2025

Impact Report 2025

People
Environment
Society

Scaleway

Thomas Reynaud
Editorial

" It is more than compliance, it's about responsibility

In 2024, the iliad Group further embedded sustainability into the core of its businesses—delivering reliable, affordable mobile and broadband services across France, Italy, and Poland, driven by the belief that technology should empower everyone, everywhere.

The publication of our first sustainability disclosures aligned with the Corporate Sustainability Reporting Directive (CSRD) marks an important milestone, reinforcing and advancing this commitment with transparency and accountability.

It is more than compliance, it's about responsibility—towards the 40 million mobile and 10 million broadband users who rely on us, and towards the environment and communities that sustain us. It is also an opportunity to align our ambitions with evolving stakeholder expectations and scientific standards. Guided by a thorough double materiality assessment across our value chain, we've sharpened our understanding of the most relevant environmental and social topics for the iliad Group.

These include climate change, inclusion, circular economy, and digital rights, among others. This deeper integration is fully in line with our culture and values. In all our geographies, we've continued to act as a responsible employer for our more than 18,000 employees—investing in skills, promoting equal opportunities, and supporting our teams' well-being.

In 2024, we also strengthened our long-standing support for digital inclusion, data protection, and fair access to connectivity—principles that have guided us since our beginnings.

We are also accelerating climate action. As we continue to grow. 2024 marked a year of real progress: our carbon reduction pathway was validated by the Science Based Targets initiative (SBTi), and we signed three new renewable electricity purchase agreements across France, Italy, and Poland. These concrete measures are helping us reduce our energy footprint and contribute to the broader energy transition.

As always, I want to thank our teams for their unwavering commitment and drive. I hope this report offers transparency, insight, and a true reflection of the values we stand for as within the iliad Group.

Thomas Reynaud,
Chief Executive Officer of iliad Group

A word from
Damien Lucas

> **Innovation is at the heart of current and future economic growth.**

For Scaleway, 2024 was the year we strengthened our vision: to build a responsible cloud for Europe, serving digital autonomy — sustainable autonomy for people, the planet, and long-term innovation.

For years, our mission has been to develop the infrastructure and software tools that enable our customers, partners, and Europe to gain technological autonomy. This mission is crucial, as innovation is at the heart of current and future economic growth. France and Europe must transition from being mere consumers of technology to creators of technological value. This is both an economic and social mission, as innovation determines tomorrow's sovereignty, employment, and prosperity.

This transition requires investment, in infrastructure but also in the people who design it. In 2024, we reinforced training in artificial intelligence, with over 112 hours recorded for our teams.

But responsible digital autonomy also relies on the quality of our infrastructure, the efficiency of our products, and the transparency of our ecosystem. In 2024, we limited the increase in our electricity consumption to 15.4%, for a +37% growth in average revenue per user, despite the massive rise of AI, the primary driver of increased energy consumption. The energy efficiency of our DC5 datacenter allowed us to control our CO_2 emissions, which would have been 16% higher if we had used the DC2

datacenter, for example. Our long-term strategy of investing in high-performance datacenters is paying off more than ever today.

We also launched our environmental impact calculator, the most advanced tool on the market, based on a methodology validated by ADEME and already covering the widest range of cloud services. With it, Scaleway becomes the first European player to make the cloud's impact readable and measurable, service by service.

These advances confirm our commitment: to build an innovative, sustainable, and sovereign European cloud. We will continue to innovate — not at any cost, but with the conviction that technology must serve both progress and responsibility.

I would like to thank our teams, partners, and customers who make this journey possible. This report reflects their commitment, and I hope it will offer transparency and inspiration for the future.

Damien Lucas
CEO, Scaleway

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Scaleway
in brief

About Scaleway

Since 1999, Scaleway has been dedicated to providing cutting-edge cloud solutions, adapted to all industry sectors, with a constant commitment to user experience. We offer a comprehensive range of cloud and AI products, complemented by managed services, thus guaranteeing a secure and reliable environment. Scaleway strives to meet the demands of the most demanding clients in Europe.

Scaleway products

In 2024, Scaleway enriched its cloud offering with numerous innovations:

In AI, new services such as "Managed Inference" and "Generative APIs" were launched, and AI computing power was increased with NVIDIA H100.

Compute and managed services saw the introduction of "Serverless Jobs", "Serverless SQL Database", "Managed MongoDB®" and "Instances POP2-WIN". For storage and networking, "Block Storage Low Latency", "Object Storage SSE-C", IPAM and improved "Public Gateway L and XL" were added.

The Bare Metal offering expanded with Apple Mac mini M2, "Dedibox VPS" and "GPU", as well as "Elastic Metal Iridium and Titanium".

Finally, **the client console** was updated with an environmental impact calculator, new commitment offers for virtual servers and Cockpit improvements.

Focus on iliad Group

At the origin of the iliad Group's epic lies an intuition: the digital revolution will change the world. For more than 20 years, from the invention of the first triple-play box to our arrival on the Italian and Polish markets, we have made this revolution possible and accompanied it with a clear objective: to make it accessible to all.

Activity in France

→ Fixed Operator

→ Mobile Operator

→ Provider of Cloud and Cybersecurity Solutions

11,800 employees in France

7,5M Fixed subscribers

94.2% of the population covered by 5G

15M Mobile subscribers

257 stores

+31,000 towns covered by our Fiber offers

Brands

free Created in 1999

Scaleway Created in 1999

free PRO Created in 2021

Stancer Created in 2022

OPCORE Created in 2023

A Growing Group

2018	2019	2020	2021	2022	2023	2024
4.89	5.33	5.87	7.59	8.37	9.24	10.02

Revenue (in €bn)

2018	2019	2020	2021	2022	2023	2024
1.76	1.65	1.96	2.95	3.30	3.44	3.85

EBITDAaL (in €bn)

A European Group

The iliad Group is a major telecommunications player in Europe.
Present in France, Italy, and Poland, we have 18,200 employees serving 50.5 million subscribers, including 40.48 million Mobile subscribers and 10.03 million Fixed subscribers. In terms of subscriber numbers, we are currently the 6th largest mobile operator in Europe.

GROUPE
iliad

Mobile population
164 million
households

Broadband & Ultra-Fast Broadband population
61 million
households

France
99.9%
of the population
covered by 3G

99.5%
of the population
covered by 4G

94.2%
of the population
covered by 5G

38.3 million
marketable fiber
connections

>31,000
towns covered
by our Fiber offers

8 datacenters
directly operated
by our teams

Main subsidiaries:
Free, Free Pro, Scaleway,
Free Distribution

Poland
99.6%
of the population
covered by 4G

9.6 million
households covered by
our Ultra-Fast Broadband
offers

>22,000
towns covered
by our Fiber offers

6 datacenters
directly operated
by our teams

Main subsidiaries: Play,
3S, Redge, Vortanoria,
Phobos

Italy
>99%
of the population
covered by 4G

16.1 million
households covered by
our Ultra-Fast Broadband
offers

7,000
towns covered
by our Fiber offers

Main subsidiary:
iliad Italia

50.5M
subscribers

40.48M
Mobile subscribers

10.03M
Fixed subscribers

€2bn
investments during the year

18,200
employees

a 100%
independent Group

7.1%
organic growth

€10.02bn
consolidated revenue

The iliad Group's
CSR policy

iliad is committed to constant responsibility across all its markets, guided by innovation, accessibility, and quality of service. Their ambition is to serve customers while having a positive impact on society and the environment. iliad's responsibility goes beyond customer expectations, aiming for an inclusive digital future, a reduced environmental footprint, and an ethical and transparent business model. The group's sustainability strategy rests on three pillars: environmental responsibility, social commitment, and ethical business.

To realize these ambitions, iliad introduced intermediate steps, local decarbonization roadmaps, and ten climate commitments since 2021, aligned with the Paris Agreement. In 2024, their medium-term objectives (2030) and Net-Zero ambitions (2050) were validated by the SBTi.

Sustainability is a strategic priority, actively involving governance bodies. The Board of Directors reviewed key initiatives in 2024, such as the energy-efficient Freebox Ultra, the signing of renewable energy projects, the validation of climate objectives by the SBTi, and the issuance of a green bond. The CSR committee defines the sustainable development strategy, while the audit and remuneration committees oversee ESG information and remuneration. The group's CSR committee, supported by internal teams and ambassadors, ensures operational integration. These committees worked on the CSRD directive in 2024.

iliad Group's
CSRD Approach

In 2024, the iliad Group published its first sustainability information, aligned with the CSRD directive. This new framework aims to integrate sustainability into the group's strategy, governance, and risk management, including Scaleway, Free Pro, Play, and iliad Italia. The CSRD replaces old non-financial reports with a standardized framework based on ESRS standards, organizing information around ESG themes.

In response, the iliad Group adopted a harmonized approach, structured around four pillars:

→ governance,

→ strategy,

→ management of impacts, risks, and opportunities (IRO),

→ as well as measures and objectives.

The CSRD is a strategic opportunity to redefine ESG success, strengthening iliad's long-term resilience and competitiveness. For more details, consult the dedicated section of the iliad Group's Universal Registration Document.

Double Materiality Matrix

The CSRD requires double materiality: assessing the impact of sustainability on our business and our impact on the environment and people. iliad conducted an in-depth analysis (80+ stakeholder interviews) to identify material ESRS topics, including climate, consumers, circular economy, workforce, value chain workers, water, and business conduct. This analysis covers the entire value chain for a complete view of our footprint and sustainability-related risks/opportunities.

The 3 pillars of iliad's sustainability strategy

→ **01. Building a digital world that cares about environmental preservation:**

For iliad, it is essential to rapidly and significantly reduce emissions in order to halve its emissions by 2030 and achieve carbon neutrality before 2050. In January 202, the group adopted 10 commitments to comply with the Paris Agreement. In February 2024, the SBTi approved the iliad Group's short-term (2030) and Net-Zero Standard (2050) carbon emission reduction targets. To enable better steering of iliad's roadmaps, intermediate steps have been set.

→ **02. Acting for those who are building the digital world of tomorrow:**

As a leading player in the European telecommunications market, the iliad Group promotes job creation, skills development and the promotion of diversity in the field of technology. Diversity is part of its essence, reflecting its history, based on innovation and inclusion.

→ **03. Contributing to a useful, responsible and trustworthy digital world:**

At the origin of the iliad Group, there is a powerful ambition: to enable everyone to access the best of digital technologies. This has resulted in a unique commercial policy, based on structuring values such as generosity and transparency. And also by the will to cover all territories without exception, by offering the same prices everywhere.

As a subsidiary of the iliad Group, **Scaleway is proud to actively contribute to achieving these sustainable development goals**, notably through its hardware and software activities, as well as through its commitments to its employees and society as a whole. We align with iliad's vision of making digital technology accessible to everyone, everywhere, and fostering a resilient digital society.

01

For employees

Equity and Inclusion at Scaleway

Between 2020 and 2022, Scaleway almost doubled its workforce. In 2023, the company entered a consolidation phase, also marked by the separation of its data center activity, now operated by a new company: OpCore. Despite these structural changes, our commitment to diversity, equity, and inclusion has remained intact.

Today, 23.64% of our employees are women. This result positions us at the forefront of our sector, where the global average does not exceed 14.2%.
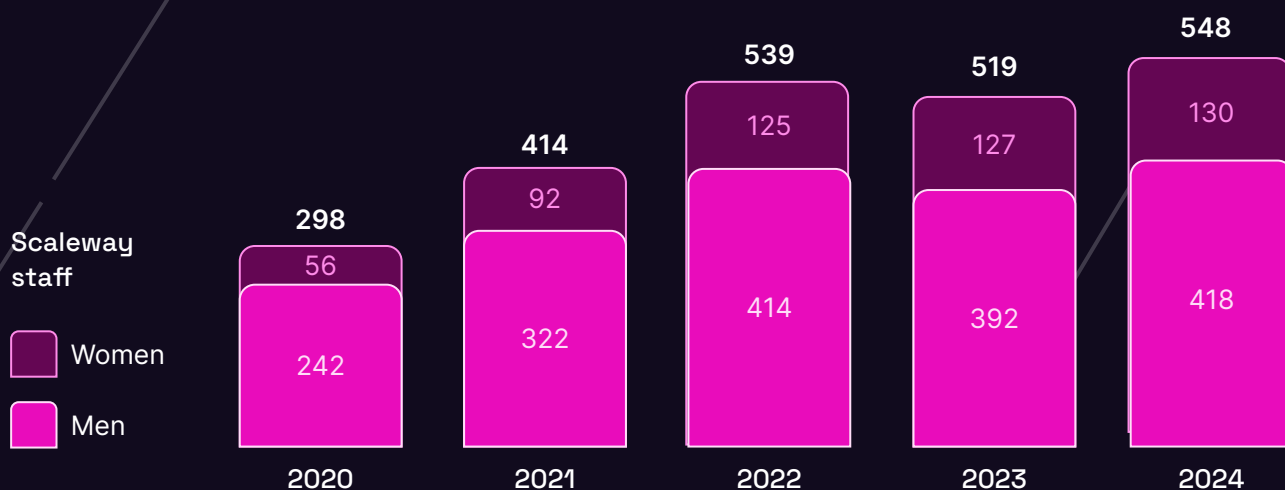
The Egapro index, introduced by the French government four years ago, measures professional equality between women and men. With an overall score of 79/100 in 2024 we confirm our desire to build an inclusive work environment where everyone can thrive.

Our results 2024

	2020	2021	2022	2023	2024
% of women in the workforce	18.8%	22.1%	23.2 %	24.5 %	23.64 %
of which:					
Management roles (C-level, Heads of and team leaders)	19.8%	22.2%	23.5%	22.2%	20%
C-level	43%	44.4%	40%	55%	32%

	2020	2021	2022	2023	2024
Departure Rate	26%	23%	24%	30%	31%
EgaPro Score	64/100	91/100	76/100	81/100	79/100
Compensation gap score (out of 40)	29	36	36	36	34
Number of nationalities	22	30	28	25	23

Scaleway staff

- Women
- Men

|	2020	2021	2022	2023	2024
Total	298	414	539	519	548
Women	56	92	125	127	130
Men	242	322	414	392	418

The total number of Scaleway employees decreased in 2023 due to the spin-off of its data center business into another company, OpCore.

Working for
equal pay

In 2024, our Egapro score remained in the same range as in 2023, confirming our commitment to gender equality in the workplace.

Gender equality and women/men pay gap

Evolution 2019-2024

☐ Gender equality rating

⊶ Women/men pay gap

Source: Scaleway

| 2019	2020	2021	2022	2023	2024
92	64	91	76	81	79
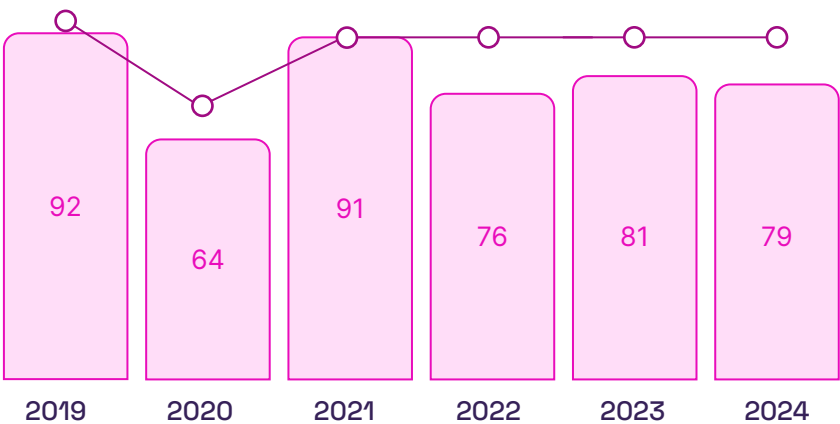
Our diversity initiatives

Empower: An Internal Network for Women at Scaleway

In 2024, we launched Empower, a group created by and for around 100 female Scaleway employees. Founded on trust, respect, and mutual support, this network aims to enable the women of the company to fully realize their potential, both at work and outside of it. A mentoring program is notably in place. In 2023, founding events helped define the values and objectives of this initiative.

Inclusive recruitment

We are committed to evaluating candidates based on their demonstrated skills rather than their qualifications, thus ensuring a fair approach. To achieve this, all candidates are evaluated transparently and comparably using the STAR method, with uniform steps for each. In addition, our HR teams are trained to write inclusive and non-discriminatory job offers, so that everyone can see themselves in the position and no one is excluded.
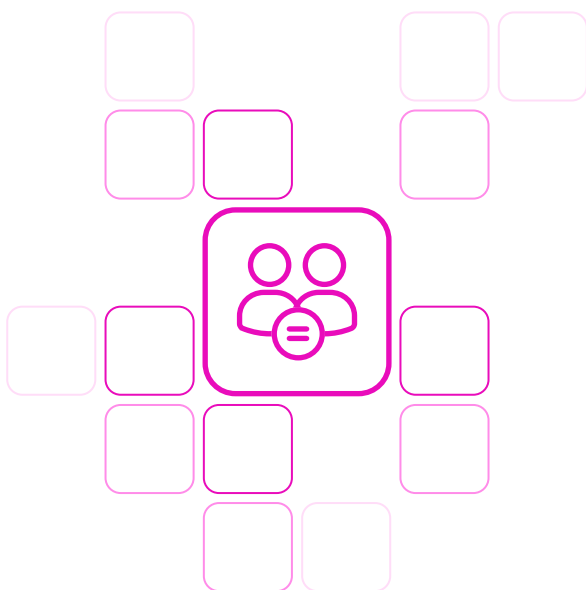
Work-life balance

Since returning to the office after the pandemic, Scaleway has remained committed to enabling its employees to balance work and private life. French law on the **"right to disconnect",** which notably prohibits managers from contacting their teams in the evenings or on weekends, reinforces this commitment.

We have thus implemented several measures and benefits to improve working conditions, both on-site and remotely.

Family and Home

→ We are committed to supporting our employees through initiatives such as **Flexi Family**, which provides access to practical services like cleaning, ironing, gardening, and childcare.

→ In addition, our leave policy is adapted to the needs of our employees, offering, for example, two paid days for moving and an extra day after four years of seniority.

→ We have also set up a solidarity system allowing colleagues to donate paid leave days in the event of the death or disability of a loved one, days which are doubled by the company up to a maximum of 20 days.

Physical health

Our commitment to the well-being of our employees is reflected in several concrete initiatives.

→ We actively support sports practice through the benefit and participation of the CSE (Social and Economic Committee) as part of a sports subscription.

→ In addition, we ensure that our employees have daily amenities, offering breakfasts, snacks, fruits, and drinks at each site.

→ For catering, our Parisian offices benefit from corporate catering including vegetarian options, while our other sites are equipped with relaxation areas and full kitchens.

Psychological health

→ To support employee well-being, measures are in place such as automatic disconnection from professional tools (Slack and messaging) in case of sick leave or prolonged absences (more than 3 weeks).

→ In addition, an annual workload assessment is carried out, and free, anonymous, and unlimited (24/7) access to psychologists is offered via a call center.

→ Finally, workspaces are designed to promote well-being, with unique decor, terraces, and recreational activities such as foosball, darts, and board game nights.

Remote Work

→ The company has implemented a remote work and flex office policy, requiring physical presence only for certain functions.

→ To facilitate remote work, it provides digital tools and live-streams All Hands meetings in French and English. Team-building activities, such as training and meetups, are also organized.

Other benefits

→ A Sustainable Mobility Package is implemented for employees in metropolitan France.

→ In addition, it is possible to place up to 5 days of unused leave in a time savings account, or to be compensated only for unused RTT (Reduced Working Time) days.

Innovative policies for parents

We know that family management is a cornerstone of work-life balance. That's why we have implemented measures adapted to societal changes:

→ To support families, the company offers two additional weeks of fully paid maternity leave after six months of service, an advantage superior to the legal requirement of one year.

→ Furthermore, through Flexi Family, employees benefit from access to parental coaching, advice for expectant parents, childcare, as well as academic support and extracurricular activities.

→ The company also grants up to 5 paid absences for the spouse or partner (PACS) of an expectant parent to attend mandatory medical examinations, exceeding the legal minimum of 3 days.

→ Finally, employees have access to the People&Baby network to reserve daycare spots at preferential rates throughout metropolitan France.
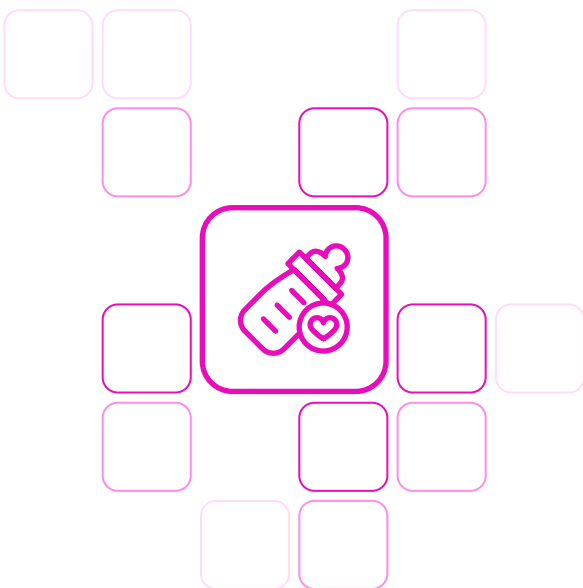
02

For the environment

Scaleway and iliad Group's Commitments to Sustainable Development

Scaleway fully aligns with the environmental ambitions of the iliad Group, whose climate strategy aims to accelerate the transition to low-carbon operations and eco-designed products. The iliad Group has set ambitious targets, validated by the Science Based Targets initiative (SBTi), to reduce its Scope 1 and 2 emissions by 60% by 2030 and 90% by 2050 (compared to 2022), and its Scope 3 emissions by 46% by 2030 and 90% by 2050 (compared to 2022).

These commitments are reflected in a strategy built around three key principles:

→ **minimizing direct emissions** through improved energy efficiency and the use of renewable energies,

→ **reducing indirect emissions** throughout the value chain by collaborating with strategic partners,

→ **offsetting residual emissions.**

In 2024, iliad also launched a Green Financing Framework, allowing the issuance of its first Green Bond to finance ecological projects.

The group's sustainability governance is robust, with a CSR Committee of the Board of Directors defining the strategy and other committees overseeing disclosures and ESG-linked remuneration. The group has also conducted a double materiality assessment, identifying material topics such as climate change, circular economy, water consumption, and waste management, to ensure a comprehensive view of its footprint and its exposure to sustainability-related risks and opportunities.

As a subsidiary, Scaleway actively contributes to achieving these goals by integrating these principles into its own operations and developments, aiming to minimize its environmental footprint and promote a responsible approach to digital technology.

Results, Goals, and Indicators: Our Key Results in 2024

At Scaleway, we hold a strategic position to influence the practices of our ecosystem. We are committed to a continuous improvement approach and communicate transparently on the results of our actions, whose impacts for 2024 are detailed below.

In 2024, environmental indicators like electricity, carbon, and water consumption rose, primarily due to expanding AI activities requiring more powerful, energy-intensive servers (GPUs).

Despite this, electricity consumption increased by only 15.4%. This was achieved by installing AI servers in DC5, one of Europe's most innovative datacenters, which uses highly efficient cooling systems (direct free-cooling and adiabatic cooling) to minimize energy for cooling. This choice reduced CO2 emissions related to electricity consumption by approximately 16% compared to using other datacenters (e.g., DC2, which would have added 393.52 kgCO2e).

While DC5 uses slightly more water for optimal AI server cooling than other Scaleway datacenters, overall water consumption remains very low, well below the global market average, demonstrating Scaleway's commitment to reducing its water footprint.

Key figures for 2024 and evolution compared to 2023

Electricity consumption	Renewable energy	Carbon footprint	Water consumption	Waste collected
132,881 MWh +15.4%	100%	118,284 Tonne of Co2e +46%	23,610 m³ +166%	176 tons -2.76%
Total electricity consumption in all data centers	data center energy from renewable sources (Guarantee of Origin)*	(Scope 1, Scope 2 & Scope 3)	water consumed to cool our French data centers**	wastes collected in 2024***

Note: CO_2 equivalent emissions are location-based (definition below)
*From regenerative sources such as solar and wind power
**Water consumed by the 4 French OpCore data centers used by Scaleway
***Waste from Scaleway's various offices

Specific Indicators of our Activities, 2024

PUE	WUE	Server lifespan	Company vehicles
1.37 +0.73%	**0.22** -0.8%	**10 years**	**95 %**
Average PUE of our data centers*	our data centers' average WUE**	maximum lifespan of our servers***	of company vehicles are electric

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

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

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

Carbon footprint in 2024 (tons of CO2e)

TOTAL SCOPE 1	TOTAL SCOPE 2 (location based)	TOTAL SCOPE 3 (location based)	(of which) Scope 3 servers	Total emissions (location based)
63	3,155	15,066	13,387	**18,284 (+46% vs 2023)**

Scaleway's carbon footprint was calculated according to the GHG Protocol method.

The GHG Protocol is the most widely used method in the world for calculating carbon footprints, and gave rise to the ISO 14064-1: 2006 standard. It allows for easy comparison and communication of greenhouse gas emission assessments 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 energy purchased by companies comes from sustainable sources, the GHG Protocol accepts two methods, one location-based and one market-based.
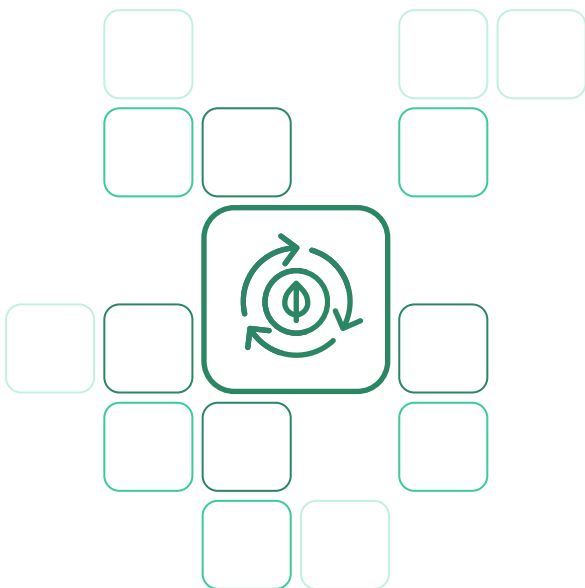
Data relating to data centers in 2024

To measure a data center's efficiency, we use two key indicators: PUE and WUE.
PUE is an indicator that measures the energy efficiency of a data center. Scaleway's average PUE, for all data centers used, was **1.38** in 2024, lower than the worldwide average of 1.55*.

WUE is an indicator that evaluates the water consumption efficiency of a data center. It is rarely published by data center operators. With an average WUE of 0.222, our data centers are among the most water-efficient on the market, notably because Scaleway does not use cooling towers, which can consume millions of liters of water per year.

*Uptime Institute - 2022 Global Data Center Survey

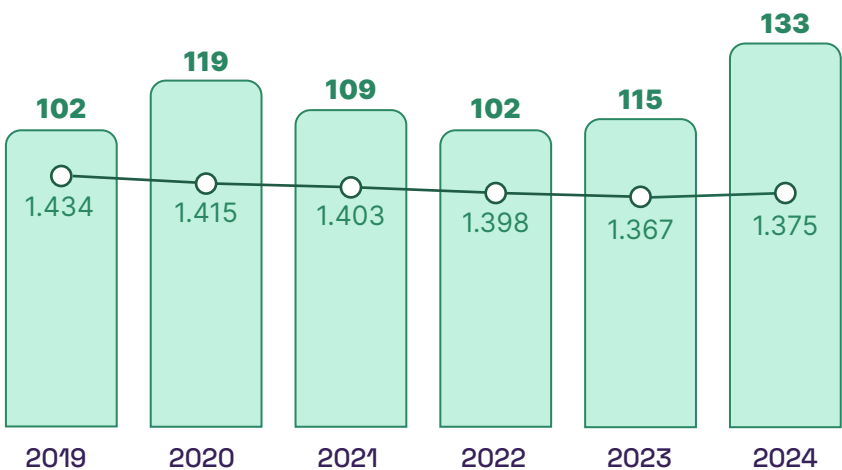| Data center country, supplier	PUE	Electricity consumption (MWh)	WUE	Water Consumption (m3)	Cooling system
DC2 - FR, OpCore	1.45	7368	0.009	66.312	Chilled water system
DC3 - FR, OpCore	1.39	14845	0.00009	1.33605	Indirect free cooling with a closed-circuit high-temperature chilled water system
DC4 - FR, OpCore	1.44	8241	0.00002	0.16482	EC (direct) with variable compressor (VRV)
DC5 - FR, OpCore	1.25	94171	0.25	23542.75	Direct free cooling, with adiabatic cooling
AMS1 - NL, Iron Mountain	1.38	5292	0.850	4498.28	Hot water with closed-loop hot water system
AMS2 - NL, Interxion	1.40	696	N/A	N/A	Free-cooling, free-chilling, and immersion systems
AMS3 - NL, Equinix	1.40	174	N/A	N/A	
WAW1 - PO, Equinix	1.50	434	N/A	N/A	
WAW2 - PO, 3S	1.24	969	N/A	N/A	Free-cooling systems, immersion cooling systems and air conditioning
WAW3 - PO, Atman	1.50	691	N/A	N/A	Systèmes de free-cooling, free-chilling et immersion

Notes :

• DC5 does not use air conditioning, thus limiting its GHG emissions. It uses direct outdoor air cooling, complemented by adiabatic cooling (outdoor air passes through a wet membrane to lower its temperature) above an outdoor temperature of 28°C. It is during these periods that DC5 consumes the most water. In addition, all the servers necessary for artificial intelligence are installed in this data center, which explains the large difference in consumption compared to other data centers.

• The AMS2 and AMS3 sites in Amsterdam and the Warsaw sites are not included in our average WUE for 2024 because the data centers do not provide us with this data.
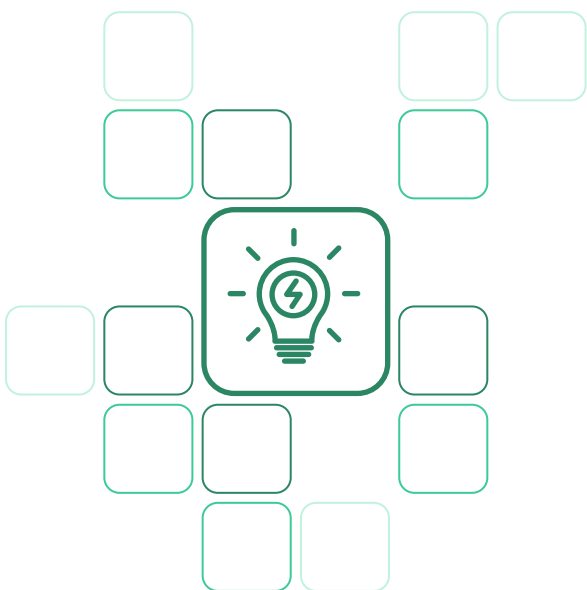
Our energy efficiency: PUE

Evolution of electricity consumption & PUE of our data centers, 2019-2024

■ Total electricity consumption (GWh)

─○─ Average PUE for all data centers

Year	2019	2020	2021	2022	2023	2024
Total electricity consumption (GWh)	102	119	109	102	115	133
Average PUE	1.434	1.415	1.403	1.398	1.367	1.375

Notes:

• The increase in electricity consumption in 2020 is attributed to the expansion of our server deployment that year. Optimizations related to Uninterruptible Power Supplies (UPS) and temperature adjustments in the server rooms allowed for a reduction in electricity consumption in 2021.

• The increase in electricity consumption in 2023 and 2024 is primarily due to the expansion of our server deployment, particularly those required for artificial intelligence, which are very energy-intensive. This growth in activity led to a natural rise in our consumption.
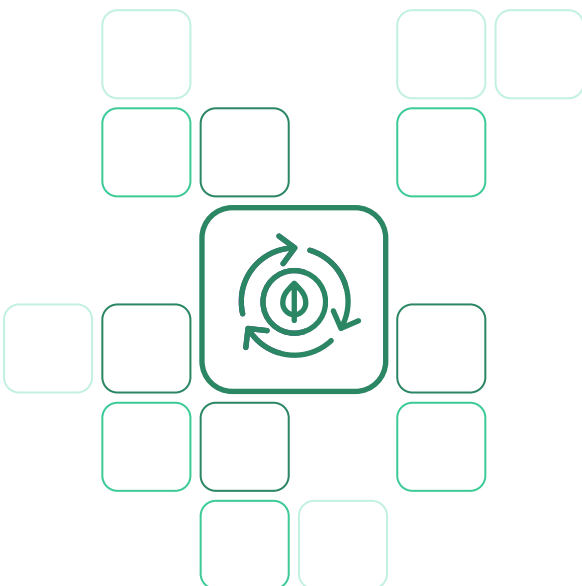
How is PUE calculated ?

Developed by **The Green Grid organization**, PUE, or Power Usage Effectiveness, has been defined and regulated since 2016 by ISO/IEC 30134-2. 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 using the following formula:

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

How is WUE calculated?

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

It is calculated using the following formula:

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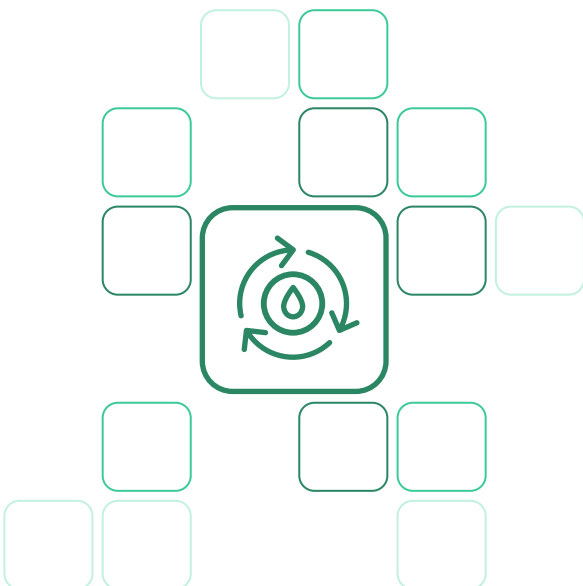
Our waste

This section gathers data on waste quantities from Scaleway's offices (in Paris and Lille) included in our carbon footprint. With this in mind, Scaleway is also actively committed to reducing its waste by implementing concrete daily initiatives.

For example, we have removed cardboard cups from our cafeterias, thereby encouraging the use of washable and reusable crockery by our employees. This simple but effective measure is part of our commitment to minimizing the environmental impact of our activities by promoting more sustainable practices within our offices.

Waste type	Tons collected per year
Mixed packaging waste recovered for material	34.48
Glass waste recovered for material	37.44
Other non-hazardous waste (textiles, furnishings, biowaste, etc.) other recovery	99.22
Other non-hazardous waste (textile, furniture, biowaste, etc.) not recovered	4.78
Total	175.92

Electronic Waste

Electronic waste constitutes a significant portion of our waste as a cloud service provider. Although our internal reconditioning programs (detailed later in this report) allow us to considerably extend the lifespan of our electronic equipment, we nevertheless sent over 97 tons of electronic waste to our partner Loxy in 2024, who is responsible for recycling everything that can be.

	Material recovery	Energy recovery	Landfill	Total
in kg	82715	7388	7507	97610
in %	85%	8%	8%	100%

Other indicators

Our company's commitment to sustainability extends beyond quantifiable indicators, confirming our employees' dedication to minimizing our environmental impact. This is evidenced by our transition to a hybrid and electric vehicle fleet, which represents 95% of our park. This initiative underscores our concrete commitment to sustainable mobility and environmental management.

Indeed, in 2024, Scaleway owned a total of nine vehicles, most of which are electric. Instead of company cars, we make electric cars available to staff for short trips.

Percentage of electric vehicles in the entire fleet, 2024

Hybrids / Electric

Petrol/diesel

5%

95%
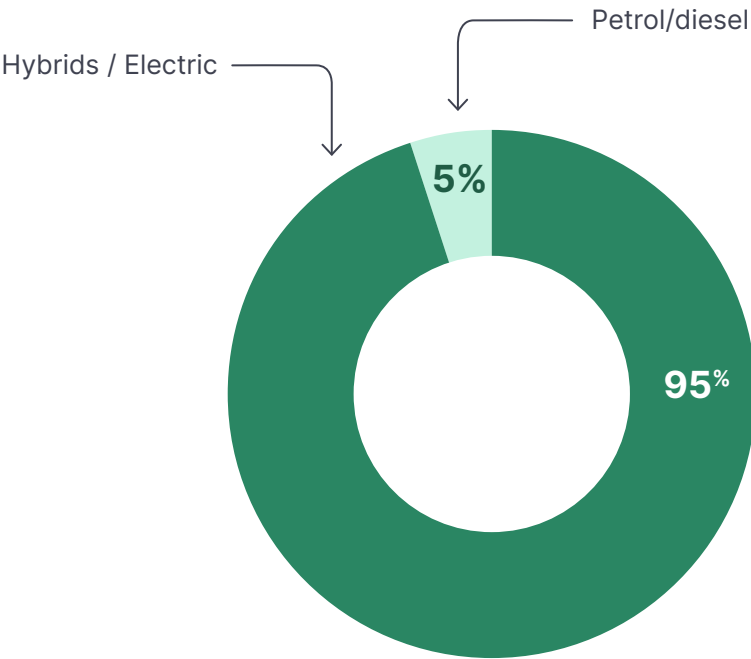
How we reduce our impact

As a pioneer in digital responsibility, Scaleway is committed to minimizing its impact by acting on the three fundamental pillars of sustainable IT: data centers, computer hardware, and software. Raising awareness among its employees and users is also a major focus of this approach.

Data centers

We only use data centers running on 100% renewable energy – we have installed Europe's most powerful AI cloud computing clusters, in collaboration with NVIDIA, in OpCore's DC5 data center. These are the only AI supercomputers in the world that are not cooled by air conditioning, as DC5 only uses free-cooling and adiabatic cooling. Not using air conditioning represents a de facto energy saving for cooling of 30 to 40% compared to the rest of the market. DC5 also consumes significantly less water than an average data center, thanks in particular to our non-use of cooling towers.

At a time when the impact of AI is increasingly being questioned, Scaleway is doing everything possible to limit it.

We also remain exemplary in terms of transparency of the performance of the data centers we use. The PUE and WUE of our French data centers can be consulted in real time, at any time, **on our website.**
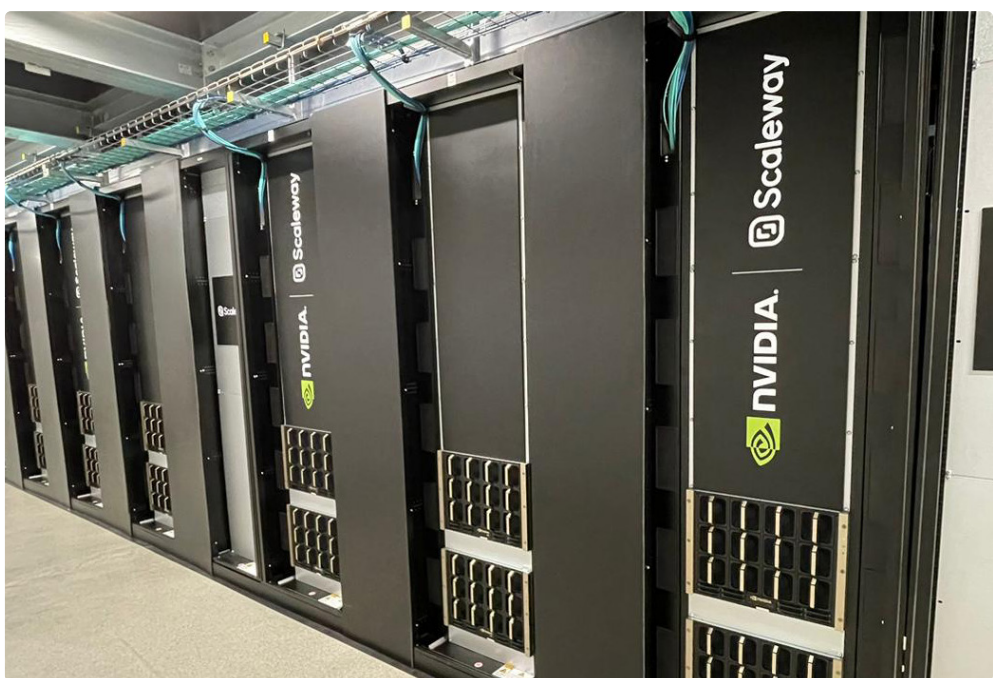
DC2 PARIS - Opcore data center - (fr-par-1)

1.49 - Power Usage Effectiveness Real time (iPUE)

49% - Humidity (outdoor)

21° - Temperature (outdoor)

2408 kW - Total IT consumption

PUE
1.46
TTM

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.

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

1.42 - Power Usage Effectiveness Real time (iPUE)

31% - Humidity (outdoor)

0° - Temperature (outdoor)

5214 kW - Total IT consumption

PUE
1.36
TTM

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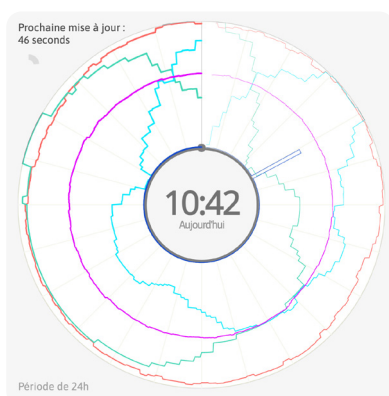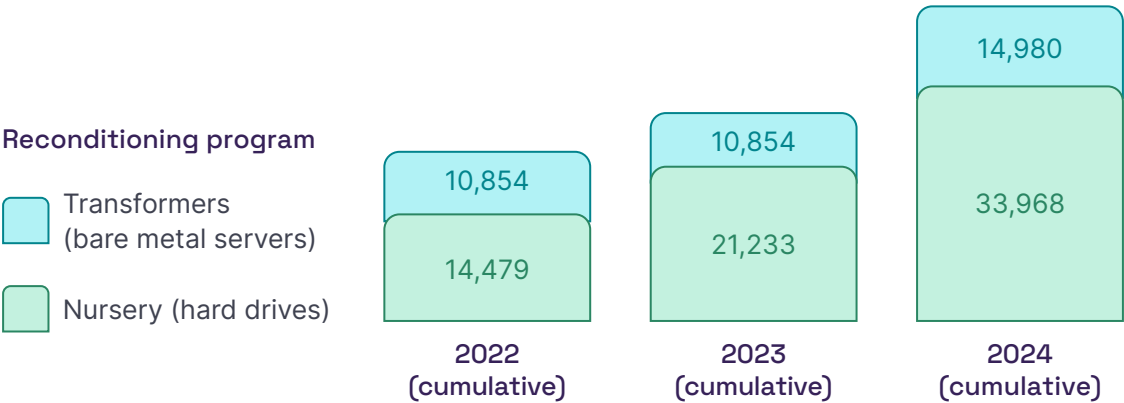
DC5 PARIS - Opcore data center - (fr-par-2)

1.17 - Power Usage Effectiveness Real time (iPUE)

48% - Humidity (outdoor)

20° - Temperature (outdoor)

3529 kW - Total IT consumption

PUE
1.17
TTM

WUE
0.00
TTM

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.
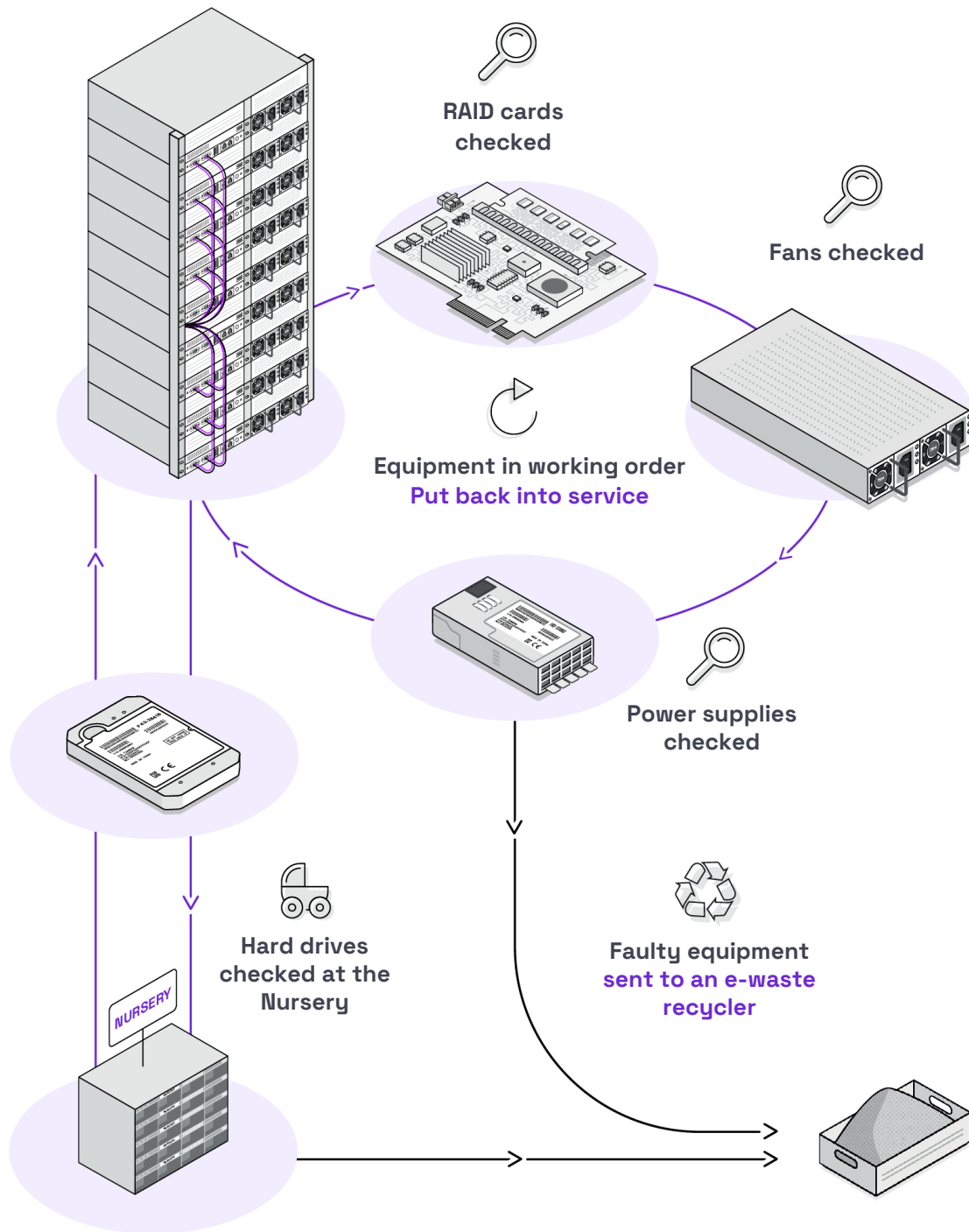
Hardware

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

→ The **Nursery** program, launched in 2019, has since reconditioned nearly 34,000 hard drives.

→ The **Transformers** program, launched in 2021, concerns our servers, and more specifically those part of our Dedibox offer (dedicated servers) that are reaching end-of-life. The initial objective was to extend the lifespan of 15,000 servers that were already seven or eight years old, giving them an additional 3 to 4 years of life. In 2024, all 15,000 servers in the program were reconditioned and put back into production for new offers.

→ A new program, **Orion**, will be launched in 2025. Following in the footsteps of Transformers, this program will focus on the more complex reconditioning of Instance servers, thus exceeding the "bare metal" scope of Transformers.

Reconditioning program

◻ Transformers (bare metal servers)

◻ Nursery (hard drives)

	2022 (cumulative)	2023 (cumulative)	2024 (cumulative)
Transformers (bare metal servers)	10,854	10,854	14,980
Nursery (hard drives)	14,479	21,233	33,968

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

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

NURSERY

Awareness

Since early 2022, Scaleway employees concerned by ecological issues have gathered to form a group called Sustainable Scalers. This group, which meets once a month and brings together around a hundred employees on a dedicated Slack channel, has organized interventions by external experts on key dates such as Earth Day; evolved the company canteen's offering to include vegetarian options several times a week; and raised awareness among 115 Scalers through ecological workshops, such as 2tonnes or La Fresque du Climat.
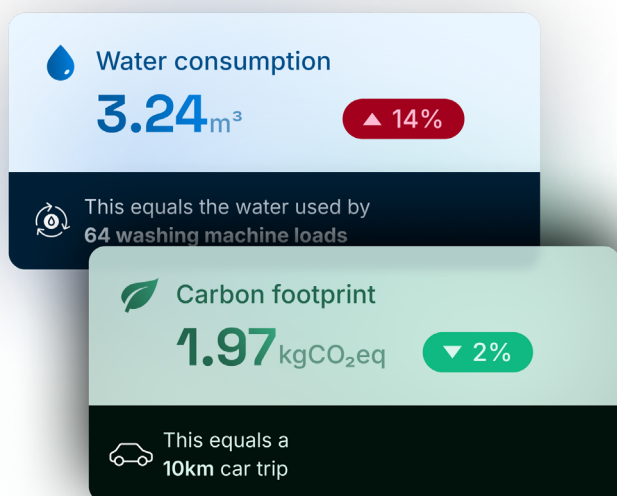
These initiatives also contributed to Scaleway obtaining an EcoVadis gold medal in early 2024 (more information in the "Company" chapter), and were disseminated within the iliad Group via the "ESG Ambassadors" program, which enabled many other colleagues to be trained in 2tonnes or La Fresque du Climat.
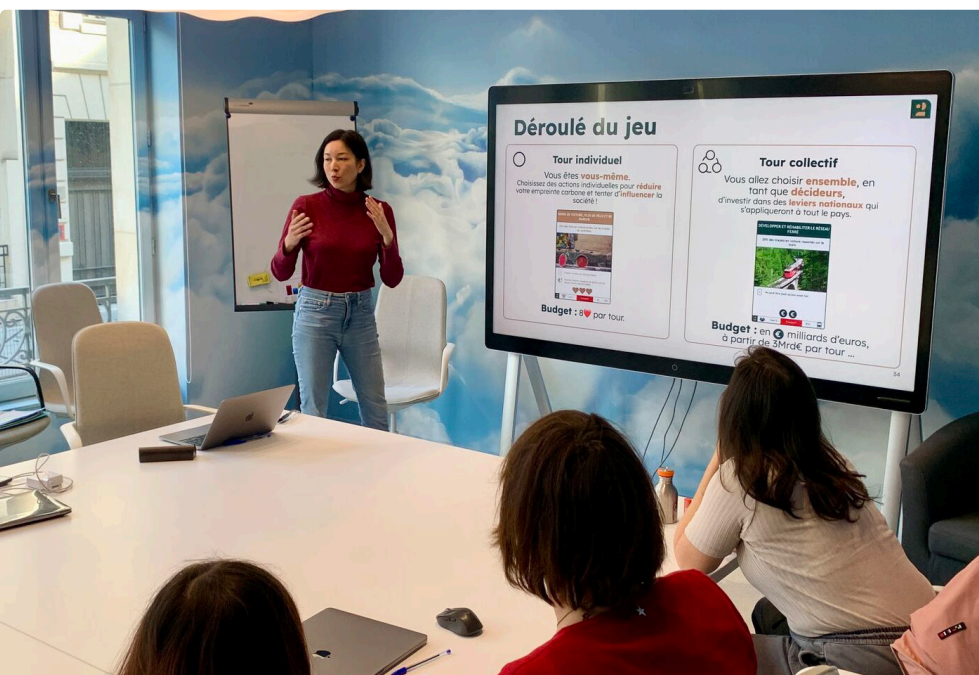
Environmental Impact Calculator:
From Innovation to Strategic Tool

In 2024, Scaleway's environmental calculator project, mentioned in our previous report, moved from an idea to a concrete and strategic reality. Designed to provide our customers with unprecedented transparency on the environmental impact of their cloud usage, this tool has been officially launched and integrated into our products.

More than just a measurement tool, our calculator is a strategic ally for our customers in drafting their CSRD report. It provides them with precise and traceable data on CO_2e emissions and water consumption, essential information for meeting the requirements of ESRS standards, notably E1 (Climate Change), E3 (Water and Marine Resources), and E5 (Resource Use and Circular Economy). The calculator thus facilitates their compliance and helps our users make more informed decisions for a more sustainable cloud.

Water consumption

3.24 m³   ▲ 14%

This equals the water used by
64 washing machine loads

Carbon footprint

1.97 $kgCO_2eq$ ▼ 2%

This equals a
10km car trip

Features and Scope:

→ **Reporting and Visualization:** The calculator now offers two key functionalities. Customers can get an **impact estimate before purchase** to make more informed choices, and a **monthly report of actual usage** is available in PDF format or viewable in the console. A new visualization dashboard is also being integrated to allow dynamic tracking of impact over time.

→ **Products Covered:** Initially focused on dedicated servers in 2024, the calculator has expanded since the beginning of 2025 to include Instances and Block Storage products, with the ultimate goal of covering all Scaleway products.

Methodology and Performance:

Our calculation methodology is based on a rigorous life cycle assessment (LCA) approach, covering manufacturing, usage, and operational impacts. This approach is aligned with ADEME's Product Category Reference (RCP).

Next Steps:

The road to a more sustainable cloud is a continuous effort. For 2025, we plan to finalize the deployment of the user API and the impact dashboard. We also aim to expand the calculator's coverage to other Scaleway products.

This commitment to providing accurate data is essential to supporting our customers towards more responsible choices and setting new benchmarks for transparency in the industry.

03

For Society

Ethics and trust at **Scaleway**

All companies must take into account their impact on society in the broadest sense (as well as on the environment, see chapter 2).

Scaleway's impact on society reflects our fundamental values. Our mission is not limited to providing technological infrastructure; it extends to building a more ethical, transparent, and supportive digital ecosystem. This part of our report demonstrates our commitment to our employees, customers, and partners, in alignment with emerging CSR reporting requirements.

Our commitments: an enlightened relationship of trust

Our Customers: Transparency as a Foundation

We consider transparency to be the cornerstone of a lasting relationship of trust. We are committed to offering our customers clear and granular access to data concerning them. Our environmental impact calculator, mentioned in the "Environmental" section of this report, is the perfect embodiment of this approach. It allows each customer to know the CO_2e emissions and water consumption of their uses, thus helping them make more informed decisions and meet their own reporting obligations, particularly those of the CSRD.

This commitment is also reflected in a policy of predictable, transparent prices publicly displayed on our websites, and we do not charge exit fees for most of our services. This also facilitates data portability, especially since our use of open source standards guarantees interoperability. Finally, we never use customer data for commercial purposes. The same applies to our Sales department, which must notably ensure the protection of customer data, in compliance with confidentiality rules and the GDPR.

In addition, the Customer Success team is essential to our customer commitment. Its mission is to offer personalized support that meets the specific needs of each customer. By collaborating closely with them, the team provides continuous support, identifies areas for improvement, and contributes to increasing customer satisfaction, thus consolidating strong and lasting relationships.

We proudly display our customer satisfaction rate, which we constantly strive to improve. These results demonstrate Scaleway's investment in our services and customer support.

In 2023, we achieved a customer satisfaction score of 4.37 out of a maximum of 5, very close to our best result in the past five years (4.4 in 2021)." by "In 2024, we achieved a customer satisfaction score of 4.37 out of a maximum of 5.

Customer satisfaction

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

Source : Scaleway

| 2018	2019	2020	2021	2022	2023	2024
4	4	4	4.1	4.28	4.37	4.2
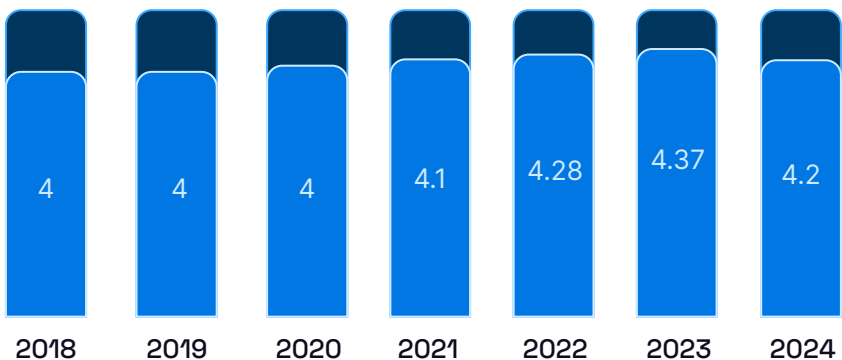
Our Suppliers:
Shared Values and High Standards

We are extending our vision of responsibility to our entire value chain. Our Partner Relations Charter formalizes our requirements concerning ethical, social, and environmental practices. We evaluate the CSR performance of our strategic suppliers using recognized platforms such as **EcoVadis**, thus ensuring that our partners share our values of transparency and ethics. Our Code of Ethics applies in all circumstances, regardless of the size or type of organization with which we work: start-ups, SMEs, large companies, or the public sector.

To minimize our impact on society, we monitor the impact of our value chain and our logistics models (equipment transport, packaging, recycling). With this in mind, for example, we ask our suppliers to send us the maximum amount of material with the minimum of packaging and shipping. As for payments, our process is functional and compliant with current legislation. We have put in place processes and a monitoring system to ensure that all our suppliers are paid within 30 days.

Finally, we hold regular meetings with our most important suppliers to keep them informed of our R&D advances, and to present our objectives and strategic roadmap to them.
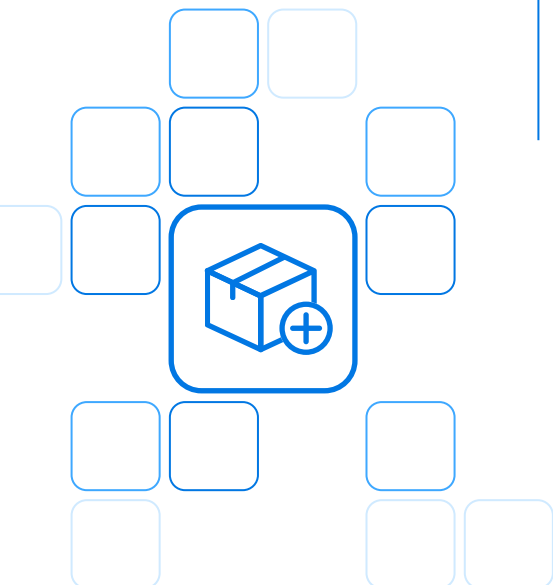
Our Employees:
A Driving Force for Innovation and Solidarity

Our employees are at the heart of Scaleway. In 2024, we continued our recruitment and training policy, focusing on developing skills in future-oriented areas such as energy efficiency and eco-design. We also rolled out training modules on sexism and unconscious bias to ensure a diverse and inclusive work environment.

We put our Code of Ethics and values into action, because we believe that actions speak louder than words.

Scaleway employees comply with the Code of Ethics of the iliad Group, our parent company. This code governs professional conduct and guides Scalers on ethical and responsibility matters. It also includes an ethical alert system, allowing any legal or regulatory infringement, threat, harm to the general interest, or breach of Group policies to be reported to the Compliance Department.
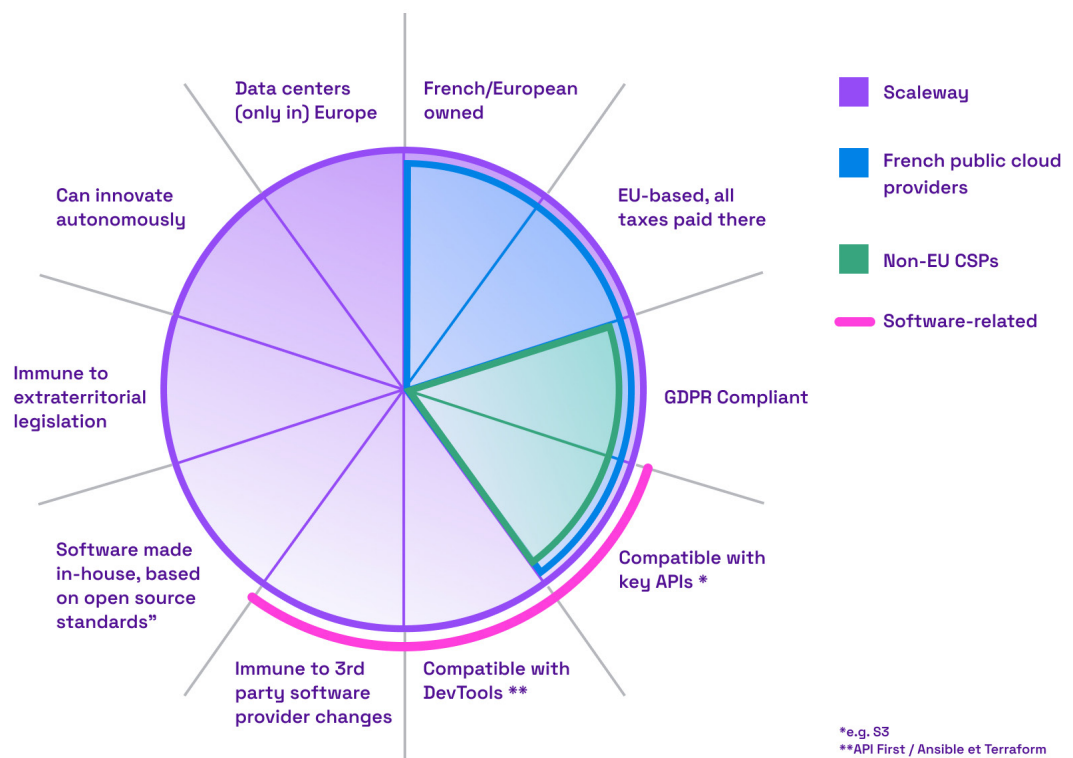
Our Guarantees:
sovereignty, compliance, and security

Trust is built on strong guarantees, especially in a sector as sensitive as the cloud. We have put in place governance and operational practices that protect our customers and their data.

Governance in service of a sovereign cloud

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

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

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

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

Furthermore, as a key player in the sovereign European cloud, Scaleway guarantees rigorous management of personal data, in strict compliance with the GDPR. We reinforce our commitment to digital trust by obtaining ANSSI's SecNumCloud certification. Our data centers also benefit from ISO 50001 (energy management), ISO 14001 (environmental management), and ISO 27001 (data security) certifications, attesting to our operational excellence.

Finally, for the protection of our clients' data, we have developed an internal tool for the secure erasure of data on reusable or recyclable hard drives. Irrecoverable drives are destroyed by shredding. Upon request, we provide our clients with a certificate of destruction for their hard drives or data.

In addition, the fact that Scaleway received EcoVadis' gold medal at the beginning of 2024 confirms its compliance with these responsible sourcing principles for 2023 and beyond. Our score of 70/100 in the "responsible purchasing" category contributed significantly to Scaleway's overall EcoVadis score of 73/100.

Cybersecurity and operational resilience

Our technical stance is based on mastering our networks and developing our own security tools internally, which allows us to limit third-party intervention and maximize our responsiveness. We also rely on the expertise of our subsidiary ITrust, a French cybersecurity leader, to strengthen our protection systems. This integrated approach guarantees optimal security. The availability of our services is also our absolute priority. That's why our operational guarantees aim both to reassure our customers and to clearly define mutual responsibilities.

Scaleway is committed to providing operational guarantees covering:

→ The business continuity of our offerings' infrastructure.

→ The protection of private data, including personal data.

→ The logical and physical security of our infrastructures.

Service continuity is also linked to the support level chosen by the customer. For example, while we ensure the availability of virtual machines, our customers are responsible for their redundancy and business continuity plans.

Furthermore, we rigorously monitor and measure our IT incidents using several key indicators:

→ Detection time: the time required to identify a problem.

→ Reaction time: the time between the alert and the incident being taken over by a member of the support team.

→ Resolution time: the time required to diagnose and resolve an immediate problem.

In the interest of transparency, we have implemented clear processes for incident management, resolution reports, and action plans. We systematically inform our customers before any intervention (incidents, maintenance, equipment reactivation, etc.).
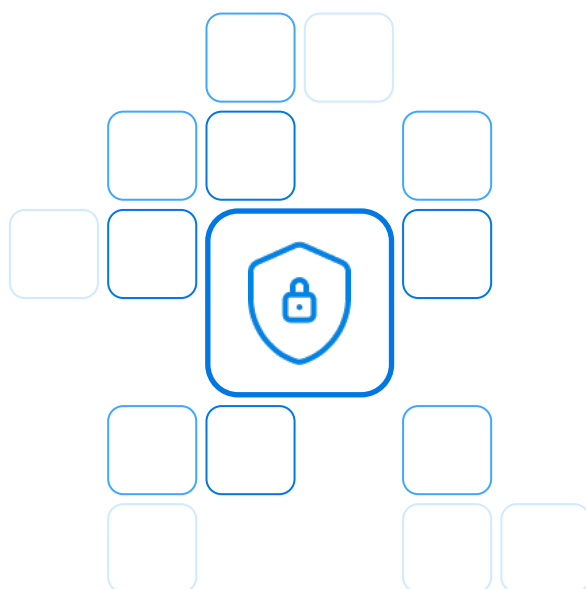
Our Solidarity: commitment to the digital ecosystem

The responsibility of a leader is to catalyze change. We are committed to using our position to promote a more just and ethical digital world.

Support for citizen initiatives

We are proud to support associations that use technology for the common good, such as the Data for Good collective, an association that Scaleway supports with cloud credits, which benefit the various projects supported by the NGO. This partnership allows volunteers to use our cloud infrastructures for projects of general interest, demonstrating that technology can be a powerful tool at the service of society.

In 2024, over 14,000 compute hours were used to support projects such as QuotaClimat, which analyzes French media coverage of environmental issues; Bloom, which monitors illegal fishing; and Latitudes, an organization promoting responsible training.

In 2025, Scaleway will continue to work towards an increasingly responsible digital future.

A partner for eco-design software

We host many committed players, who, for example, implement an eco-responsible file transfer solution or a responsible web hosting solution. This demonstrates that our sustainable and transparent infrastructure is the ideal breeding ground for companies that integrate eco-design at the heart of their services.

In conclusion, our societal impact is the result of daily technical and ethical choices. Through our commitment to transparency, sovereignty, and solidarity, we aim to build an ecosystem where technology is a driver of progress, responsibility, and trust.