and renewable energy, as well as how we generate revenue around the world. The trend of intensity increasing in 2020 was driven organic growth in regions without renewable energy (e.g. Australia).</p>
305-5	Reduction of GHG emissions	<p>Equinix sources clean and renewable energy around the world to make progress against our 100% renewable energy goal. Renewable energy coverage vs. our electricity usage in 2020 was:</p> <ul style="list-style-type: none"> ■ Americas: 2,440 GWh out of 2,620 GWh (93%) ■ Asia-Pacific: 1,020 GWh out of 1,380 GWh (74%) ■ EMEA: 2,380 GWh out of 2,430 GWh (98%) ■ Global: 5,840 GWh out of 6,430 GWh (91%) <p>Specifically, Renewable Energy purchases reduce Scope 2 GHG emissions (from location-based to market-based):</p> <ul style="list-style-type: none"> ■ 2020: 1,952,500 mtCO₂e reduction (2,280,200 reduced to 327,700 mtCO₂e) ■ 2019: 1,773,000 mtCO₂e reduction (2,079,000 reduced to 306,000 mtCO₂e) ■ 2018: 1,692,000 mtCO₂e reduction (1,916,400 reduced to 224,000 mtCO₂e) <p>(Note, Scope 2 includes electric power, fuel cells under power purchase agreement, and chilled water)</p> <p>Equinix also invests in energy efficiency upgrades, retrofits and improvements. Our more than \$130 million in investment since 2011 has resulted in a total emissions avoidance of more than 2,600,000 mtCO₂e and 642,000 mtCO₂e in 2020 alone.</p>

GRI 401: EMPLOYMENT		
Disclosure No.	Disclosure Title	2020 Response
103-1	Explanation of the material topic and its Boundary	Materiality Assessment
103-2 103-3	The management approach and its components Evaluation of the management approach	Equinix's Social Efforts
401-1	New employee hires and employee turnover	<p>New employees hired and (hire rate):</p> <ul style="list-style-type: none"> ■ 2020: 1,803 (20%) ■ 2019: 1,666 (20%) ■ 2018: 1,243 (17%) <p>Note, numbers depict how many people were hired during the year both for newly created positions and for positions that became vacant as a result of employee attrition. Employees added as a result of acquisitions are not included. New Hire rate = # of new hires / average annual head count.</p> <p>Employee turnover rate:</p> <ul style="list-style-type: none"> ■ 2020: 7% ■ 2019: 13% ■ 2018: 12% <p>Represents how many employees left the organization voluntarily (includes retirement and death) as well as involuntarily (due to dismissal, misconduct, job performance etc.). The 2020 attrition rate is lower than industry benchmark of 20%. In 2020, attrition was observed to be reduced across all employee types in all regions.</p>
401-3	Parental leave	<p>Retention rate after parental leave (for EMEA and the Americas 2018; Americas and APAC 2019 and 2020):</p> <ul style="list-style-type: none"> ■ 2020: Of 109 employees who took leave in 2019, 90% were still at Equinix in 2019 (90% of men, 92% of women) ■ 2019: Of 61 employees who took leave in 2018, 93% were still at Equinix in 2019 (100% of men, 83% of women) ■ 2018: Of 82 employees who took leave in 2017, 79% were still at Equinix in 2018 (85% of men, 73% of women)
SOC-3-a (Equinix Internal Metric)	Employee satisfaction – survey response rate	<p>In Q2 of 2020, Equinix moved from administering its Pulse Survey from twice a year to administering it on a quarterly basis. The “response rate” metric shows how many employees participated in the Pulse Survey. Higher response rate is preferred because it indicates that the survey is representative of a larger percentage of the employee population. The Pulse Survey was released three times in 2020:</p> <ul style="list-style-type: none"> ■ In Q2 of 2020, 81% of employees completed the survey. ■ In Q3 of 2020, 79% of employees completed the survey. ■ In Q4 of 2020, 82% of employees completed the survey. <p>When averaged, the Pulse Survey response rate was 81%, which is a decrease from 88% in 2019 due to the increase frequency of the survey.</p>
SOC-3-b (Equinix Internal Metric)	Employee satisfaction – survey results	<p>In Q2 of 2020, Equinix moved from administering its Pulse Survey from twice a year to administering it on a quarterly basis. The Pulse Survey and the method to determine employee satisfaction has changed from 2019. In 2020, employee satisfaction is determined by the score in response to the survey question “How happy are you working at Equinix”. In 2020, employees responded with a satisfaction score of 84% in Q2, 85% in Q3, and 85% in Q4.</p>

GRI 403: OCCUPATIONAL HEALTH AND SAFETY		
Disclosure No.	Disclosure Title	2020 Response
103-1	Explanation of the material topic and its Boundary	Materiality Assessment
103-2 103-3	The management approach and its components Evaluation of the management approach	Equinix's Social Pillar efforts
403-9	Work-related injuries	<p>In 2020, Equinix had:</p> <ul style="list-style-type: none"> ■ No fatalities as a result of work-related injury; ■ 0% high consequence work-related injury rate; and ■ A recordable work-related injury rate of 0.34 globally per 200,000 hours worked. <p>Equinix previously reported its absentee rate and lost day rates for the U.S. and Canada, but it is not a recommended disclosure in the new version of the GRI Standards: GRI 403: Occupational Health and Safety 2018. To request this information, please contact sustainability@equinix.com.</p>

GRI 404: TRAINING AND EDUCATION		
Disclosure No.	Disclosure Title	2020 Response
103-1	Explanation of the material topic and its Boundary	Materiality Assessment
103-2 103-3	The management approach and its components Evaluation of the management approach	Equinix's Social Pillar efforts
404-1	Average hours of training per year per employee	In 2020, Equinix employees averaged 18.5 hours of training per employee.
404-2	Programs for upgrading employee skills and transition assistance programs	<p>Learning resources available to employees include: Equinix specific material created and deployed by various departments such as HR, Sales, Operations, Customer Care; CrossKnowledge libraries; Project Management; Agile; PMP Certification; Digital Literacy; Microsoft Office; Leadership; LinkedIn Learning; and a large variety of leadership and soft skills training resources.</p> <p>Equinix also has robust training programs covering our global policies and procedures - these are mandatory courses assigned to all employees, and are available in multiple languages. Examples include: Global Code of Business Conduct; Anti-Bribery and Corruption; Preventing Workplace Harassment (in U.S. and Asia-Pacific); Security Awareness and Responsibility; Business Continuity Training; and an introduction to REITs. Training and resources are also provided through external channels such as function-specific conferences and function-specific trainings such as Tableau training.</p> <p>Equinix also offers tuition reimbursement for academic programs, which contributes to overall employee development.</p> <p>In 2020, Equinix averaged \$618 in training costs per FTE. Our training costs decreased in 2020 due in part to the reduction of in-person training in response to the COVID-19 pandemic and restrictions.</p>

GRI 405: DIVERSITY AND EQUAL OPPORTUNITY		
Disclosure No.	Disclosure Title	2020 Response
103-1	Explanation of the material topic and its Boundary	Materiality Assessment
103-2 103-3	The management approach and its components Evaluation of the management approach	Equinix's Social Efforts

GRI 405: DIVERSITY AND EQUAL OPPORTUNITY, *continued*

Disclosure No.	Disclosure Title	2020 Response
405-1	Diversity of governance bodies and employees	<p>The 2020 composition of Equinix’s governance bodies and Executive team was as follows:</p> <ul style="list-style-type: none"> ▪ Board of Directors: 8 Men: 2 Women (70%; 30%) ▪ E-staff members: 9 Men: 2 Women (82%; 18%) <p>The 2020 composition of Equinix’s employees was as follows:</p> <ul style="list-style-type: none"> ▪ Regional FTEs: Americas (4,268), Asia-Pacific (1,969), EMEA (3,218), TOTAL (9,455) ▪ Regional Breakdown: Americas (45%), Asia-Pacific (21%), EMEA (34%) ▪ Gender diversity: Women (24%), Men (76%), Decline to ID (0.38%) ▪ Race/Ethnic Diversity: Black/African American (6%), Hispanic/Latinx (14%), Asian (23%), White (50%), Other (4%), Decline to ID (3%) ▪ Age Diversity: Gen Z (1999-2012) (0.13%), Millennials (1982 - 1999) (46%), Gen X (1965-1981) (46%), Baby Boomers (1946-1964) (8%), Decline to ID (0.04%) ▪ Age Diversity: Under 30 (14%), 30-50 (66%), Over 50 (19%), Decline to ID (0.04%) ▪ Skills Diversity: General & Administrative (27%), Sales & Marketing (17%), Operations (45%), Technology (11%) <p>Note: these figures only include regular employees and exclude employees from recent acquisitions.</p> <p>Representation of Women in 2020 by level, globally:</p> <ul style="list-style-type: none"> ▪ Representation of women at VP and above levels in 2020 were at 28% ▪ Representation of women at Manager and above levels in 2020 were at 27% ▪ Representation of women below Manager levels were at 23% <p>Representation at each level by Race/Ethnicity in the US only:</p> <ul style="list-style-type: none"> ▪ At Manager level and above: Black/African American (3%), Hispanic/Latinx (6%), Asian (28%), White (56%), Other (4%), Decline to ID (3%) ▪ At levels below Manager was Black/African American (9%), Hispanic/Latinx (20%), Asian (18%), White (44%), Other (5%), Decline to ID (3%)

405-2	Ratio of basic salary and remuneration of women to men	<p>We are advocates of pay equity – our Rewards & Compensation team engages in regular market studies about pay, and since 2017, our global guidance to hiring managers is to refrain from asking candidates about their salary history, and instead focus on the appropriate pay for the job being offered. Globally, Equinix representation of females in the workforce and in leadership roles is on par with our peers in the industry.</p>
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GRI 406: NON-DISCRIMINATION

Disclosure No.	Disclosure Title	2020 Response
103-1	Explanation of the material topic and its Boundary	Materiality Assessment
103-2	The management approach and its components	Equinix's People efforts
103-3	Evaluation of the management approach	
406-1	Incidents of discrimination and corrective actions taken	<p>Equinix takes seriously the importance of offering a workplace free of unlawful discrimination, harassment and retaliation. Our company policies, including our Employee Handbooks and Code of Business Conduct, prohibit discrimination and outline Equinix’s policies preventing unlawful discrimination, harassment and retaliation, and the numerous resources employees have if they wish to report any potential violations of these policies. Equinix also conducts harassment training in the U.S. and Asia-Pacific. All reports of potential violations of policy are promptly and adequately addressed by members of Equinix’s HR and/or Legal departments. Equinix is opposed to modern slavery and human trafficking in all its forms and expects the same opposition from all who work for us. Equinix requires all business partners to adhere to respect human rights, employee health and safety, and a voluntary labor force in accordance with the United Nation Declaration on Human Rights and the International Labour Organization Declaration on Fundamental Principles and Rights at Work, as outlined in the Business Partner Code of Conduct.</p> <p>In 2020, Equinix had 0 verified incidents of discrimination.</p>

GRI 417: MARKETING AND LABELING		
Disclosure No.	Disclosure Title	2020 Response
103-1	Explanation of the material topic and its Boundary	Materiality Assessment
103-2 103-3	The management approach and its components Evaluation of the management approach	Equinix's Environment efforts
417-1	Requirements for product and service information and labeling	Equinix data centers provide a secure and reliable place for our customers' IT equipment. Equinix supplies the power needed to run that equipment 24x7. In 2020, Equinix tracked the energy content for 100% of its IBX data centers globally and makes available energy consumption, energy efficiency and renewable energy data to its customers. We believe that data centers can leverage their large electricity loads for positive social and environmental impact and Equinix's 100% renewable energy goal is bringing more renewable energy generation sources online both locally and regionally in order to address the urgent need to move utility grids away from fossil fuels to address climate change. Upon request, customers can access custom Green Power Reports for their deployments within Equinix data centers. All deployments covered 100% with renewable energy in the calendar year result in a net zero market-based carbon emissions factor (CEF) for electricity at those sites.
SOC-11 (Equinix Internal Metric)	Customer experience	<p>Equinix is built on a culture of putting the customer at the center of everything we do. Aligning around the customer means delivering value for their business, building long-term strategic partnerships and driving loyalty by listening to and acting on their feedback. We want customers to recommend Equinix above all others because we deliver experiences they value with the digital infrastructure they trust. We aim to reach 100% of our customers through our ongoing Net Promoter Score (NPS) survey, listening and learning across all industries and personas. We are pleased that customer sentiment has reflected our NPS above the tech industry average for all three years of measurement with this metric. In 2020, we saw our score continue to increase year on year, represented by 6,200 voices. Our efforts to make the customer experience a strategic differentiator revolve around:</p> <ul style="list-style-type: none"> ■ Listening – We listen through voice-of-the-customer programs that aggregate feedback from a variety of sources, including outbound surveys, events and focus groups, passive forms/surveys, online feedback buttons and employee collected forms. ■ Analyzing the Data - We measure feedback from customers' experiences during value moments and by collecting data on how they feel about our overall relationship. Learnings from the analysis inform our strategy and shape our customer improvement initiatives and focus areas. ■ Taking Action - As we prioritize, implement and track customer improvements across the company, our goal is to ensure our actions are delivering value and positively impacting our customers' experience. ■ Sharing Progress - Finally, we recognize that customer improvements aren't meaningful if no one knows about them. We follow up with customers so they know their voice is being heard and to demonstrate how their feedback makes a difference in how they can expect to do business with us.

GRI 418: CUSTOMER PRIVACY		
Disclosure No.	Disclosure Title	2020 Response
103-1	Explanation of the material topic and its Boundary	Materiality Assessment
103-2 103-3	The management approach and its components Evaluation of the management approach	Equinix protects our customers' business contact information and other personal data used to facilitate access to our data centers. Equinix has delivered a cross functional compliance program to implement the EU's General Data Protection Regulation (GDPR). GDPR is a comprehensive set of data privacy compliance measures, including stringent personal data breach notification measures, and a process for responding to individual subject access requests. GDPR compliance is implemented across our global platform for systems, processes and policies that handle personal data of our customers, employees and other third parties, helping us facilitate compliance with new data privacy laws as they emerge globally. As Equinix launches new applications and systems, the Equinix Privacy Office is embedded in the process for such builds and launches to ensure that data privacy processes and policies are appropriately addressed. The Privacy Office is led by Legal with functional representation that manages this program of work, and reports to the Governance Committee of the Board. The Privacy Office continues to oversee data privacy compliance at Equinix in all applicable markets on an ongoing basis. Equinix continues its involvement across our global customer base to assist customers in their own data privacy compliance, as appropriate.
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Please review our SEC filings for detailed reporting on Privacy and other Ethics and Compliance issues.

GRI 419: SOCIOECONOMIC COMPLIANCE		
Disclosure No.	Disclosure Title	2020 Response
103-1	Explanation of the material topic and its Boundary	Materiality Assessment
103-2 103-3	The management approach and its components Evaluation of the management approach	Equinix's Governance efforts
419-1	Non-compliance with laws and regulations in the social and economic area	As a global company, Equinix must comply with the laws in all the places we do business. Our Code of Business Conduct makes clear and our employees receive training that explains all employees are responsible for understanding and complying with the laws and regulations that affect our jobs. In this way we proactively avoid both the monetary and reputation risks associated with sanctions and fines for non-compliance with applicable laws. In 2020, Equinix received no significant or material fines or non-monetary sanctions for non-compliance with laws and regulations.

COMPANY-SPECIFIC METRICS		
Disclosure No.	Disclosure Title	2020 Response
SOC-10 (Equinix Internal Metric)	Total customer uptime in a given year as measured in yearly availability.	Equinix IBX data centers feature advanced design, security, power and cooling elements to provide customers with industry- leading reliability, including average uptime of 99.999% globally in 2020. As of December 31, 2020, all Equinix IBX data centers are equipped with UPS power, backup systems and N+1 (or greater) redundancy. The company guarantees certain service levels, such as uptime, as outlined in individual customer contracts.

SOC-11 (Equinix Internal Metric)	Annual Average Power Usage Effectiveness (PUE)	Equinix measures PUE, a measure of data center efficiency, at all of its sites. We are transitioning to PUE1, a 12-month rolling average of PUE. Although currently sites are reporting data differently, we report an annual average PUE of 1.51 across our global portfolio in 2020. This excludes recent acquisitions such as Bell Canada.
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“We see Equinix as a valued infrastructure partner in our digital journey, allowing Aon to bring together and interconnect services and capabilities available in the digital economy marketplace.”

Aon

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International Business Exchange™ pictured above is DA11 exterior

