

 UpCloud

# ESG Report 2024

# Our North Star: striving towards a better world

**This is UpCloud's first Environment, Social, and Governance (ESG) report since launching our updated ESG program earlier this year. However our commitment to improving the world around us goes back to the founding of UpCloud. We've always made a conscious effort to operate sustainably – from the renewable energy we use to power our data centres, to ensuring gender pay parity within our organisation. We are determined to play our part as we strive towards a better world.**

We've made considerable progress throughout 2024, and have numerous ESG innovations and advancements planned for the year ahead, including lowering our carbon footprint versus revenue trend.

We hope you find this report informative. Please don't hesitate to contact us if you have any questions, or great suggestions on how we can keep improving.

# Highlights from 2024

70%

UPCLOUD DATA CENTERS RUN  
ON RENEWABLE ENERGY

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100%

UPCLOUD OFFICES RUN ON RENEWABLE  
ENERGY

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100%

OF EMPLOYEES FEEL INCLUDED IN THE  
WORKPLACE

# Environment

Inspired by our customers, we're creating greater transparency into our own actions, starting with calculating our carbon footprint with the widest possible framework – including scope 1, 2, and 3 according to GHG Protocol Corporate Standard. This year we switched our Singapore office to run entirely on renewable energy, so that all UpCloud offices are now carbon neutral. We also updated our Environmental Management System and established UpCloud's science based targets for lowering our emissions.



**100%**

UPCLOUD OFFICES  
RUN ON RENEWABLE  
ENERGY



**70%**

UPCLOUD DATA  
CENTERS RUN ON  
RENEWABLE ENERGY

**CO<sub>2</sub>**

**0%**

DIRECT  
EMISSIONS

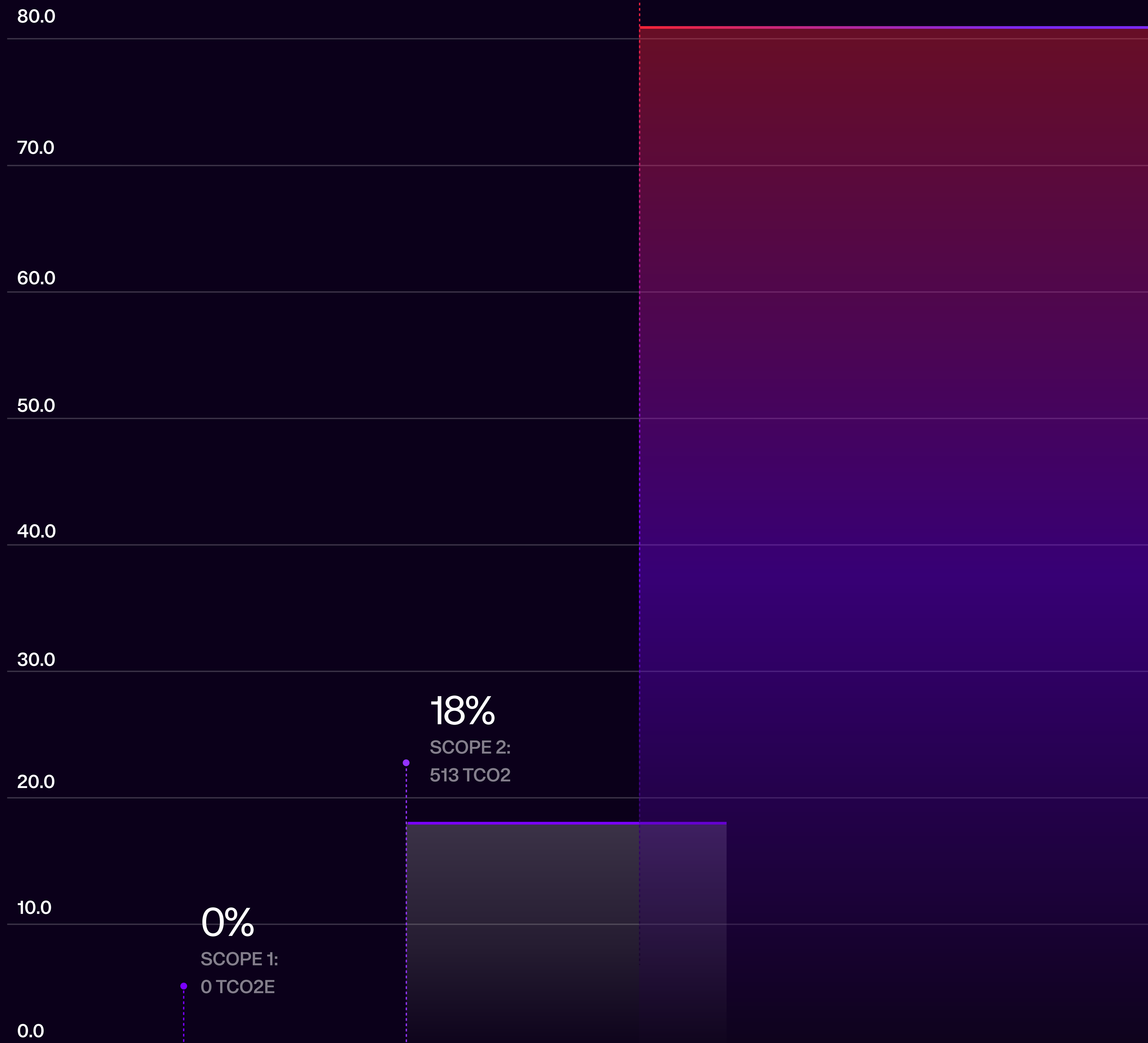
# Emission

Emissions calculations were completed for scope 1, 2, and 3 from 2023 data, according to GHG Protocol Corporate Standard. The largest individual contribution to our emissions was data centre hardware purchases. Our remote-friendly work policy and dedication to taking public transport wherever possible significantly lowered our travel and commute contributions.

**TOTAL EMISSIONS → 2831 TCO2E**

**82%**

SCOPE 3:  
2318 TCO2E



# Split per consumption category

 SOURCING **1972 TCO2E**

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 ENERGY **140 TCO2E**

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 LOGISTICS **34 TCO2E**

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 WASTE **2 TCO2E**

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 TRAVEL **165 TCO2E**

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 COMMUTE **5 TCO2E**

# Carbon emission lowering plan and carbon offset

As a first step during 2025, we aim to lower our carbon footprint vs revenue trend – one of our key indicators as to how we are developing towards a more sustainable direction.

We are committed to reducing our GHG emissions with the ambition of meeting the 1.5 degree scenario, as presented by IPCC8 (November 2018).

To continue taking responsibility for our own direct carbon footprint, we are collaborating with an external partner, compensating this year, as well our 2023 scope 1 and 2 emissions, by investing in projects which have already delivered immediate climate impact, supported biodiversity, and benefitted local communities.

# Data center sustainability

Although 70% of our data centers run fully on renewable energy, with the rest utilizing mixed sources, our biggest carbon footprint remains data center hardware purchases. In 2025, we'll be looking into our hardware lifecycle management to uncover any potential ways we can lower this.

We will also aim to improve the energy source visibility for our customers, to help them make more informed choices and join our journey towards a more sustainable cloud.

# End-of-life device management



## EOL storage devices

End-of-life devices that have hosted customer data go through a comprehensive data deletion process and are destroyed by our ISO27001 certified partners, in accordance with the WEEE directive. All EOL devices are processed in Finland.



## EOL servers and routers

Some of our EOL devices which we cannot repurpose any further are cleaned and donated for educational purposes.

Servers and routers which have not stored any customer data and which we cannot repurpose are donated to schools and universities. This year we donated devices to **Metropolia University of Applied Sciences**.

# Social

UpCloud is nothing without our amazing people, and we are committed to creating the best workplace possible so they can continue to shine.

This year, as part of our diversity, equity, and inclusivity (DEI) efforts, we updated our DEI policy and offered refreshed training to all employees. We also updated our health and safety guidelines and global wellbeing opportunities well beyond legal requirements.

# Diversity, Equity and Inclusion (DEI)

We believe in fostering a diverse, equitable, and inclusive workplace where everyone feels valued and respected.

We're committed to maintaining a high Inclusion Experience score and providing DEI training to all employees. We're also determined to achieve pay parity and conducted a salary evaluation for employees within Finland that found no unexplained differences above 5% in the salary level within the same role or between male and female employees – any differences could be explained by the variation of role responsibilities, skills and seniority. As a next step, we will make a similar comparison in other countries where we operate.

20+

DIFFERENT NATIONALITIES BASED IN 17  
DIFFERENT COUNTRIES

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100%

GENDER PAY GAP PARITY IN  
FINLAND

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96%

OF EMPLOYEES FEEL INCLUDED IN THE  
WORKPLACE



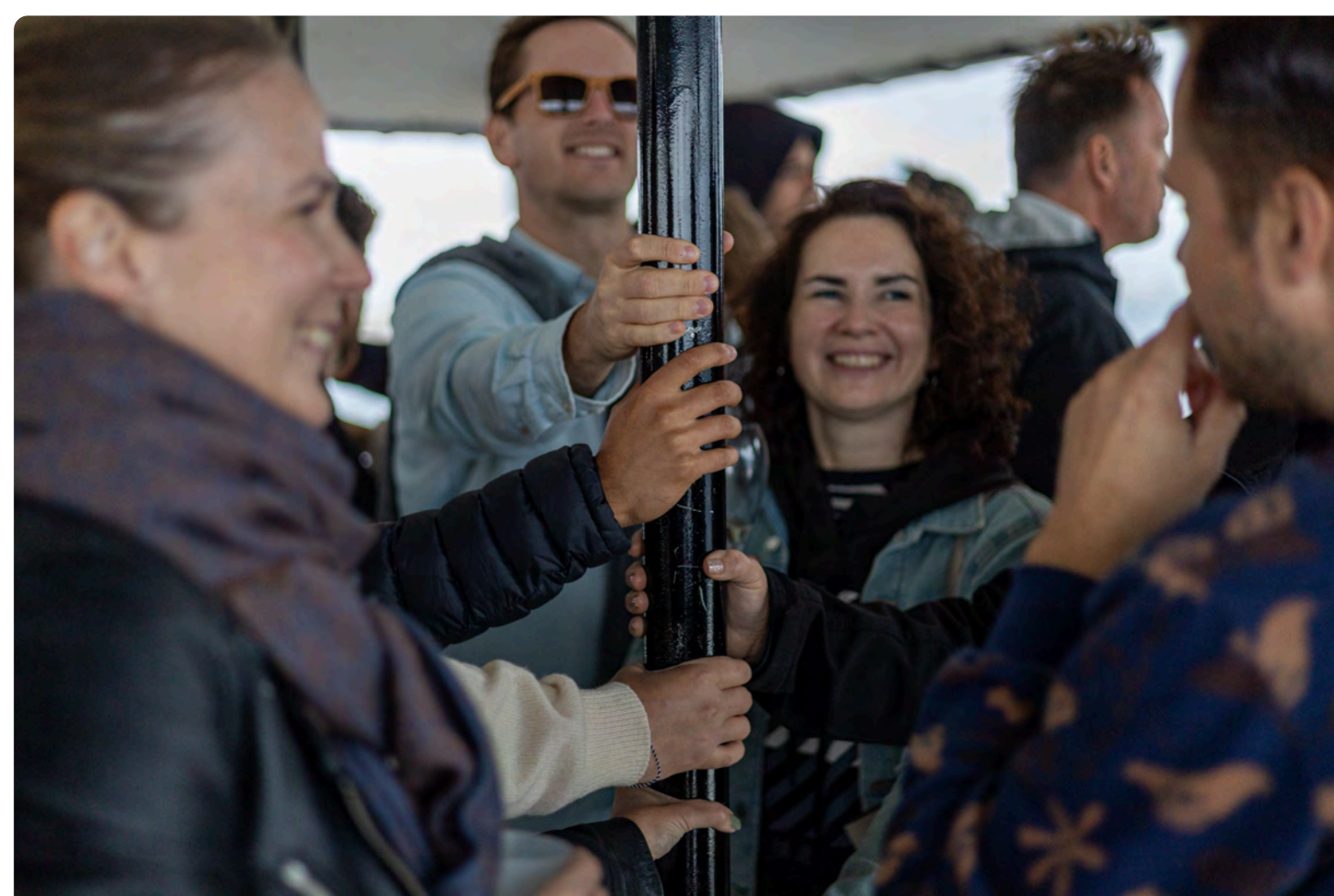
# Employee Wellbeing

We're committed to the well-being of our employees and offer a variety of programs to support their physical and mental health. This includes offering extra weeks of vacation, family days, retreats and team activity days, and comprehensive health care services with additions for mental health care. Our Global Wellbeing Forum also engages employees in planning our policies and actions. Our professionals have great freedom to choose how to deliver their work successfully. Hybrid work is the norm for all our teams and many of us work also fully remotely.



**6 WEEKS' VACATION PER YEAR**

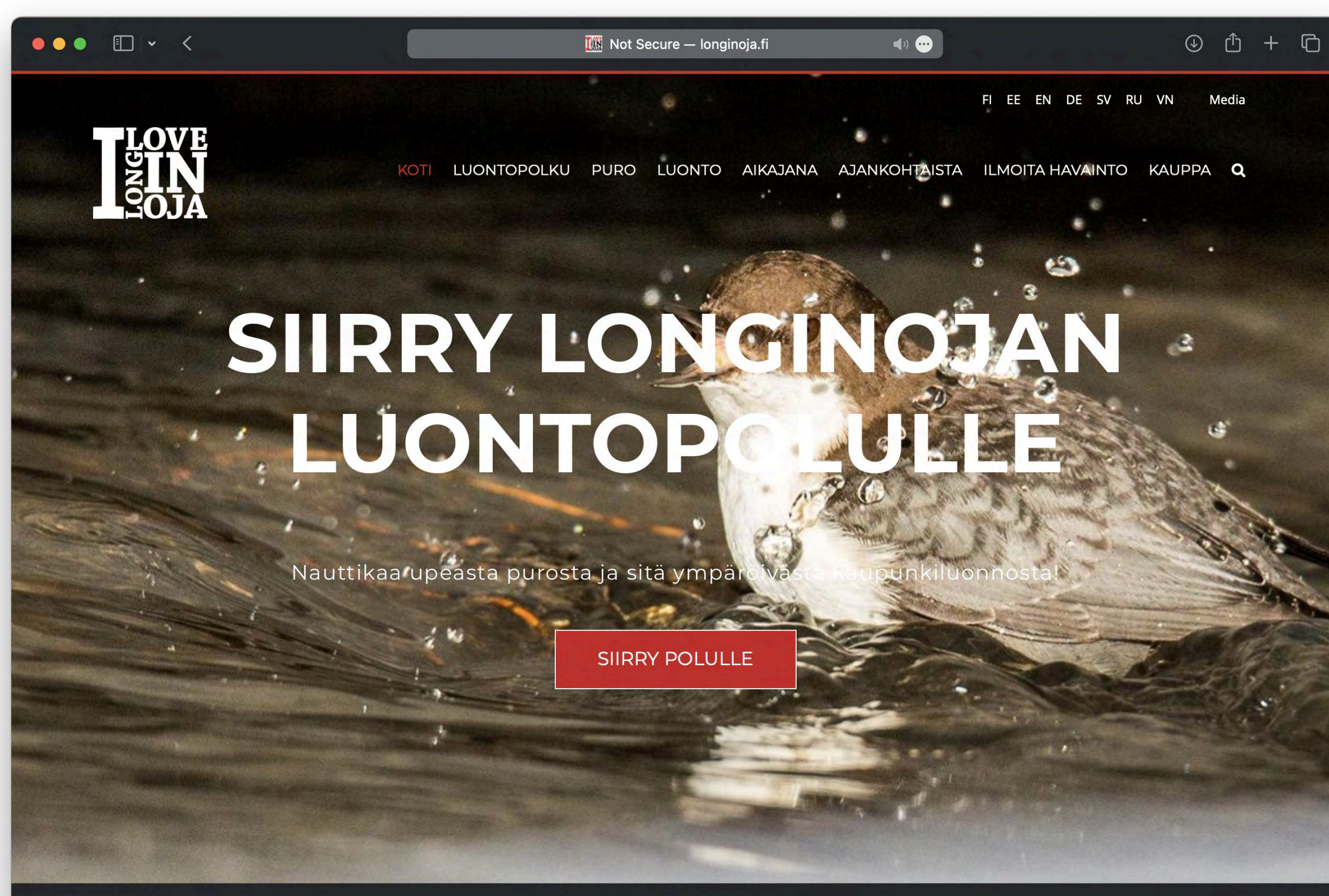
## Company Retreat BARCELONA 2024



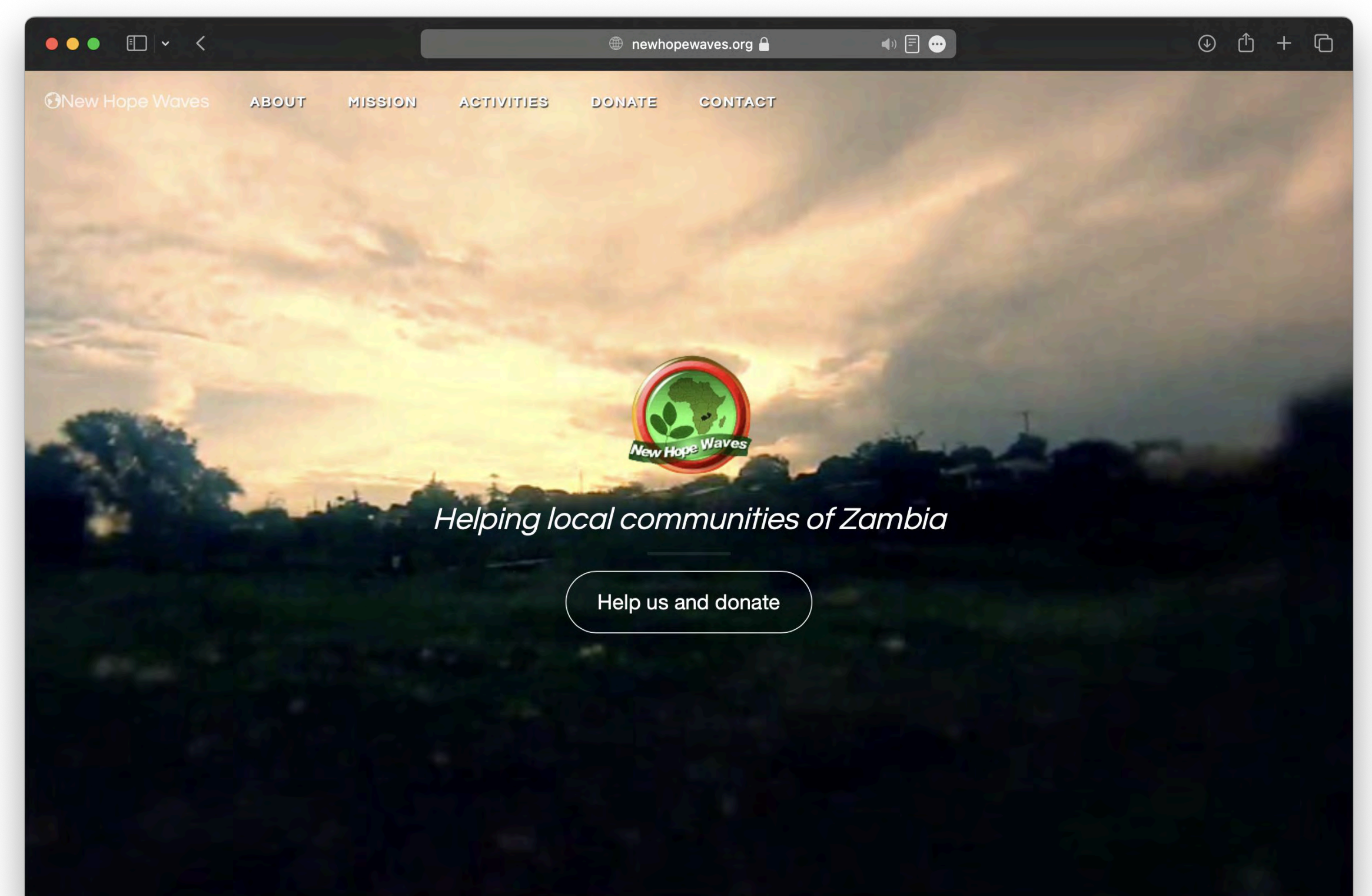
# Community Engagement

We're actively involved in our community and support initiatives that make a positive impact, including donating end-of-life devices to schools and hosting campaigns offering free credits for students to use our platform – promoting educational and technological advancements. We are also empowering selected non-profit organisations by sponsoring hosting their website on UpCloud.

[www.longinoja.fi](http://www.longinoja.fi)



[www.newhopewaves.org](http://www.newhopewaves.org)



# Open Source Software

We prefer to utilize open source projects as much as possible in our development work, and have sponsored start-up hackathons and hosted events as a way for us to stay connected with our fellow tech enthusiasts. We also support open source contributions to UpCloud's product stack.

One such contribution is the UpCloud Terraform Provider, which started in 2017 as a weekend project from Ville Vesilehto – now the Lead Product Manager at UpCloud. It quickly evolved into an essential tool for infrastructure automation and in 2018 we asked Ville if we could make the provider an official part of our developer tooling ecosystem – providing resources and support while maintaining the open source nature of the project. Even better, Ville joined UpCloud in 2021, and improved the project he'd started four years earlier – releasing V5.15.0 in 2024!



VILLE VESILEHTO, LEAD PRODUCT MANAGER, UPCLOUD.

[Read the blog](#)

# Governance

This year we formalized governance for our continuous ESG work, paving the way for continuous improvement and propelling us towards our long-term goals. In 2024 we established:



Compliance forum and leads for ESG work to ensure continuous development



Anti-corruption policy and training for our people



Code of Conduct and supplier due diligence process

# Continuously developing sustainability

2024 marks the year we launched our ESG 1.0 program to evaluate where we stand in terms of sustainable practices, and to establish some ground rules and direction for our ESG work. To keep the ball rolling, we have put in place a governance structure for continuous development, consisting of a Compliance Forum – a subset of our leadership team that set strategies and provide direction – and a dedicated team to drive initiatives forward.

# Anti-corruption policy and training

Our anti-corruption policy is a set of rules and guidelines designed to prevent bribery, fraud, and other forms of corruption within UpCloud and our ecosystem. By providing training on the policy to all UpCloudians, we ensure that everyone understands the expectations and can identify and report a potential breach. This helps us to create a culture of integrity and transparency, within UpCloud and with our stakeholders.

# Code of conduct

In 2024, we launched an updated Code of Conduct that aligns more strongly to our renewed values. At UpCloud, our Code of Conduct serves as an ethical compass, providing high-level guidance on our policies. It's supported by our employees and is a mandatory part of our onboarding and training.

We also encourage our partners to commit to the same high standard, and we plan to launch a new supplier due diligence process in 2025, to better understand our supplier ecosystem and open a dialogue on the matters that are important to us.

The Code of Conduct is available on our website and any questions related to it can be addressed to your contact person at UpCloud.



# Thank you

We hoped you enjoyed reading our first UpCloud ESG report, and reflecting on the advancements we have made.

We're looking forward to working hard to improve the world around us throughout 2025.

Please contact

[sustainability@upcloud.com](mailto:sustainability@upcloud.com)

if you have any questions or suggestions.

