Impact
Report

People
Environment
Society

2024

Scaleway

Editorial

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CEO Scaleway

> **Every year is a new beginning: and for Scaleway, the past year has been full of firsts.**

Firstly, our data center business is now a separate company, called OpCore. While a large proportion of our servers are still housed in their data centers, this transfer has brought about a number of changes in our reporting, mainly in terms of emissions. You will find more details in the various chapters of this report.

In 2023, Scaleway also became the leading artificial intelligence computing provider in the European cloud. This power is set to grow further in 2024, and beyond. But that's not all! Housed in OpCore's DC5 datacenter, it is the only AI cluster in the world that is not cooled by air conditioning - a cooling method that accounts for 30-40% of the energy consumed by a datacenter - and boasts some of the lowest water consumption in the world. Innovation, yes: but not at any cost to the planet.

As any **Green IT** approach must not be limited to datacenters, our Transformers project, which reconditions our dedicated and bare metal servers, will triple in capacity by 2025. In 2023, we also created our first team dedicated to the creation of sustainable cloud products: in 2024, it will release our very first environmental calculator, giving each of our customers a clear view of the specific emissions linked to their cloud activity.

It's for all these reasons - plus the introduction, in 2023, of 2tonnes and Climate Fresk training courses at Scaleway - that we were awarded the EcoVadis gold medal in early 2024.

And let's not forget diversity, another key element of Scaleway's values. Nearly a quarter of our employees are women, the highest rate in our history, and well above the cloud industry average; indeed, most professions in software have traditionally been held by men. This progress is confirmed by our Egapro score - the diversity ranking system which all French companies must use - which also increased in 2023.

Finally, and this is a subject of particular importance to me, our customer satisfaction rate also increased in 2023, reaching one of its highest levels in recent years.

I would like to thank all the teams who have contributed to these successes, which you will discover throughout the pages of this report. Enjoy!

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Introduction

Scaleway and iliad Group

Scaleway is part of iliad Group, which in 2021 joined the Global Compact, the starting point for any company seeking to embrace the United Nations' SDGs (Sustainable Development Goals). Of the 17 SDGs identified to build the future of our societies, 8 are priorities for us.

| 1 NO POVERTY | 4 QUALITY EDUCATION | 5 GENDER EQUALITY | 6 CLEAN WATER AND SANITATION |
| 7 AFFORDABLE AND CLEAN ENERGY | 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION | 13 CLIMATE ACTION |

These objectives took shape the same year with the iliad Group's **10 climate commitments**, starting with the investment of one billion euros over 15 years.

Since its creation in 1999, Groupe iliad has been committed to technical excellence, the highest possible quality of service and ultra-competitive rates. Doing things well, however, has never been simply a matter of being efficient. It's also about being responsible to our employees, to the environment, to our local communities and to society as a whole.

The vision that underpins the iliad Group's entrepreneurial project has never changed and today it drives our teams around the world:

→ equal access to digital technologies for everyone, everywhere

→ limiting the cost of telecoms for households by offering the right products at the right price

→ building a company that is open to the world, where every employee finds his or her place.

In recent years, we have added a new dimension to our corporate social responsibility: reducing the environmental footprint of our activities.

Aware for some time of the considerable impact of digital technology in general, and the cloud in particular, Scaleway is proud to play an active part in achieving the iliad Group's sustainable development objectives, through its data center, hardware and software activities. Not forgetting its commitments to its employees, and to society at large.

About Scaleway and its products

Since 1999, Scaleway has been providing cloud solutions for all industry sectors, with a focus on exceptional user experience. At Scaleway, we offer a complete range of cloud and AI products, as well as managed services.

Scaleway guarantees a secure and reliable environment to meet the needs of Europe's most demanding customers.

Scaleway's cloud products and services cover the whole range of possibilities.

From dedicated servers - Dedibox, the brand's flagship reference - or bare metal, to object storage and the most sophisticated managed services - such as Kubernetes or Serverless, two of our areas of expertise - our range can satisfy every conceivable cloud need.

Added to this is our outstanding compute capacity, which peaked late 2023 with the arrival of the Nabu and Jero AI supercomputers, based on NVIDIA H100 GPUs; GPUs that are also available individually.
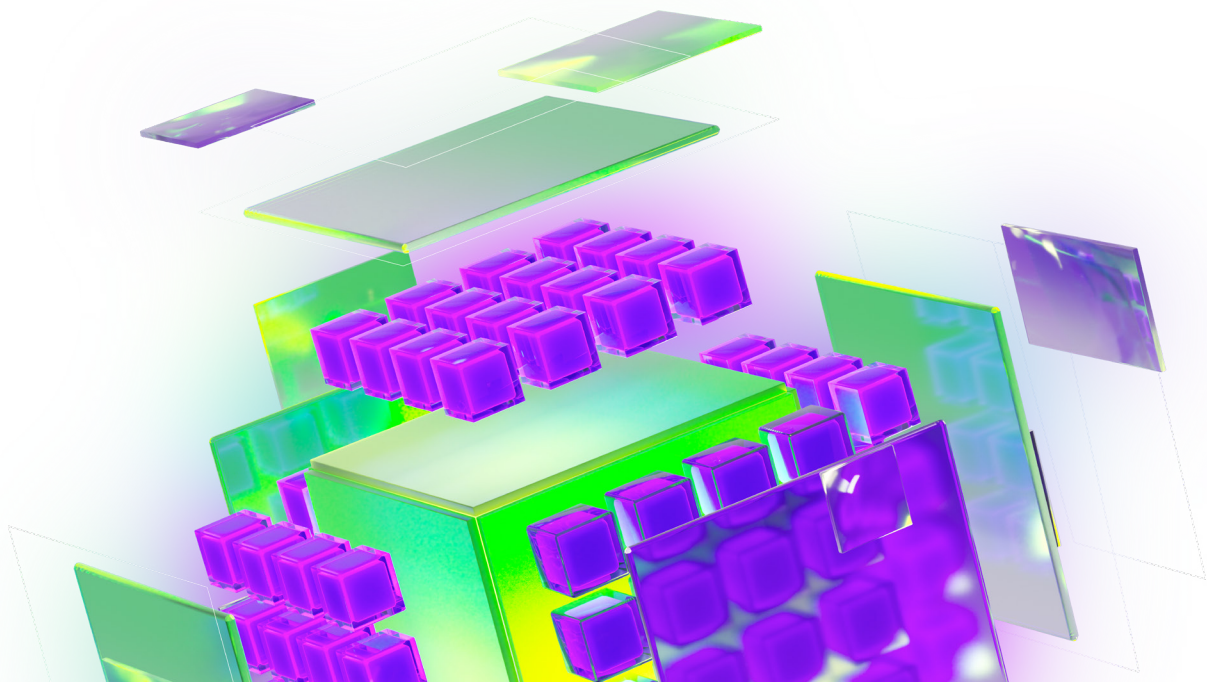
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People

Equity and Inclusion at Scaleway

After almost doubling in size, in terms of headcount, between 2020 and 2022, Scaleway entered a phase of consolidation in 2023; a year also marked by the separation of its datacenter business, now a separate company called OpCore. Despite these changes, we have never lost sight of the importance of diversity, equity and inclusion.

Proof of this is the fact that Scaleway now has a record number of female employees: 24.5% of the company's workforce are female. Scaleway continues to set an example in its sector: only 14.2% of cloud industry employees worldwide are women **(source)**.
The gender pay gap at Scaleway remains minimal, with an **Egapro** score of 36/40, the same as in 2022.

The French government introduced Egapro, the official system for measuring professional equality between men and women, four years ago. 81/100, Scaleway's 2023 score, is its second best since then.
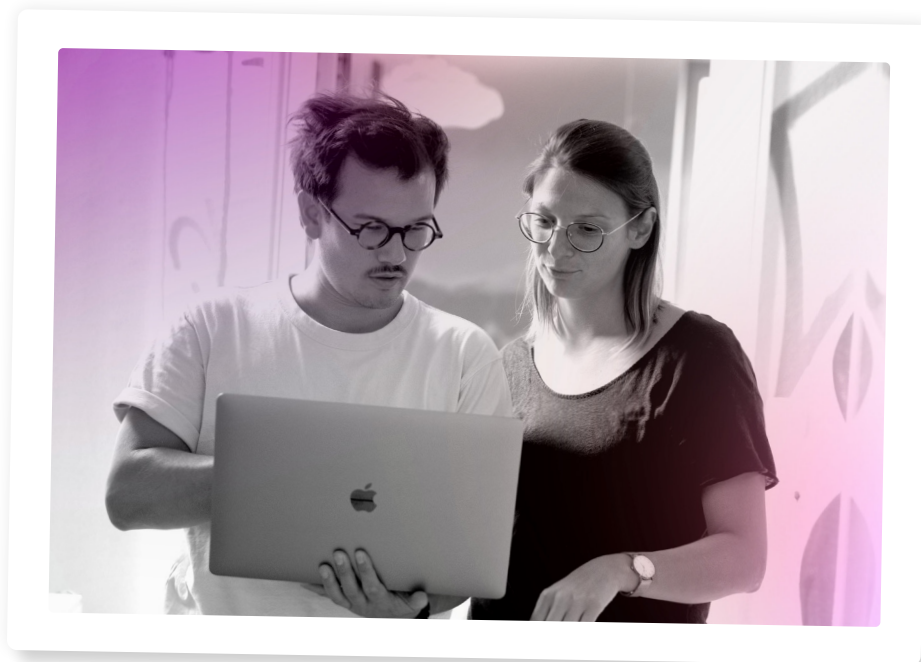
Our results in 2023

	2020	2021	2022	2023
% of female employees	18.8%	22.1%	23.2 %	24.5 %
of which: All management roles (C-level, VP, Heads of and team leads)	19.8%	22.2%	23.5%	22.2%
Top management (C-level)	43%	44.4%	40%	55%
% of departures	26%	23%	24%	30%
EGAPRO Index	64/100	91/100	76/100	81/100
Pay gap score (out of 40)	29	36	36	36
Number of nationalities	22	30	28	25

Scaleway staff

- Women
- Men

Year	2020	2021	2022	2023
Total	298	414	539	519
Women	56	92	125	127
Men	242	322	414	392
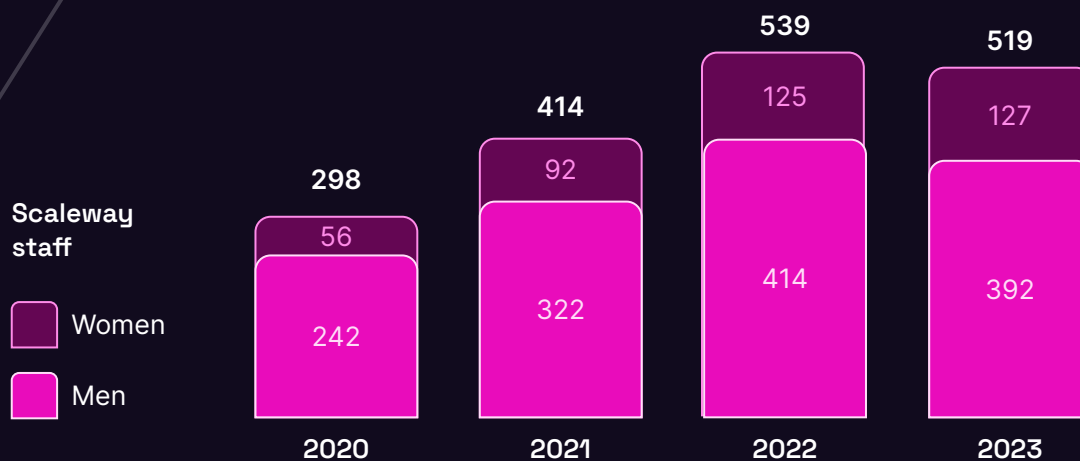
The total number of Scaleway employees decreased in 2023 due to the separation of its data center activity into another company, OpCore

Working towards salary **equality**

In 2023, our Egapro score rose by 5 points, confirming our commitment to professional equality between women and men. We also remained at the same pay gap rating as last year (36/40).

Gender equality and women/men pay gap

Evolution 2019-2023

☐ Gender equality rating

⊸○⊸ Women/men pay gap

Source : Scaleway

2019	2020	2021	2022	2023
92	64	91	76	81
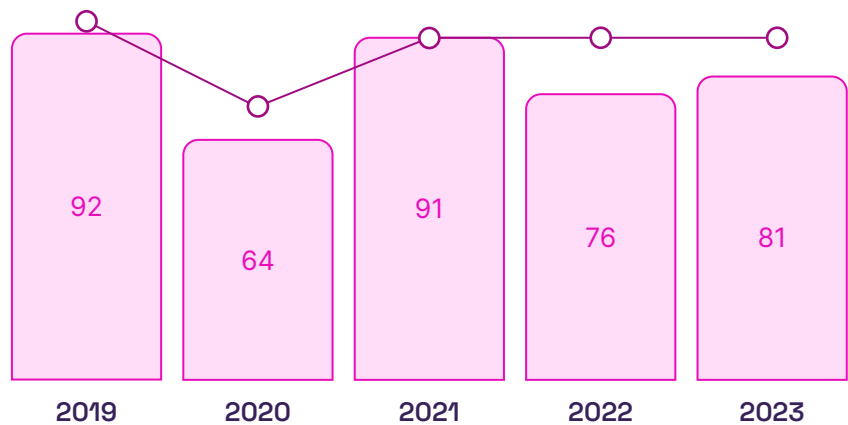
Our Diversity initiatives

More than a marketing claim, diversity is a true commitment for Scaleway, because we know it's key to a company's true success. Our various initiatives include:

→ The Empower employee group was created by and for around 100 Scaleway women this year. Based on trust, respect and mutual support, this community aims to enable Scaleway's female employees to realize their full potential, both in and out of the workplace. In 2023, founding events of this network took place to define the values and objectives of this initiative

→ The Cloud Builder Launchpad program continues to be one of the finest vectors of diversity at Scaleway: since the end of 2020, we've hired around 20 junior engineers a year, respecting a strict principle of parity. This makes the Cloud Builder Launchpad a key lever for recruiting women. 48 women and men have joined more than twenty Scaleway teams, and the program boasts a 98% success rate in terms of integration into Scaleway teams

→ Scaleway also strives to recruit as inclusively as possible:

- We refuse to evaluate candidates solely on their academic backgrounds. We recruit on the basis of the skills demonstrated for each role
- We evaluate each candidate according to transparent and comparable criteria, applying the **STAR method** and following the same steps for each applicant
- Our HR teams have been trained to write inclusive, non-discriminatory job offers, so that everyone can identify with the mission of the position, without excluding candidates who could bring us value.
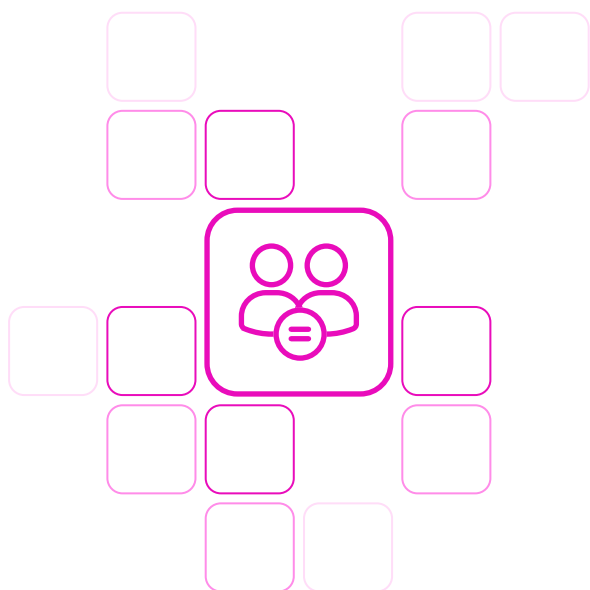
Work-life balance

Since returning to work post-pandemic, Scaleway has remained faithful to its desire to enable employees to reconcile their personal and professional lives. Especially since France's **"Right to Disconnect"** law, which notably prohibits managers from soliciting their teams during evenings or weekends, obliges us to do so.

We have therefore put in place certain measures and benefits along these lines, to improve working conditions, both on site and remotely.

Home and family

→ The **Flexi Family program** provides access to services such as cleaning, ironing and gardening, as well as childcare

→ Our leave policy takes into account a wide range of situations, including two days' paid leave for moving house, and an extra day's paid leave for employees with four years' seniority or more

→ In the event of the death or disability of an employee's family member, colleagues can donate paid leave days, which the company matches (up to a total of 20 days, including the employer's contribution).

Physical health

→ Free sports sessions, led by professional sports coaches, are organized at the Paris and Lille offices

→ Complimentary breakfasts, snacks, fruit and beverages are available at each site

→ The Paris office restaurant serves a full lunch, with vegetarian options. The other sites feature a relaxation area and a kitchen equipped with a microwave, enabling employees to eat warm meals in comfortable surroundings.

Psychological health

→ In keeping with the right to disconnect, employees on sick leave or any other justified long-term absence (more than three weeks) are automatically disconnected from Slack and their professional mailbox to enable them to focus on their health

→ The workload of all employees is assessed during an annual interview with their manager, supplemented by a monthly survey

→ Psychologists are available to Scalers through a call center. This service is available free of charge, 24 hours a day, 7 days a week, and is completely anonymous.

→ Any employee in distress can report it to HR, using a totally anonymous "red flag" form, leading to an investigation

→ Finally, Scaleway's workspaces (offices in Paris and Lille) are designed to contribute to employee well-being: unique decor, terraces/outdoor areas, billiards, darts, board game evenings.

Working from home

→ Our policy allows telecommuting and flex office (only certain positions are physically linked to our premises, i.e. they must be face-to-face)

→ Numerous IT tools are available to Scalers to facilitate working from home, as well as the livestreaming of company meetings ("All Hands") and in English and French, and team-building activities (training sessions, meetups, etc.)

→ Annual 'InDays' bring together all Scaleway employees. There are also regular team InDays.

Other benefits

→ Employees based in mainland France can benefit from the sustainable mobility package alongside other modes of transport

→ If they don't take all their vacation days, Scalers can put them in a time savings account (up to five days a year) to take them later, or receive compensation in return.

Innovative policies
for parents

We know that family management is a key element when it comes to work-life balance. That's why, at Scaleway, we have put in place innovative policies that are adapted to the changing needs of our society:

→ Mothers receive an extra two weeks' maternity leave paid at 100% of salary after six months' seniority (under French law, the required level of seniority is one year).

→ Thanks to the **Flexi Family program**, parents have access to services such as parental coaching, advice for future parents, childcare, tutoring and extracurricular activities.

→ We offer spouses (married or civil union) of future parents up to five absences to attend compulsory medical examinations, with proof of entitlement (the legal minimum in France is three).

→ For employees based in mainland France, the **People&Baby network** enables parents to book affordable crèche places throughout the country.
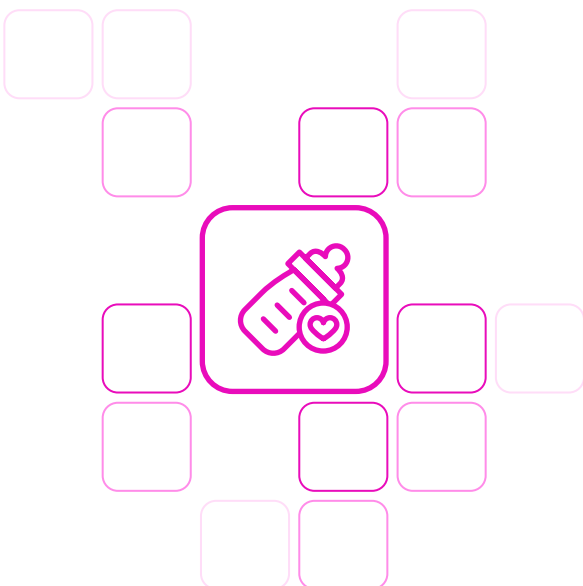
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Environment

Scaleway and iliad Group's sustainability pledges

Scaleway's environmental strategy is fully aligned with that of its parent company, iliad Group. iliad Group announced its climate strategy in 2021; the result of two years' work, and based on 10 commitments.

Setting science-based climate targets is an integral part of iliad's climate roadmap. The Science Based Targets Initiative, or SBTi, has become the standard by which companies set credible targets to address the climate crisis. iliad Group submitted its decarbonization trajectory and targets for review at the end of June 2023.

In February 2024, the Science Based Targets initiative approved iliad Group's short-term carbon emission reduction targets :

→ By 2030, **iliad Group is committed to reducing:**
  - **Scope 1 and 2 emissions by 60% in absolute terms by 2030 compared with 2022"**
  - **Scope 3 emissions by 46%** in absolute terms by 2030 compared with 2022
→ By 2050, **iliad Group is committed to reducing:**
  - **Scope 1 and 2 emissions by 90% in absolute terms by 2050 compared with 2022**
  - **Scope 3 emissions by 90%** in absolute terms by 2050 compared with 2022.

In particular, these targets will be achieved by using 100% guaranteed renewable energy (since 2017 at Scaleway, since 2021 throughout the iliad Group) and by committing not to use data centers with a PUE (power usage effectiveness) of more than 1.35 (conventional data centers) or 1.2 (adiabatic datacenters) by 2025.

Scaleway plays a key role in achieving these goals, and will continue to redouble its efforts to implement sustainable, eco-responsible practices.

To find out more, consult the **iliad Group CSR report**

Results, objectives & indicators:
Our main results in 2023

At Scaleway, we are ideally placed to play a key role in changing practices within our ecosystem. We are devoting our efforts to the continuous improvement of our approaches, and we communicate transparently on the results of our impacts, which are set out below for 2023.

It should be noted that Scaleway's data center business became a separate company within the iliad Group in 2023, named OpCore. Scaleway continues to host most of its servers in OpCore's data centers, all of which are in France. This is why we continue to give key figures for energy consumption in these data centers. However, the emissions and other impacts of OpCore's data centers no longer count towards Scaleway's carbon emissions.
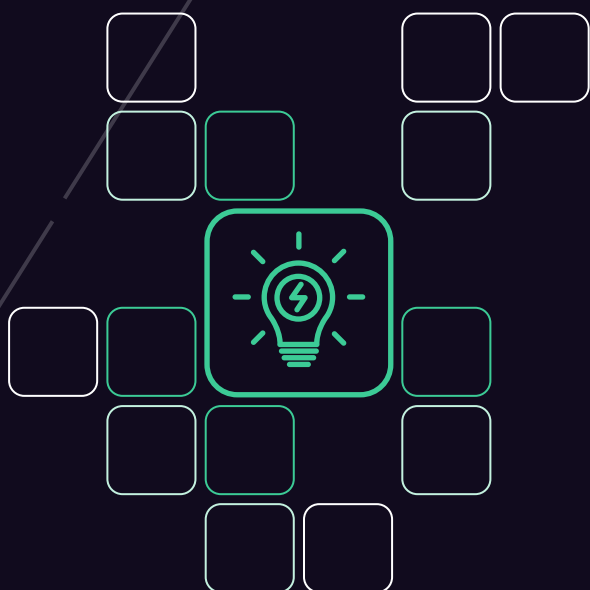
Key figures for 2023

Electricity consumption	Renewable energy	Carbon footprint	Water footprint	Waste collected
107,991 MWh	100%	12.48 million tons of CO_2 equivalent	4,451 m³	181 tons
Total electricity consumption in all data centers	of data centers' direct energy supply coming from renewable energy (Guarantee of Origin)*	emitted by our activities (Scope 1, Scope 2 & Scope 3)**	water consumed to cool our French data centers***	of waste collected in 2023****

Note : Emissions in CO_2 equivalent are location-based (definition below)
* Coming from regenerative sources like solar and wind power
** No longer includes emissions of OpCore, separated from Scaleway in 2023.
   Does include emissions from Scaleway's Paris & Lille offices
*** Water consumed by the 4 French OpCore data centers used by Scaleway
**** Waste from Scaleway's different offices (new data for 2023)

Indicators specific to our activities, 2023

PUE	WUE	Server lifespan	Company vehicles
1.37	0.216	10 years	95 %
our data centers' average PUE*	our data centers' average WUE**	the maximal lifespan of our servers***	of company vehicles are electric

* 4 data centers in France, 3 in Holland, 3 in Poland (more details below)

** 4 data centers in France, and AMS1, in Holland (more details below)

*** With an average life extension of 6 years, enabling them to operate for up to 10 years.

Progress compared with 2022

Indicator evolutions in absolute terms, 2022-2023

Electricity consumption (MWh)	Carbon footprint (scopes 1, 2 & 3)	Water usage	Waste collected
+6.9%	-15.9%	+22%	N/A

Waste evolution impossible as this is a new figure in 2023.

Indicator evolutions specific to our activity, 2022-2023

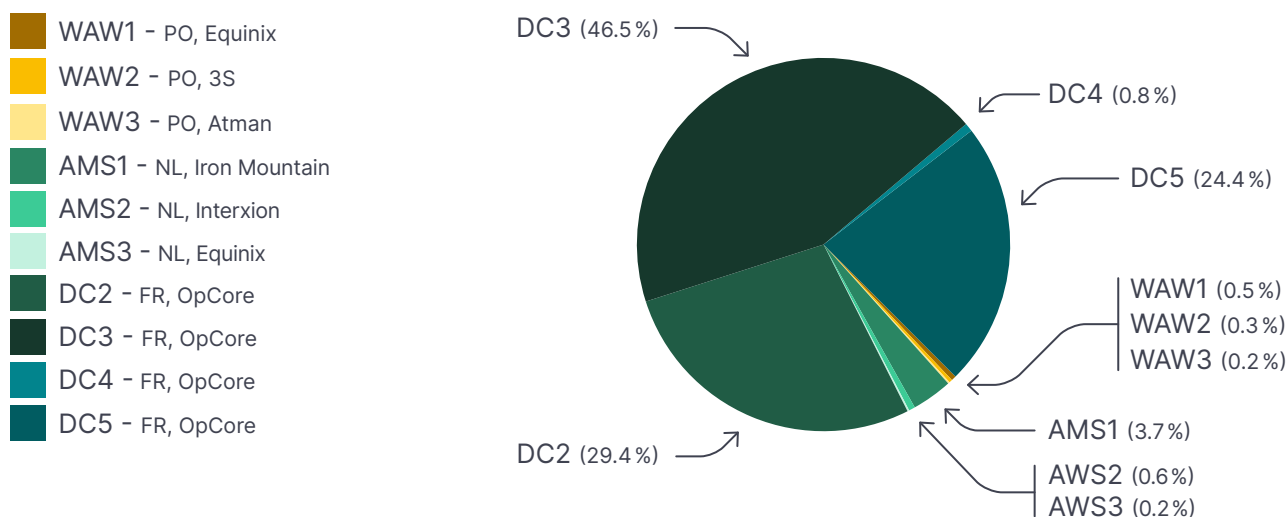| PUE	WUE
-2%	+5.4%

Carbon footprint in 2023 (tons of CO2e)

TOTAL SCOPE 1	TOTAL SCOPE 2 (location based)	TOTAL SCOPE 2 (market based)	TOTAL SCOPE 3 (location based)	TOTAL SCOPE 3 (market based)	(of which) Scope 3 servers	Total emissions (market based)	Total emissions (location based)
56.52	1 962.59	2 560.66	10 464.63	10 464.63	7 976	13 081.81	**12483,74 (-15.9% vs 2022)**

Location-based vs. Market-based

Explained by the GHG Protocol

"A location-based method reflects the average emissions intensity of grids on which energy consumption occurs (using mostly grid-average emission factor data). A market-based method reflects emissions from electricity that companies have purposefully chosen (or their lack of choice). It derives emission factors from contractual instruments, which include any type of contract between two parties for the sale and purchase of energy bundled with attributes about the energy generation, or for unbundled attribute claims."

Electricity consumption by data center, 2023

WAW1 – PO, Equinix
WAW2 – PO, 3S
WAW3 – PO, Atman
AMS1 – NL, Iron Mountain
AMS2 – NL, Interxion
AMS3 – NL, Equinix
DC2 – FR, OpCore
DC3 – FR, OpCore
DC4 – FR, OpCore
DC5 – FR, OpCore

DC3 (46.5 %)
DC4 (0.8 %)
DC5 (24.4 %)
WAW1 (0.5 %)
WAW2 (0.3 %)
WAW3 (0.2 %)
AMS1 (3.7 %)
AWS2 (0.6 %)
AWS3 (0.2 %)
DC2 (29.4 %)

Our energy efficiency: PUE

PUE is an indicator which measures the energy efficiency of a datacenter (more precisions below).

Scaleway's average PUE, for all data centers used, was **1.37** in 2023, below the global average of 1.55.*.

Our data centers' average PUE in 2023

Poland		Holland		France	
WAW1	1.51	AMS1	1.38	DC2	1.46
WAW2	1.32	AMS2	1.4	DC3	1.37
WAW3	1.43	AMS3	1.2	DC4	1.44
				DC5	1.16

Evolution of electricity consumption & PUE of our data centers, 2020-2023

- Total electricity consumption (GWh)
- Average PUE for all data centers
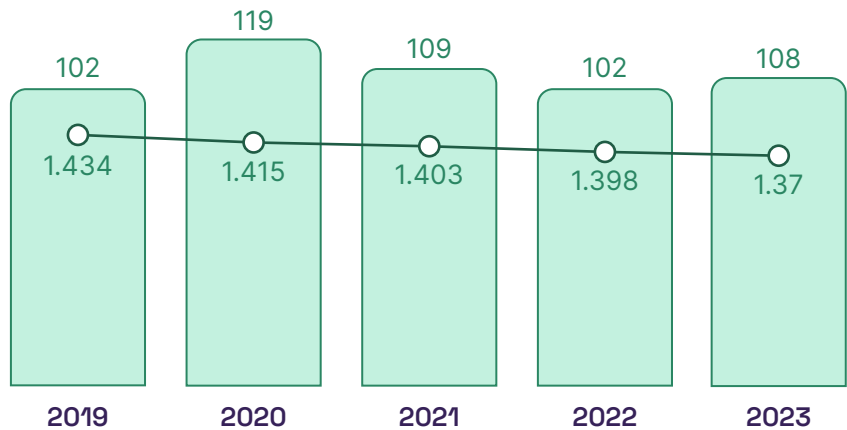
The increase in power consumption in 2020 is attributed to the expansion of our server deployment that year. Optimizations related to UPS (Uninterruptible Power Supplies) and temperature adjustments in IT rooms have facilitated a reduction in power consumption in 2021.

While we possess PUE data for all our data centers, isolating Scaleway's specific power consumption in a shared data center is not always feasible. That of our AMS & WAW data centers is Scaleway-specific; that of our PAR data centers (OpCore), where Scaleway remained the main client in 2023, will be available from 2024.

*Uptime Institute - **2022 Global Data Center Survey**

How we calculate PUE

Developed by **The Green Grid** organization, PUE, or Power Usage Effectiveness, has been defined and framed since 2016 by the ISO/IEC 30134-2 standard. It provides information on the overall energy efficiency of a data center. The closer the PUE is to 1, the more energy-efficient the data center is.

It is calculated according to the following formula:

$$PUE = \frac{\text{Total amount of energy used by the data center (kWh)}}{\text{Power consumption of data center IT equipment (kWhIT)}}$$
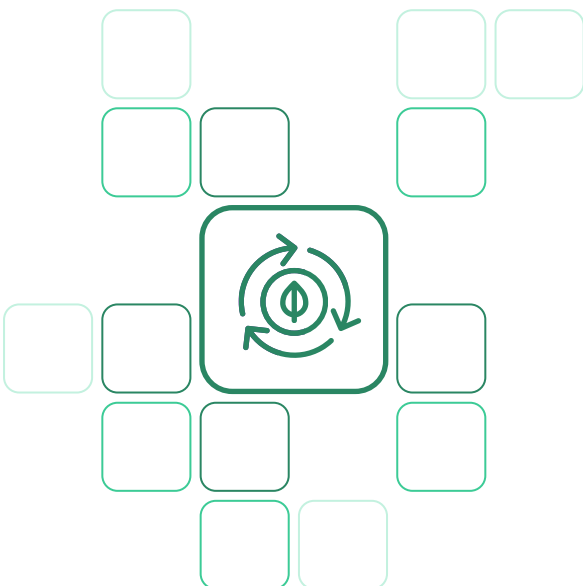
Our water consumption & WUE

At Scaleway, we pay particular attention to water consumption in our data centers. Our closed-circuit cooling systems enable us to cut water consumption to an absolute minimum in three of our data centers (DC2, DC3 and DC4).

Water consumption by French data center, 2023
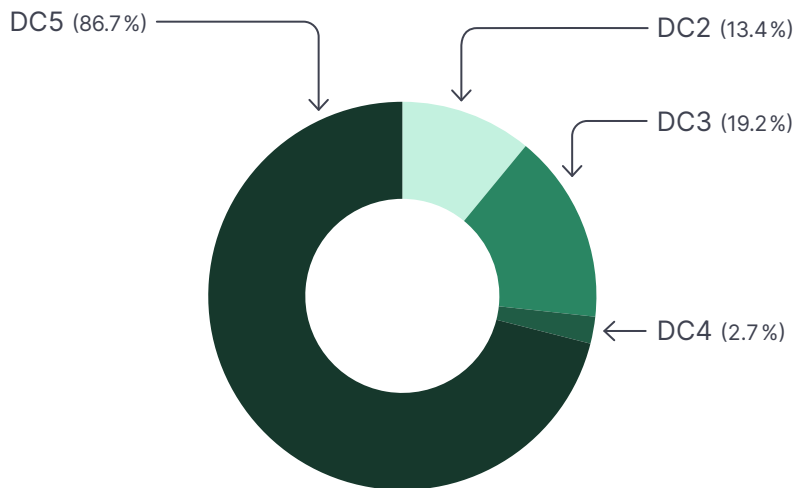
Note: DC5 uses no air-conditioning, thus limiting its GHG emissions. It uses direct free cooling (cooling by outside air), augmented by adiabatic cooling (outside air passes through a humid membrane to lower its temperature) above an external temperature of 28°C. It is during these periods that DC5 consumes the most water.

DC5 (86.7%)   DC2 (13.4%)
               DC3 (19.2%)
               DC4 (2.7%)

We also measure and publish the WUE (Water Usage Effectiveness) of each of our data centers. This indicator, which assesses a data center's water consumption efficiency (see definitions), is rarely published by datacenter operators. With an average WUE of 0.216, our data centers are among the most water-efficient on the market, not least because Scaleway does not use cooling towers, which can consume millions of liters of water per year.

Average WUE of our data centers in 2023

Holland	
AMS1	0.850
France	
DC2	0.014
DC3	0.001
DC4	0
DC5	0.253

How we calculate WUE

WUE (Water Usage Effectiveness) quantifies the water consumption of a data center per unit of electricity consumed by IT equipment. Since 2022, it has adhered to the ISO/IEC 30134-9:2022 standard. A lower WUE (close to 0) value indicates a more water-efficient data center.

It is calculated using the following formula:

$$\text{WUE} = \frac{\text{Total amount of water used by the data center (L)}}{\text{Power consumption of data center IT equipment (kWhIT)}}$$

The AMS2 & AMS3 sites in Amsterdam and Warsaw sites are not included in our average WUE for 2023.
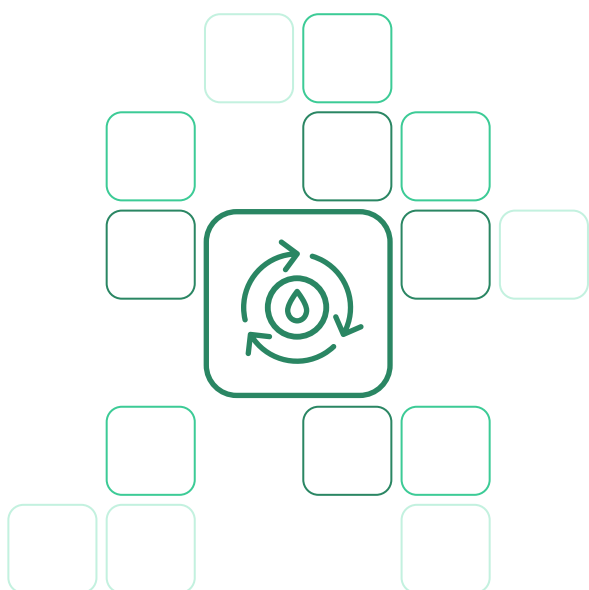
Our waste

For the first time in 2023, and following the separation of Scaleway and OpCore (operator of the French datacenters holding most of Scaleway's current activity), the waste from Scaleway's offices (in Paris and Lille) is counted in our carbon footprint. The main figures are:

Waste type (examples)	Tons collected per year
Mixed packaging waste recycled material	34.48
Mixed packaging waste other valorization	3.51
Glass waste recycled	37.44
Other non-hazardous waste (textiles, furnishings, bio-waste, etc.) other valorization	99.22
Total non-hazardous waste collected	**180.44**
Total hazardous waste	0.17

Other indicators

Our company's commitment to sustainability extends beyond quantifiable metrics, confirming the dedication of our employees to minimize our environmental impact. This is evident in our transition to a hybrid and electric vehicle fleet, now constituting 95% of our fleet. This initiative underlines our concrete commitment to sustainable mobility and environmental stewardship.

Indeed, in 2023, Scaleway possessed a total of nine vehicles, most of which are electric. Instead of company cars, we make electric cars available to staff, for short journeys.

Share of electric vehicles as part of entire fleet, 2023

Electric

Petrol/diesel
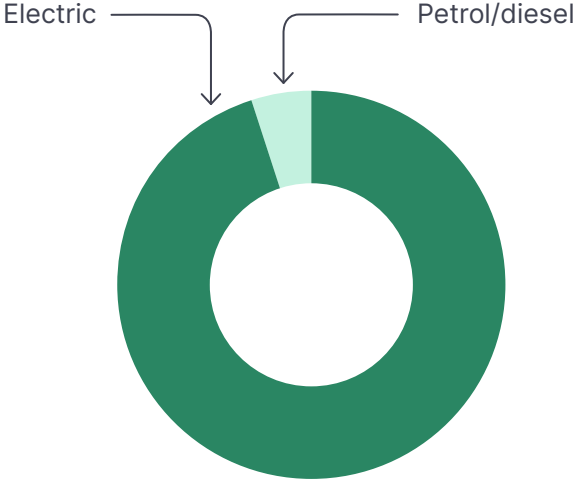
Key performance indicators of data centers used by Scaleway

Data center	PUE	WUE	REF*	Cooling system
DC2 - PAR1 Paris	1.460	0.014	1	Chilled water system
DC3 - PAR1 Paris	1.370	0.001	1	Indirect free cooling with a closed-circuit high-temperature chilled water system
DC4 Paris	1.440	0	1	EC (direct) with variable compressor (VRV)
DC5 - PAR2 Paris	1.16	0.214	1	Direct free cooling, with adiabatic cooling
AMS1 Amsterdam	1.380	0.850	(N/A)	EC with hot water system in a closed circuit
AMS2 Amsterdam	1.40	(NA)	1	Free-cooling, free-chilling & immersion systems
AMS3 Amsterdam	1.20	(NA)	(N/A)	Free-cooling, free-chilling & immersion systems
WAW1 Warsaw	1.510	(NA)	(NA)	Free-cooling, free-chilling & immersion systems
WAW2 Warsaw	1.320	(NA)	0.3035	Free-cooling, free-chilling, immersion systems & air conditioning
WAW3 Warsaw	1.430	(NA)	1	Free-cooling, free-chilling & immersion systems

NA : Not Applicable

*REF = Renewable Energy Factor, or the ratio of renewable energy purchased and controlled by a datacenter to its total energy consumption (**source: ISO**). "1" therefore represents 100% renewable energy. All the electricity used by Scaleway is covered by the Guarantee of Origin (GO). In other words, we offset any carbon consumed by purchasing renewable energy, whether wind, solar or hydro.

Certifications

	ISO 50001	ISO 27001	ISO 27017	ISO 27018	ISO 14001	ISO 22301	ISO 9001	PCI-DSS	HDS 1	SOC1 TYPE2	Code of Conduct
DC2 - PAR1	✓	✓							✓		
DC3 - PAR1	✓	✓							✓		✓
DC4	✓	✓							✓		
DC5 - PAR2	✓	✓							✓		

AMSTERDAM

	ISO 50001	ISO 27001	ISO 27017	ISO 27018	ISO 14001	ISO 22301	ISO 9001	PCI-DSS	HDS 1	SOC1 TYPE2	Code of Conduct
AMS1	✓	✓			✓		✓	✓		✓	
AMS2	✓	✓				✓					
AMS3		✓				✓	✓				

WARSAW

	ISO 50001	ISO 27001	ISO 27017	ISO 27018	ISO 14001	ISO 22301	ISO 9001	PCI-DSS	HDS 1	SOC1 TYPE2	Code of Conduct
WAW1	✓	✓					✓	✓			
WAW2		✓	✓	✓							
WAW3		✓					✓				

Our certifications are a further indication of the rigor of our processes and methodologies. All our sites are ISO 50001 certified, a standard that validates our methodical management of the energy consumed by our data centers. Two of our Amsterdam data centers are ISO 14001 certified, a benchmark standard that validates our awareness of environmental issues and the continuous improvement of our overall environmental performance.

Compliance with ISO/IEC 27001 means that an organization or company has put in place a system to manage the risks associated with the security of data held or processed by the company, and that this system complies with all the best practices and principles enshrined in this international standard.

Find out more about **our certifications here.**

How we reduce our impact

A pioneer in digital responsibility, Scaleway works to reduce its impact across the three pillars of Green IT: **data centers**, **hardware** and **software**. Not to mention raising employee awareness.

Data centers

Apart from the factors mentioned above, which make Scaleway one of the most responsible players in the cloud - we only use data centers running on 100% renewable energy, for example - in 2023 we installed the most powerful AI cloud computing cluster in Europe, in collaboration with NVIDIA, in OpCore's DC5. This is the only AI supercomputer cluster in the world that is not cooled by air conditioning, as DC5 uses only free- and adiabatic cooling. Not using A/C represents a de facto energy saving of 30 to 40% compared with the rest of the market. DC5 also consumes considerably less water than an average datacenter, thanks in particular to our non-use of cooling towers. At a time when the impact of AI is increasingly questioned, Scaleway is doing its utmost to limit it.

We also remain exemplary in terms of transparency of the performance of the datacenters we use. The PUE and WUE of our French data centers can be viewed in real time, at any time, **on our website**.

DC2 PARIS - Opcore data center - (fr-par-1)

1.50 - Power Usage Effectiveness Real time (iPUE)

80% - Humidity (outdoor)

18° - Temperature (outdoor)

2385 kW - Total IT consumption

Commissioning date: 1991
Total capacity: 3.8 MW
Surface: 5,500m²
Cooling type: Chilled water system
Datacenter type: Traditional N+1 / 2N
PUE Category: 1.5
Auditor: BSI
Annualized Numbers — The above chart shows real-time PUE, and outdoor temperature and humidity. The numbers to the right indicate the trailing 12-month PUE at DC2 Datacenter. This is the datacenter PUE according to ISO/IEC standards.

PUE
1.46
TTM

Next update:
27 seconds

16:40
Aujourd'hui

24 hour period

DC3 PARIS - Opcore data center - (fr-par-1)

1.41 - Power Usage Effectiveness Real time (iPUE)

59% - Humidity (outdoor)

0° - Temperature (outdoor)

5124 kW - Total IT consumption

Commissioning date: 2012
Total capacity: 6.9 MW
Surface: 10,000 m²
Cooling type: Indirect Freecooling with closed-loop high-temperature chilled water system
Datacenter type: FreeChilling, Hexacore
PUE Category: 1.4
Auditor: BSI
Annualized Numbers — The above chart shows real-time PUE, and outdoor temperature and humidity. The numbers to the right indicate the trailing 12-month PUE at DC3 Datacenter. This is the datacenter PUE according to ISO/IEC standards.
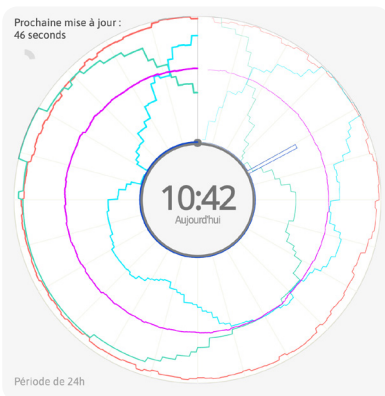
PUE
1.37
TTM

Next update:
46 seconds

16:47
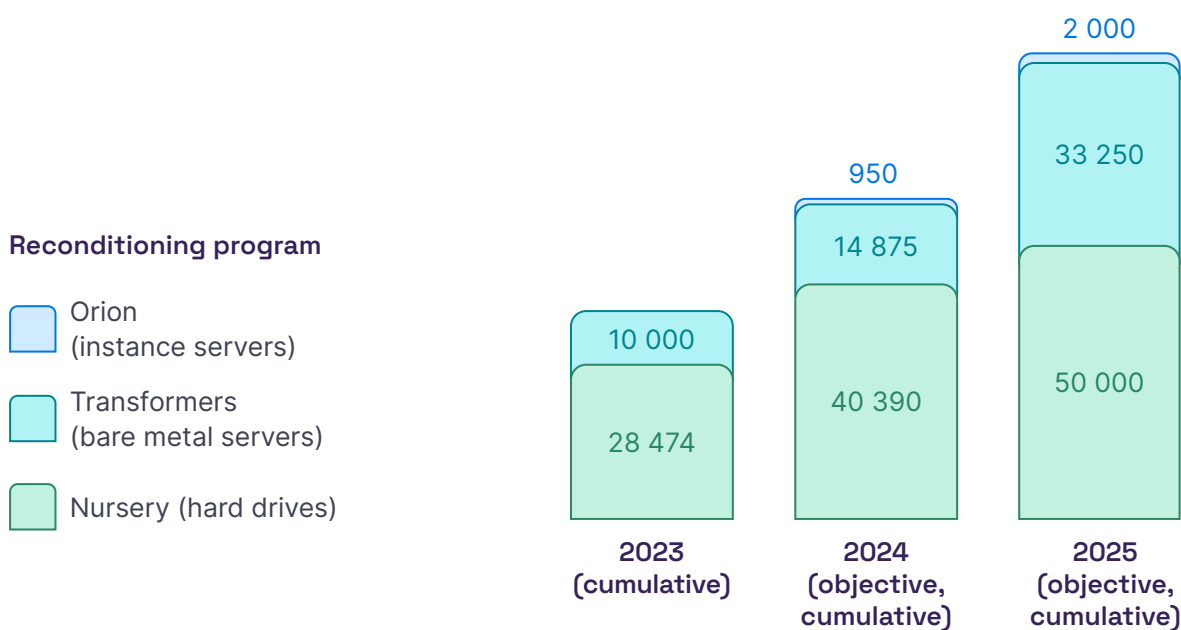Aujourd'hui

24 hour period

DC5 PARIS - Opcore data center - (fr-par-2)

1.17 - Power Usage Effectiveness Real time (iPUE)

76% - Humidity (outdoor)

18° - Temperature (outdoor)

3455 kW - Total IT consumption

Commissioning date: 2018
Total capacity: 20.5 MW
Surface: 20,000 m²
Cooling type: Direct Freecooling with adiabatic cooling
Datacenter type: Hyperscale
PUE Category: 1.2
Auditor: BSI
Annualized Numbers — The above chart shows real-time PUE, and outdoor temperature and humidity. The numbers to the right indicate the trailing 12-month PUE at DC5 Datacenter. This is the datacenter PUE according to ISO/IEC standards.

PUE
1.17
TTM

WUE
0.25
TTM

Prochaine mise à jour :
46 seconds
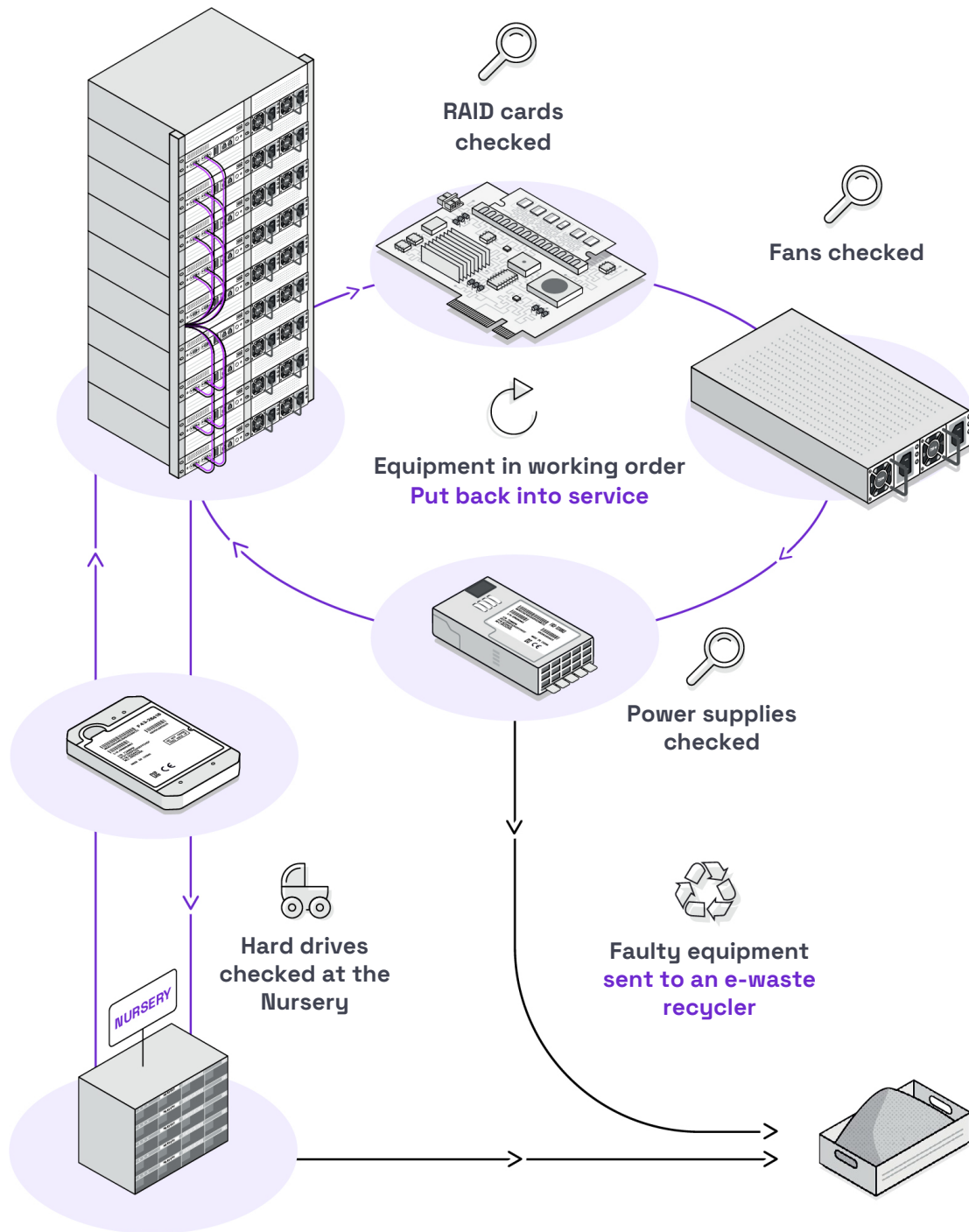
10:42
Aujourd'hui

Période de 24h

Hardware

The manufacture and use of digital equipment have a significant environmental impact. In fact, hardware accounts for three quarters of digital emissions. Whence the following initiatives:

→ The **Nursery** program, launched in 2019, has since refurbished 18,500 hard drives. The program was industrialized in 2023, tripling its activity, enabling us to increase capacity to almost 29,000 refurbished discs. We aim to reach over 40,000 hard drives reconditioned in 2024, and 50,000 in 2025

→ The **Transformers** program, launched in 2021, concerns our servers, and more specifically those within the scope of our Dedibox offering (dedicated servers) that are reaching the end of their service life. The initial objective was to extend the life of 14,000 servers that were already seven or eight years old, giving them an extra 3 to 4 years of life.
  • Today: almost 10,000 servers can boast a lifespan of over 10 years (where our competitors claim up to five or six years).
  • In 2023, the program moved into the "industrialization" stage
  • In 2024, we plan to reach 14,875 reconditioned servers
  • And in 2025, 33,250.

→ A new program, Orion, will be launched in 2024. Following in the footsteps of Transformers, this program will focus on the more complex refurbishment of Instance servers, thus going beyond the bare metal scope of Transformers. Its target: 950 reconditioned servers in 2024; 2,000 in 2025.

Reconditioning program

- Orion (instance servers)
- Transformers (bare metal servers)
- Nursery (hard drives)

	2023 (cumulative)	2024 (objective, cumulative)	2025 (objective, cumulative)
Orion (instance servers)		950	2 000
Transformers (bare metal servers)	10 000	14 875	33 250
Nursery (hard drives)	28 474	40 390	50 000

Transformers et Nursery programs

RAID cards
checked

Fans checked

Equipment in working order
Put back into service

Power supplies
checked

Hard drives
checked at the
Nursery

NURSERY

Faulty equipment
**sent to an e-waste
recycler**

Software

In 2023, Scaleway created a dedicated team to develop an essential product: its first environmental calculator. This innovation, which will enable every Scaleway customer to know their precise cloud impact - just as precisely as their financial expenditure - will be released during 2024.

Initially focused on Bare Metal products (Dedibox and Elastic Metal dedicated servers), it will be the most comprehensive calculator on the market, covering not only energy impacts, but also water, product lifecycle emissions and all 3 complete emissions scopes. It will also be the calculator most aligned with emerging environmental footprint calculation standards applied to the cloud.

Scaleway's aim is to encourage the adoption of these standards for greater transparency between all market players, and greater reliability in the estimates provided.
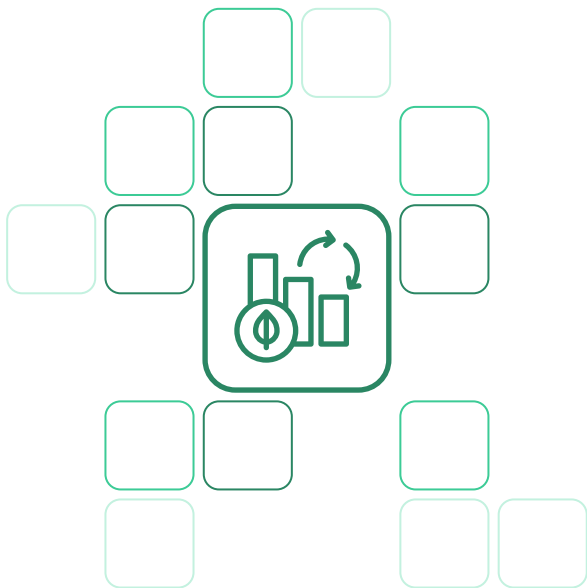
Raising awareness

Since early 2022, Scaleway employees concerned about ecological issues came together in a group called Sustainable Scalers. This grouping, which meets once a month and brings together around a hundred employees on a dedicated Slack channel, has organized external expert interventions on key dates such as Earth Day; has evolved the company canteen's offering to include vegetarian options several times a week; and to raise awareness among 115 Scalers through ecological workshops, such as 2tonnes, or the Climate Fresk.

These initiatives also contributed to Scaleway winning an EcoVadis Gold Medal in early 2024 (more information in the "Society" chapter), and were spread throughout iliad Group via the "ESG Ambassadors" programme, which led to numerous other colleagues being trained in 2tonnes, or the Climate Fresk.

Methodology et transparency

Scaleway's carbon footprint has been calculated using the **GHG Protocol** method.

The GHG Protocol is the world's most widely used method for calculating carbon footprints, and has given rise to the ISO 14064-1: 2006 standard. It enables greenhouse gas emissions assessments to be easily compared and communicated worldwide.

The GHG Protocol is compatible with the ISO 26000 CSR standard and with ISO 14001, ISO 9001 and ISO 14064 certifications.

To determine whether the energy purchased by companies comes from sustainable sources, the GHG Protocol accepts two methods, one based on location and the other on market.
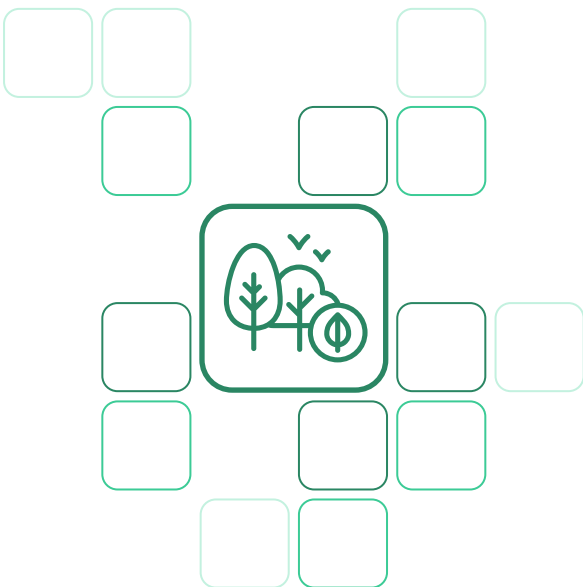
03

Society

Ethics and trust
at Scaleway

All companies should take into account their impact on society in the broadest sense (as well as on the environment, see chapter 2). This implies notions of ethics and trust, which form the basis of all CSR policies.

We have therefore decided in this chapter to focus on actions that have an impact on our employees, customers and suppliers through these means:

→ our commitments to our customers and suppliers

→ our operational guarantees, governance and compliance

→ our sovereignty, in compliance with European regulations (GDPR)

→ our solidarity: our support for associations such as Data for Good
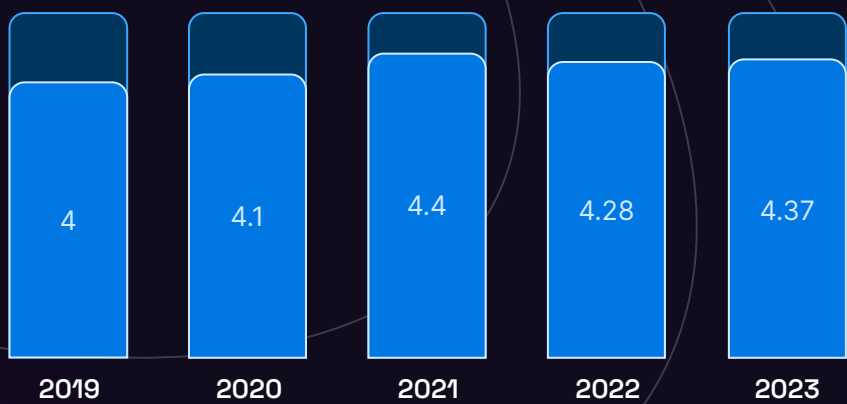
Client trust indicators

2023

Source : Scaleway

4.37	45	100%
Our 2023 client satisfaction score (out of 5)	Average time to pay suppliers, in days	Availability rate of our infrastructures, in 2023

Customer satisfaction

Rating method: at the end of each support call, the client is invited to give a mark out of 5.

Source : Scaleway

2019	2020	2021	2022	2023
4	4.1	4.4	4.28	4.37

Ethical charters and codes of conduct

Aware that actions speak louder than words, we have taken steps to implement our Code of Ethics and values.

Scaleway employees refer to the **Code of Ethics** of the iliad Group, its parent company. This code indicates the behavior to adopt in professional relations and helps Scalers to answer questions relating to ethics and responsibility.

The Code of Ethics also includes an **ethics alert system**, which enables employees to bring to the attention of Compliance Management any violation of a law or regulation, a threat or harm to the general interest or, more generally, any failure to comply with the Code of Ethics and any Group policy.

With regard to our suppliers, we have :

→ Implemented a Responsible Purchasing Charter in line with our CSR commitments, jointly with Groupe iliad and in partnership with EcoVadis

→ Established a Code of Ethics applying to all our employees in direct contact with our suppliers and third parties

→ Ensured that these same employees, as well as any Scaler, follow training courses provided by Groupe iliad on:
- RGPD (attended by 99% of Scaleway employees)
- Cybersecurity (attended by 98% of employees)

→ Provided employees with a brochure on preventing and managing conflicts of interest, as well as a process for declaring conflicts of interest.

Striving to work with as many responsible suppliers as possible is one of the main pillars of this approach. Scaleway, like its parent company iliad, is committed to implementing a responsible sourcing policy, and will achieve its target of having 50% of its purchases covered by the Ecovadis scheme by 2025.

Better still

Scaleway being awarded **EcoVadis'** Gold Medal at the beginning of 2024 confirms its compliance with these responsible sourcing principles through 2023 and beyond.

Our score of 70/100 in the "responsible purchasing" category contributed significantly to Scaleway's overall EcoVadis score of 73/100.

As early as 2020, we began to require production assessments for every component we purchase for our products and services. In this way, we analyze the impact of equipment production on the environment, the product life cycle and compliance with relevant legislation (RGPD, WEEE, RoHS Directive...). This report takes the form of a questionnaire submitted to suppliers.

To minimize our impact on society, we monitor the impact of our value chain and logistics models (equipment transport, packaging, recycling). With this in mind, we ask our suppliers, for example, to send us the maximum amount of material with the minimum amount of packaging and shipping.

Our commitments to clients and suppliers

Our Code of Ethics applies in all circumstances, whatever the size or type of organization we work with: start-ups, SMEs, large corporations or the public sector. This principle is as relevant for our customers as it is for our suppliers; all must reflect and respect our values.

The same applies to our Sales department, which must in particular ensure that customer data is protected, in compliance with confidentiality rules and the RGPD.

We offer prices that are predictable, transparent and publicly displayed on our websites, and do not charge egress fees for most of our services. This also facilitates data portability, especially as our use of open source standards guarantees interoperability. Finally, we never use customer data for commercial purposes.

What's more, our Customer Success team plays a central role in our commitment to our customers. Their mission is to offer personalized support to meet the specific needs of each customer. By working closely with our customers, they provide ongoing support, identify opportunities for improvement and contribute to strengthening customer satisfaction, thus fostering a strong and lasting relationship.

We proudly display our customer satisfaction rate (see above), which we are constantly striving to improve. These results attest to Scaleway's investment in our services and customer support.

In 2023, we achieved a customer satisfaction rate of 4.37 out of a maximum of 5 points, very close to our best result of the last five years (4.4 in 2021).

As for payments, our process is functional and complies with current legislation. We have put in place processes and a monitoring system to ensure that all our suppliers are paid within 45 days.

We hold regular meetings with our most important suppliers to keep them informed of our progress in R&D, and to present our objectives and strategic roadmap.
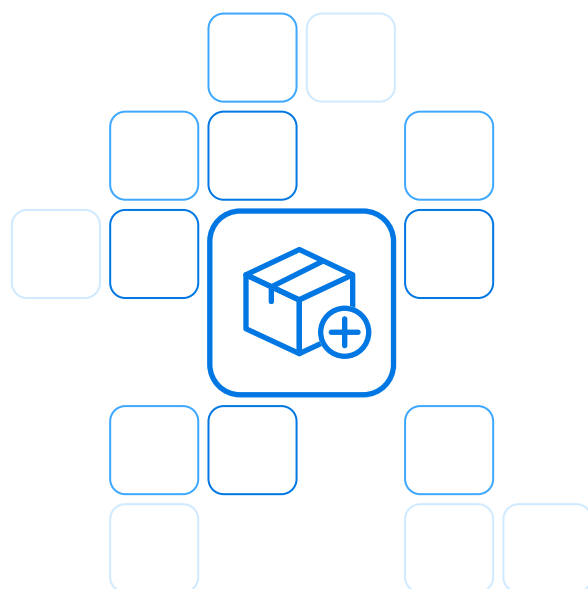
Our operational guarantees, governance and conformity

Gartner stated in 2014 that the most important characteristic of most networks is availability[1]. Even today, availability remains Scaleway's top priority.

That's why our operational guarantees serve not only to reassure our customers, but also to clearly determine the limits of responsibility on each side.

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

→ business continuity of the infrastructures on which our offers are based;

→ protection of private data (including personal data);

→ the logical and physical security of our infrastructures.

To protect our customers' data, we have developed an in-house tool for highly secure data erasure from hard drives destined for reuse or recycling. We use a shredder to destroy any hard drives that can no longer be reused or recycled. Our customers can request that their hard drives and/or data be destroyed for them. We then send them a certificate of destruction.

Physical access to our data centers complies with current standards. In addition, in accordance with ISO 27001, we audit the suppliers who work in our computer rooms.

In the event of Distributed Denial of Service (DDoS) attacks, alert and impact detection systems are activated. Affected servers are immediately disconnected to ensure data protection.

Service continuity depends on the support package chosen by Scaleway's customers. For example, our customers benefit from guaranteed access to virtual machines, and in return are responsible for their redundancy and business continuity plans.

We closely monitor and measure the number of computing incidents occurring in a given year using a number of indicators:

→ detection time: the time it takes to detect a problem;

→ reaction time: the time between the moment of alert and the moment when a member of the support team takes charge of the incident;

→ resolution time: the time needed to diagnose and resolve an immediate problem.

Because we are committed to providing transparent information, we have put in place processes for incident management, resolution reporting and action plans. We systematically notify our customers before any action is taken, for example, in the event of an incident, maintenance, equipment reactivation, etc.

We also check our suppliers' certifications, including SOC 2, CSA Star L2, ISO 27001, ISO 27017, ISO 27018:2015, PCI-DSS, ISO 9001 and ISO 50001. These certifications mainly relate to security (logical or physical, task distribution) of and within infrastructures, but also to quality and energy management.

To verify the accuracy of our suppliers' declarations and to observe their working methods, we visit production sites whenever possible, before committing to working with them.

1 - Andrew Lerner. (2014). Network Downtime. Available on:
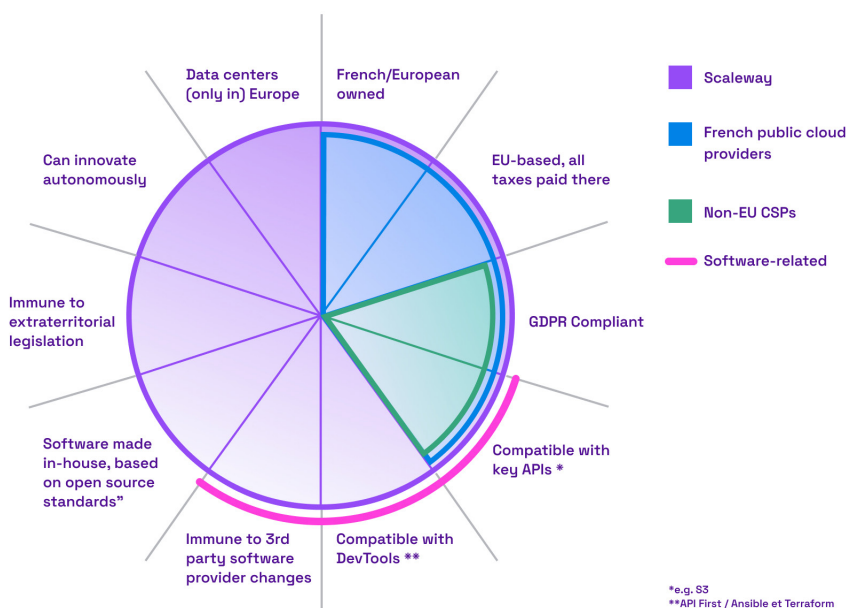https://fr.slideshare.net/JoeFelisky/gartner-2014-when-downtimenotoption

Sovereignty, and conformity with European privacy regulation (GDPR)

Some non-European cloud players promise their customers data sovereignty even though these companies are subject to extraterritorial legislation. Scaleway strives to maintain sovereignty to the widest possible extent, in the interests of its customers, and in full compliance with GDPR.

Indeed, we demonstrate to our customers that, for Scaleway, sovereignty goes far beyond the location of our data centers, or our country of taxation. Above all, Scaleway offers its own software/cloud solutions, built according to open source principles, and therefore a fortiori compatible with any other comparable system. We therefore guarantee the interoperability of our customers' data, avoid "lock-in" to proprietary systems, and also avoid the risks of third-party publishers (sudden price increases, incompatibilities with other software, etc.).

Much more than just "made in France", our commitment to sovereignty guarantees our customers absolute autonomy; control over their data and that of their customers; and real transparency over the solutions and products we use.

Scaleway sovereignty in 2023

Data centers (only in) Europe

French/European owned

Can innovate autonomously

EU-based, all taxes paid there

Immune to extraterritorial legislation

GDPR Compliant

Software made in-house, based on open source standards"

Compatible with key APIs *

Immune to 3rd party software provider changes

Compatible with DevTools **

Scaleway

French public cloud providers

Non-EU CSPs

Software-related

*e.g. S3
**API First / Ansible et Terraform

Support of NGOs and associations

As every company is also a part of society at large, Scaleway is happy to support those working for the common good.

This is particularly true of **Data for Good**, an association that Scaleway supports with cloud credits, from which the various projects supported by the NGO benefit. In 2023, more than 260,000 hours of compute were used to advance projects such as QuotaClimat, which analyzes French media coverage of ecological issues; Bloom, which monitors illegal fishing; and Latitudes, a responsible training organization.

Not to mention organizations helped outside Data for Good, namely the British NGO Digital Commons, or the open source weather project InfoClimat.fr, also aided by cloud credits.

In 2024, Scaleway will continue to work towards an ever more responsible digital future.