2026 Sustainability Report

Building a more sustainable future through responsible operations



rackspace technology®



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A message from our Chief Executive Officer

Dear Stakeholders,

At Rackspace Technology, sustainability is a long-term commitment that shapes how we think, build and support our customers. It is not a separate initiative, but a discipline embedded in how we run our business, from the infrastructure we operate to the way we serve the enterprises that depend on us.

As customer expectations, regulatory requirements and technology demands continue to evolve, sustainability remains an important part of how we manage risk, improve efficiency and create long-term value. Our focus is on delivering measurable progress, operating responsibly and maintaining transparency in how we report our results.

This year, we set out to prove that commitment in results, not just intent.

Delivering measurable results

In 2025, we delivered meaningful progress against that commitment. We reduced our total Scope 1, 2 and 3 emissions (Scope 2 market-based) from 334,672 metric tons in 2024 to 222,075 metric tons CO_2e in 2025 — a 34% year-over-year reduction and the steepest year-over-year decline to date. This places us 40% below our 2023 baseline, demonstrating sustained progress against our reduction targets.

Our Scope 1 and 2 (market-based) emissions fell even further, from 40,180 to 10,443 metric tons CO_2e, a 74% reduction driven primarily by expanded renewable energy procurement across the global data centers that we operate, as reflected under the market-based method. Under the location-based method, Scope 2 emissions declined 8%, from 33,790 to 31,124 metric tons CO_2e.

Where we run our infrastructure matters. We operate much of our footprint within data centers run by partners that publish energy-efficiency and renewable-energy commitments. This approach is intended to help customers to use more efficient and increasingly renewable infrastructure while reducing the cost and carbon associated with operating less-efficient environments.

This progress has fundamentally reshaped our emissions profile. Scope 3 emissions now represent approximately 95% of our total footprint, up from roughly 88% in 2024. Our greatest opportunity now lies across our value chain. Advancing supplier engagement and improving supply-chain data will remain a priority going forward.

Strengthening measurement and governance

Progress requires trust. We continue to strengthen the data, governance and oversight that support our sustainability reporting. Consistent with prior years, an independent third party verified our 2025 greenhouse gas inventory at a limited level of assurance.

In addition, our external validation continues to improve. Our CDP Climate Change rating improved to a B in 2025, marking consecutive years of improvement, and our EcoVadis score rose to 58. Customers increasingly request sustainability as part of their supplier evaluations.



Gajen Kandiah
Chief Executive Officer, Rackspace Technology

Operating responsibly across our ecosystem

Sustainability extends beyond environmental performance. It reflects how we operate, support our people and contribute to our communities.

We maintain governance practices, supplier expectations and ethics programs, with Board-level oversight of our sustainability strategy and remain committed to transparency.

Advancing our next phase

We will continue to invest in technologies, partnerships and capabilities that help our customers achieve their goals while advancing our sustainability commitments. As the landscape evolves, we expect to continue to adapt and strengthen our approach.

Artificial intelligence is changing the way technology is designed, deployed and consumed. As AI adoption accelerates, energy demand will become an increasingly important consideration across our industry.

Organizations will need to balance innovation, performance and efficiency. Helping customers navigate those tradeoffs responsibly will remain an important focus for Rackspace.

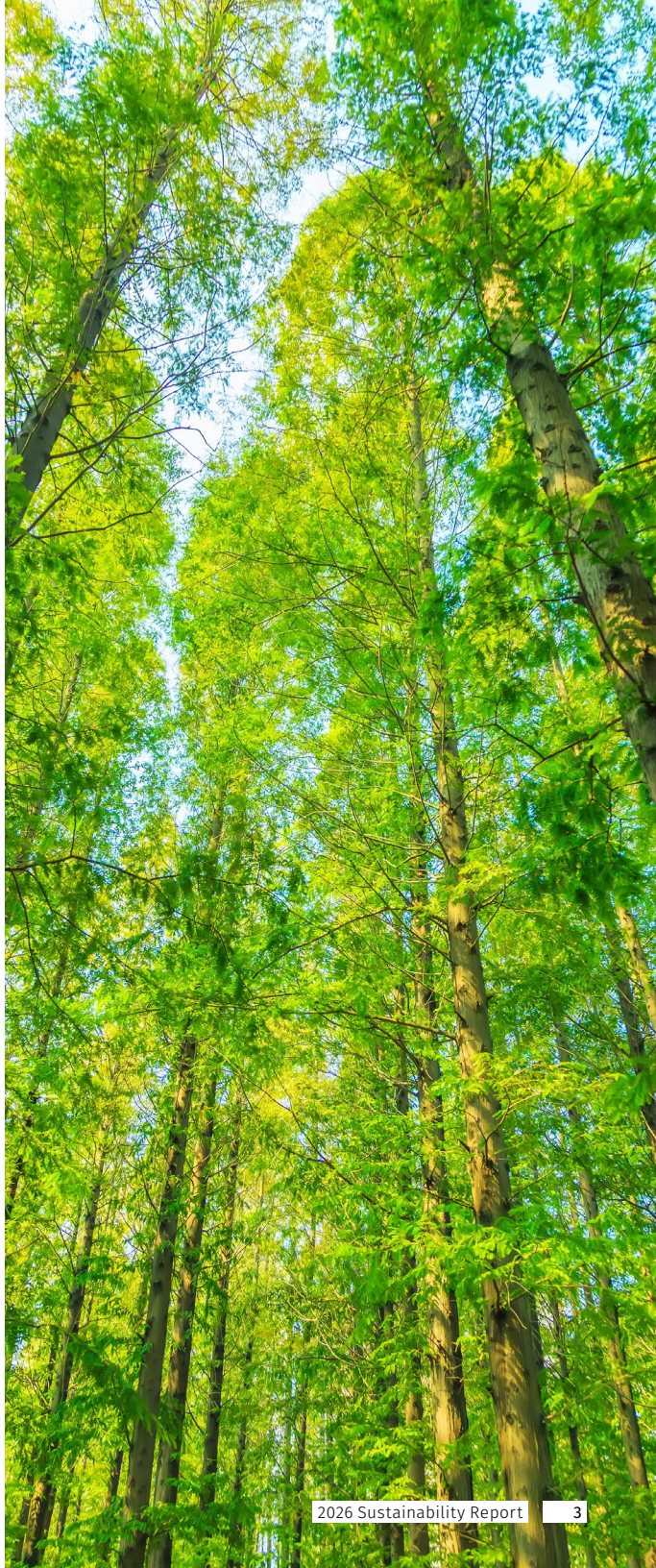
We intend to deliver measurable outcomes, operate responsibly and seek to create long-term value for our customers, shareholders, communities and Rackers.

Regards,



Gajen Kandiah
Chief Executive Officer, Rackspace Technology

222,075	34%	40%	B	58
metric tons CO_2e total 2025 emissions (Scope 2 market-based)	year-over-year emissions reduction	reduction against our 2023 baseline	CDP Climate Change rating in 2025	EcoVadis score, up 10 points in three cycles



A message from our Vice President of Sustainability and AI

I have spent a lot of my career around data, and I've learned that the numbers you trust most are the ones whose limits you understand. That belief shapes this report.

Our CEO has laid out what we achieved in 2025. What I want to tell you is how we know it, because that is where the real work of the past year went. Three things changed. Our carbon accounting now runs on a dedicated platform, applied consistently against our 2023 baseline. Our 2025 greenhouse gas inventory was verified at a limited level of assurance under ISO 14064-3:2019, as were the two years before it. And for the first time, we are publishing certain workforce and ethics training metrics. Where our data is still maturing, the Data Supplement identifies known limitations.

This work matters beyond our own footprint. The data we use to manage our emissions is data our customers increasingly request for their own reporting, especially in Europe. Every improvement we make in granularity is one less estimate an enterprise we serve has to make. That is a good reason to keep raising the bar.

Two priorities carry into 2026. Purchased Goods and Services is our largest emissions category by a wide margin, concentrated in a small number of technology suppliers, which makes focused partnership genuinely worth doing. We are working to replace spend-based estimates with supplier-specific factors, extending REC documentation across our leased sites, and aligning procurement with validated SBTi targets.

The second is AI, where energy demand is growing. The efficiency choices made in the next few years will shape this for a decade. We are treating utilization, compute selection and model right-sizing as sustainability decisions, not only technical ones. We do not have a metric for it yet. We will publish one in 2027, and I would rather commit to that in public than describe our intentions and leave it there.

Regards,

Ben Blanquera
Vice President of Sustainability and AI, Rackspace Technology



How we know it

- The 2025 greenhouse gas inventory was independently verified at a limited level of assurance under ISO 14064-3:2019, as were the 2023 baseline and 2024 inventories.
- Carbon accounting runs on a dedicated platform, applied consistently against the 2023 baseline, with methodology advisory support and verification performed by separate engagement teams.
- First-time publication of certain workforce and ethics training metrics, a GRI content index and selected ESRS datapoints, alongside an ESG Data Supplement.
- Where data is still maturing, the Data Supplement identifies known limitations.

Materiality assessment



In 2025, we completed a double materiality assessment to identify the sustainability issues most critical to our stakeholders and to our long-term success. Working with subject matter experts across the business and informed by stakeholder engagement, we evaluated a broad set of potential sustainability impacts, risks and opportunities (IROs) to determine which topics warrant disclosure. That process identified 36 material IROs, spanning environmental, social and governance areas as described in more detail below. The material IROs span across six main European Sustainability Reporting Standards (ESRS) topics, with social issues representing the majority of our material IROs. In this report, “material” refers to double materiality as defined in the ESRS.

Environmental (10 material items)

- **Climate change:** Nine items covering climate change mitigation, adaptation strategies and energy management
- **Circular Economy:** One item related to waste management and circularity opportunities

Social (21 material items)

- **Own Workforce:** Fifteen items encompassing working conditions, equal treatment and opportunities for all, and other work-related rights
- **Workers in the value chain:** Two items focused on supplier working conditions and worker protection
- **Consumers and end-users:** Four items addressing information-related impacts, personal safety and social inclusion

Governance (five material items)

- **Business conduct:** Five items covering corporate culture and supplier relationship management

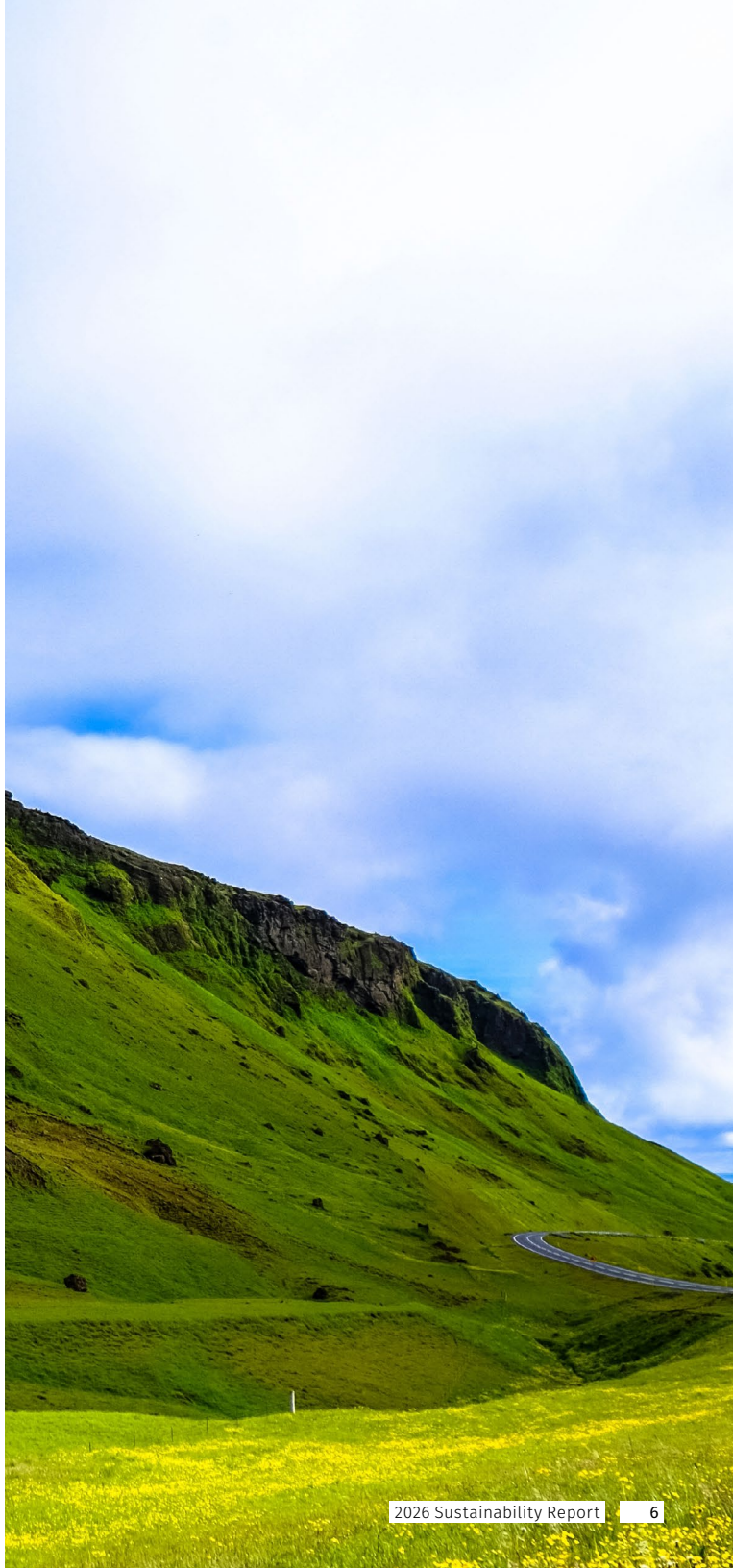
Climate Change and Own Workforce together account for 24 of our 36 material IROs — two-thirds of the total. That concentration determines where we focus our reporting and where we invest.

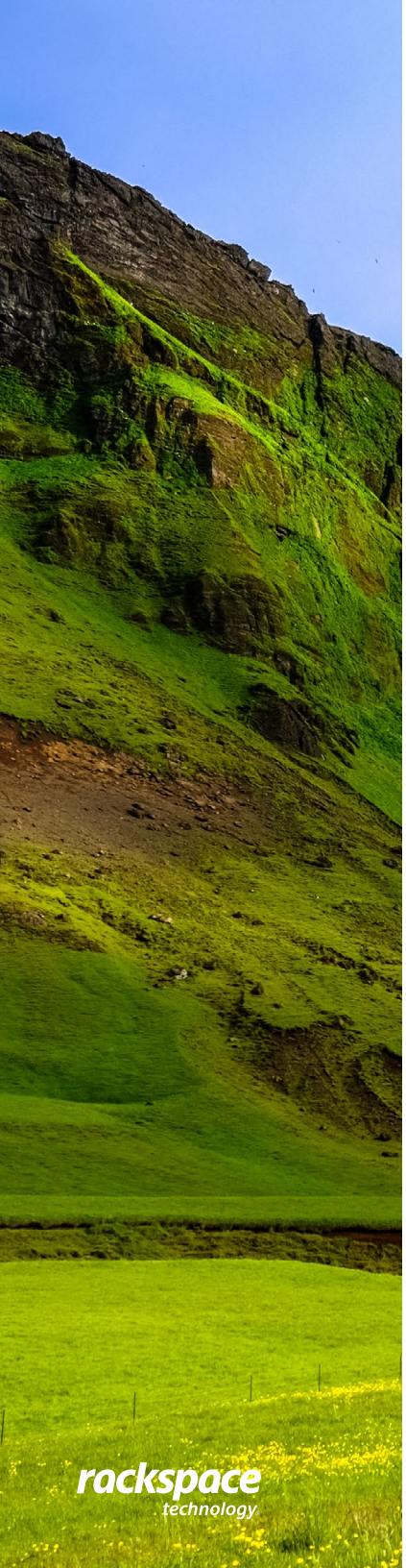
Oversight and accountability for these initiatives

We maintain oversight for these initiatives through a three-tiered governance structure that provides accountability from board level to day-to-day implementation:

- **Board oversight:** The Board provides guidance on our sustainability strategy, monitors performance and reviews progress against our roadmap.
- **Executive Sustainability Committee:** Senior leadership regularly updates the Board, oversees execution and provides direct oversight of the Sustainability Steering Committee.
- **Sustainability Steering Committee:** This cross-functional team of Rackers coordinates company-wide initiatives, manages day-to-day implementation and tracks performance against our sustainability goals.

→ *Materiality methodology and the ESRS datapoint index for material topics:* ***ESG Data Supplement, Section 1 and Section 6.2****.*





Progress toward the SDGs

The UN Sustainable Development Goals provide the broader context for our sustainability priorities. Our programs relate most directly to SDG 13 (Climate action) and SDG 7 (Affordable and clean energy), with nine additional goals addressed across our workplace, community, governance and supply-chain programs set out in the table below. This mapping reflects our own assessment.

Our SDG contributions and where they're reported

SDG	How Rackspace contributes	Where it's reported
13 — Climate action	Absolute emissions reduction and SBTi-validated near-term and long-term targets (net zero by 2045)	Environmental data; Our value chain: Scope 3 focus; Our ratings progress
7 — Affordable & clean energy	Renewable electricity procurement across our data center footprint (market-based)	Environmental data; Data supplement §2.3
12 — Responsible consumption	E-waste reuse/recycling and headquarters efficiency gains	Data supplement §2.4; Our journey to enhanced efficiency
4 — Quality education	Technical & AI certifications; Rackspace Foundation STEM programs	Sustainability in the workplace; Community impact
8 — Decent work & growth	Training, career development and workforce investment	Sustainability in the workplace; Data supplement §4
1 — No poverty	Community relief efforts and Racker2Racker peer assistance	Community impact
3 — Health & wellbeing	Occupational health & safety; workplace well-being; community health giving	Data supplement §4.2; Sustainability in the workplace; Community impact
10 — Reduced inequalities	Diversity, inclusion & belonging; Racker Resource Groups	Sustainability in the workplace; Data supplement §4.1
9 — Industry & innovation	Technology partnerships intended to deliver environmental benefits	Partnerships & collaboration
17 — Partnerships for the goals	Supplier engagement and founding membership of SustainableIT.org	Our value chain: Scope 3 focus; Partnerships & collaboration; Data supplement §3.2
16 — Strong institutions	Ethics program, whistleblower mechanism, data privacy, three-tier governance	Governance; Data supplement §5

Sustainability strategy and reporting



Our conservation strategy

Our environmental strategy is to reduce the emissions associated with our operations and value chain and support innovative technologies that change the energy industry for the better. We do this through renewable energy, conservation and advocacy, as detailed in our Environmental Policy.

Our commitment to net zero carbon emissions

Following our 2020 IPO, Rackspace Technology committed to achieving net zero carbon emissions by 2045. In 2025, the Science Based Targets initiative (SBTi) validated our greenhouse gas emissions reduction targets, which it assessed as consistent with limiting global warming to 1.5°C. Net zero, as we use the term, means a 90% reduction in absolute Scope 1, 2 and 3 emissions from our 2023 baseline by 2045, with residual emissions neutralized in line with the SBTi Corporate Net Zero Standard.

Our science-based targets

Near-term targets (by 2032 from 2023 baseline):

- Reduce absolute Scope 1 and 2 emissions by 50.4%
- Reduce absolute Scope 3 emissions from purchased goods and services by 30%

Long-term target (by 2045 from 2023 baseline):

- Reduce absolute Scope 1, 2 and 3 emissions by 90%

These targets are forward-looking. Their achievement is contingent upon factors outside our control, including supplier decarbonization, the availability, cost and verifiability of renewable energy and carbon removals, and changes in methodologies.

Enhanced measurement and reporting

In connection with evolving sustainability reporting requirements, including the Corporate Sustainability Reporting Directive (CSRD) and California Senate Bill 253, we have strengthened our environmental data capabilities through:

- Third-party-verified (limited assurance) baseline of Scope 1, 2 and 3 emissions
- Implementation of a core carbon accounting platform
- Double materiality assessment
- Ongoing integration of sustainability considerations into enterprise risk planning

Environmental data

Through enhanced measurement and third-party verification at a limited level of assurance, we have improved our understanding of our environmental footprint.

Metric	2023 (Baseline)	2024	2025
Total Scope 1, 2 & 3 emissions ($mtCO_2e$)	370,728	334,672*	222,075
Year-over-year change	—	-9.7%	-33.6%
Cumulative change vs. baseline	—	-9.7%	-40.1%
Scope 1 & 2 emissions ($mtCO_2e$)	50,311	40,180	10,443
Scope 3 share of total footprint	86%	88%	95%
Renewable share of total energy consumption — verified	n/a	n/a	70%**
Renewable share of total energy consumption — including post-verification RECs	n/a	n/a	85%**

* The 2024 total has been updated from 330,346 $mtCO_2e$ as previously reported, reflecting refinements to Scope 3 category data identified in subsequent inventory cycles. All prior-year comparisons in this report use the updated figure. See ESG Data Supplement §1.3.

** Both shares are calculated against total energy consumption (324,673 MWh in 2025) on a market-based basis. The 70% figure falls within the scope of our June 2026 limited-assurance verification. The 85% figure additionally includes REC certificates received after that verification and is therefore unverified. See ESG Data Supplement §2.3.

→ *Full GHG inventory by scope and category, energy, water and waste data:* ***ESG Data Supplement, Section 2***.

Verified for 2025

Our 2025 greenhouse gas inventory was independently verified in June 2026 at a limited level of assurance under ISO 14064-3:2019 by WAP Sustainability, consistent with the assurance approach applied to our 2023 and 2024 inventories. Limited assurance provides less assurance than a reasonable assurance engagement. Accounting follows the GHG Protocol Corporate Standard and ISO 14064-1:2018.



Our value chain: Scope 3 focus

Scope 3 emissions now represent approximately 95% of our total footprint, up from roughly 88% in 2024 — a shift driven by our Scope 1 and 2 emissions falling faster than our value-chain emissions, not by value-chain emissions growing.

Within Scope 3, Purchased Goods & Services remains our most concentrated category, representing 76% of our total 2025 footprint on its own. A small number of major technology suppliers represent a substantial share of this category, which we see as both a challenge and an opportunity: Focused engagement with a small number of partners could help reduce our largest remaining emissions source.

In the coming years, we plan to adopt supplier-provided carbon accounting tools to replace spend-based estimates with supplier-specific emissions factors, conducting supplier sustainability risk assessments and aligning our procurement decisions more closely with our SBTi-validated reduction trajectory.

→ *Category-level Scope 3 breakdown and supplier engagement plan:* ***ESG Data Supplement, Section 3***.

95%	**76%**
Scope 3 share of the 2025 footprint	Purchased Goods & Services share of total

Our journey to enhanced efficiency

Where we run our infrastructure is a sustainability decision, not just an operational one. Much of our footprint sits within data centers operated by partners that publish energy-efficiency and renewable energy commitments. Consolidating workloads into those environments can reduce both the energy intensity of the infrastructure our customers rely on and the emissions associated with operating smaller, less efficient facilities.

Our own facility footprint has followed the same logic. Our 2024 headquarters relocation, from an 800,000-square-foot facility to a purpose-built 80,000-square-foot space, reduced emissions associated with that facility by approximately 80%, or approximately 6,000 metric tons of CO_2e annually. Those savings were sustained through 2025 and are reflected in the Scope 1 and 2 figures reported here.

These efficiency gains explain part of our reduction story; the larger part is renewable procurement, as set out in Environmental Data and ESG Data Supplement §2.3.

Partnerships & collaboration

Our sustainability progress relies on collaboration with the technology partners who help us deliver lower-impact solutions, with the suppliers whose emissions make up the majority of our footprint and with the industry bodies working to raise sustainability standards across the technology sector.

Industry collaboration

Rackspace Technology is a founding member of SustainableIT.org, a nonprofit dedicated to advancing sustainability through technology leadership. Through this membership we contribute to industry working groups and help shape shared best practices for sustainable and responsible IT.

Technology partnerships with environmental benefit

We work with leading technology providers, including Dell Technologies, AMD, NVIDIA, VMware by Broadcom and AWS, to deliver solutions designed to help customers improve infrastructure efficiency and reduce environmental impact, from more efficient infrastructure to cloud consolidation that reduces duplicated, energy-intensive capacity.

Renewable energy commitment

We participate in RE100, the global corporate renewable energy initiative led by the Climate Group in partnership with CDP, reflecting our commitment to transitioning toward 100% renewable electricity across our operations. In 2025, renewable sources covered approximately 85% of our total energy consumption — across both the data centers we operate and those we lease from colocation partners — measured on a market-based basis and including REC certificates received after our June 2026 verification. The verified 2025 figure is 70%. See ESG Data Supplement §2.3.

Because Purchased Goods & Services represents the largest share of our footprint, engaging our suppliers is central to our climate strategy. See Our Value Chain: Scope 3 Focus for our 2026 supplier engagement plan.

→ *See Our Value Chain: Scope 3 Focus, and* ***ESG Data Supplement, Section 3.2****.*

These partnerships support our contributions to **SDG 9** (Industry, innovation and infrastructure) and **SDG 17** (Partnerships for the goals).

Community impact

At Rackspace, community impact isn't just a program — it's who we are. It reflects our core value of compassion and our belief that when Rackers give back, we strengthen the communities where we live and work while deepening our connection to one another and to our mission.

"Every hour and every dollar Rackers give is a testament to our shared belief that we can make a difference together. Our collective generosity not only changes lives in our communities but also strengthens the bonds that make Rackspace truly special."

Michelle Peterson, President of the Rackspace Foundation

Throughout 2025, Rackers around the world turned compassion into action. From volunteering time to supporting critical causes, Rackers showed what's possible when we lead with heart. Here are a few highlights.

17,341	$223K	275
volunteer hours logged	Rackspace Foundation contributions	Racker2Racker donors

Rack Gives Back™

RACKSPACE TECHNOLOGY®

Rack Gives Back is our flagship volunteer program, providing eligible Rackers 40 hours of volunteer time off (VTO) each year to support the causes they care about most. Over the course of 2025, Rackers dedicated 17,341 hours — approximately 2,167 eight-hour days — supporting local nonprofits, global service events and meaningful community initiatives. From food banks and school partnerships to disaster relief and mentorship programs, Rackers used their VTO to support causes important to them and their communities.

Rackspace Foundation

RACKSPACE TECHNOLOGY®

Founded in 2009 as a 501(c)(3) organization, the Rackspace Foundation builds stronger communities through education, with a special focus on science, technology, engineering and math (STEM). In 2025, the Foundation expanded its impact globally, extending support to education-focused organizations outside the United States. Contributions totaled $223K for the year, helping create opportunities for future innovators while reinforcing our commitment to learning, access and long-term community impact.

Racker2Racker

RACKSPACE TECHNOLOGY®

Launched in 2025, Racker2Racker is our peer-to-peer assistance program — funded by Rackers, for Rackers — created to support one another during times of unexpected financial hardship. In its first year, 275 donors raised $16,342, extending our impact inward as well as outward and reinforcing that compassion at Rackspace starts with taking care of our own.

Looking Ahead

2025 was a year of impact and inspiration. With the continued evolution of our community impact programs, including the globalization of the Rackspace Foundation and the addition of Racker2Racker, we expect to continue these efforts in 2026. Giving back is how we put our values into action every day.

Making a difference where it matters most

Throughout the year, Rackers united around impactful events that supported communities across the globe.

United States

Across the United States, Rackers came together to fight hunger, expand access to STEM education and provide relief to communities facing hardship.

- **Marc Nourani Memorial Food Drive**
  Rackers served 400 families (1,400 individuals), distributing 39,870 pounds of food alongside a $12,500 company donation.
- **Tech or Treat**
  Rackers raised $30K to support STEM education for the next generation of technologists.
- **Kerr County Flood Relief**
  Rackers provided $35,800 in aid to families impacted by severe flooding in Texas.

India

Rackers supported SOS Children's Villages (Independence Day celebrations), Child Rights and You (mentoring teens in Pune on digital safety), Foundation for Excellence (students pursuing higher education in STEM) and the Cancer Patients Aid Association (patients lacking access to treatment).

United Kingdom

Rackers raised funds for The Poppy Appeal, supporting the Royal British Legion's work for serving personnel, veterans and their families.

Germany

Rackers supported the Munich Food Bank — which, as reported by the food bank, collected more than 396,800 pounds of food across 30 distribution points, reaching 22,000 people in need — and volunteered with Hacker School to promote digital literacy for children.

400	39,870	$35,800	$30K
families served by the memorial food drive	pounds of food distributed	in Kerr County flood relief	raised for STEM education

Sustainability in the workplace



How Rackers treat each other is the foundation for everything else in this section. We begin with the core values that set our shared expectations, then describe the culture and programs those values have built, and close with the workforce data that shows how we are performing against them.

Core values and behaviors

Our core values establish the baseline expectations we have of each other and help guide us as we work together every day. They are authentic to who we are, and who we believe our customers want and need us to be. These are the behaviors that Rackers exemplify in our best moments and in our best interactions.

We prioritize excellence: We're an accountable, disciplined, high-performing company with proven results.

We're customer-driven: We're proactive, collaborative and committed to success for our customers.

We are experts: We're passionate learners, rooted in our customers' business to provide unbiased solutions.

We're agile: We're adopting new technologies and evolving services to meet customers where they are in their journey.

We embrace compassion: We're one team doing the right thing for our customers, communities and each other.

Rackers are expected to put these principles into action by aligning their behaviors to our core values and by embedding them into their ways of working. As our guiding principles, Rackers can rely on these core values and behaviors to help make decisions and set expectations with one another.

Quarterly, we recognize Rackers from each of our business units with the Racker to the Core award for exemplifying our core values and going above and beyond in their efforts to deliver Fanatical Experience® to our customers, our teams and the company.

These values guide how we hire, recognize, develop and hold each other accountable, and the sections that follow describe the culture, the programs and the results they have produced.

A thriving culture

Lived consistently, these values are intended to support a culture that is diverse, inclusive and vibrant, fostering a sense of belonging and offering growth and enrichment opportunities to all Rackers.

Our Diversity, Inclusion and Belonging strategy is championed by Rackers and leaders across the company, and focuses on these five areas:

- Business practices
- Talent practices
- Capability building
- Talent and brand recognition
- Compliance

We believe that unique perspectives spark innovative ideas. At Rackspace Technology, this belief is brought to life through our global Racker Resource Groups, which are open to all Rackers and provide professional development, leadership opportunities and a welcoming environment.

Our global Diversity, Inclusion and Belonging strategy is built on the foundation that everyone deserves to be treated with respect and valued for who they are, whether they're a Racker, a potential Racker, a customer, a vendor, a business partner or a guest. Our strategy supports our efforts to attract and retain talent and to support the communities in which we operate. Rackspace Technology strives to be a world-class company known for its diverse workforce and its inclusive work environment.

Our Diversity, Inclusion & Belonging statement

Rackspace Technology is committed to fostering an inclusive workplace. We deliver the future for our customers by creating a culture in which Rackers feel a sense of belonging and can thrive by being their authentic whole selves at work.

Growth in action: Racker Resource Groups

One of the ways we advance diversity, inclusion and belonging is through Racker Resource Groups (RRGs). These groups provide members and leaders with valuable opportunities to grow networks, engage in mentorship, provide support for each other and practice leadership in a safe setting. RRGs provide diversity education, professional development, networking, support and a place for belonging. Each RRG is open to all Rackers.

EAST — Elevating Asian Strengths and Talents

POWER — Professional Organization for Women's Empowerment

RISE — Inclusive Support and Empowerment to Lift Rackers of Black and African Cultures

Lavender — Supporting mental wellness and physical abilities

Providing support for working parents and caregivers

Together with Pride — Supporting LGBTQIA+ and educating Rackers and allies

NextGen — Cultivating tomorrow's leaders

RackVET — Leveraging the talent of our military veterans

Viva — Celebrating the Hispanic and Latinx cultures

Recognition for a workplace where everyone can thrive

In 2025, third-party organizations recognized Rackspace Technology for fostering a workplace where employees can succeed professionally while feeling supported personally.

2025 recognition

- America's Best Large Employers
- America's Greatest Workplaces for Women
- America's Greatest Workplaces for Diversity
- America's Greatest Workplaces for Mental Well-Being
- Human Rights Campaign Leader in LGBTQ+ Workplace Inclusion
- HR.com Awards: Best Leadership Development Program (2nd Place)
- America's Greatest Workplaces for LGBTQ+
- 2025 Newsweek Greatest Workplaces in Tech

Employee engagement

Engaged employees are generally more involved in and enthusiastic about their jobs. They are likely to be more productive, efficient and motivated, and they are usually more invested in the success of the organization. At Rackspace Technology, we define an engaged employee as someone who voluntarily brings their best self to work every day.

Engagement is affected by many factors, such as meaningful work, career growth, empowerment, belonging, recognition, leadership effectiveness and workplace camaraderie. At Rackspace, Racker engagement begins during the hiring process, when we assess how well a candidate's skills and experience align with the role. After hiring, engagement continues through opportunities to plug in to our culture and through our Agile Performance Practice, which provides the ongoing coaching, support, guidance and resources needed to help ensure Rackers are successful and fulfilled in their roles.



Community Leads program

In 2025, Rackspace Technology launched the Community Leads program to strengthen local engagement and bring our global culture to life in every office and remote region. Community leads are passionate Rackers who volunteer to serve as cultural ambassadors, helping to foster connection and amplify company initiatives locally. These leaders play a vital role in enhancing the employee experience by organizing events, facilitating communication and championing our core values. With dedicated funding and support, the program empowers Rackers to build vibrant, inclusive communities that reflect the heart of Rackspace, wherever they are in the world.

CliftonStrengths assessment

Before their first day of work, new Rackers complete the CliftonStrengths Assessment, which is designed to identify areas of natural talent. We strive to understand and develop Rackers' unique talents to drive engagement, increase self-awareness and improve overall performance. When Rackers are able to exercise skills in which they naturally excel, they are likely to be more engaged in their work, give their best, and, in return, pass that contagious engagement on to our customers by delivering Fanatical Experience®. Beyond the initial assessment, we offer advanced CliftonStrengths classes for individuals and teams, along with additional resources to deepen understanding of personal talents.

RackerPulse

RackerPulse is our annual employee survey that helps us understand engagement levels across the organization. It measures key drivers of engagement and allows us to identify and take action in areas where we can improve the Racker experience. When taking our annual survey, Rackers rate a number of statements to identify what drives their engagement. Rackers may also share additional feedback, ideas and needs.

Using Peakon, our RackerPulse survey tool, we compile and aggregate analysis and reporting to form a collective voice while applying confidentiality safeguards. Aggregate ratings and comments are reviewed by managers and leaders up the reporting line, as well as by executive leadership, so they can understand and take action on the factors that matter most to Rackers.

Spotlight! recognition program

Spotlight! is a global, peer-to-peer recognition program delivered by the Achievers Employee Experience Platform™ to recognize Rackers for modeling our core values and delivering on our company priorities.

Career development

We believe career growth is a shared journey, one where Rackers have the tools, opportunities and encouragement to keep learning and advancing. Through formal training, certifications, leadership programs and mentoring, we help every Racker build expertise, explore new paths and make a lasting impact for our customers.

Rackspace University

Investing in the development of Racker expertise enhances our ability to deliver Fanatical Experience® for our customers. Rackspace University offers a variety of training and development resources to help grow Rackers' skill sets and deliver the future for our customers. Rackers have earned over 10,000 technical certifications across AWS, Microsoft® Azure®, Google Cloud, Cisco®, Oracle®, Red Hat®, SAP, VMware® and other solutions.

Leadership Academy

Rackspace University's Leadership Academy has undergone a powerful transformation, evolving from a collection of professional development courses into a fully in-house, cohort-based experience designed to elevate leadership across the organization. In just six months, this newly revamped program has already earned national recognition as a top leadership initiative by HR.com.

The program is built around three dynamic tracks focused on communication, influence and personal brand. The academy upskills emerging and new leaders while accelerating the growth of top leadership talent. Every element of the program is crafted to meet the real-world challenges of leadership at Rackspace Technology, offering hands-on learning, coaching and strategic development that turns potential into performance.

Racker Chats

These informal, small-group conversations with senior leaders give Rackers an opportunity to connect with leaders and to ask, share, listen and learn about different disciplines throughout our organization. Racker Chats take place via video calls and are attended by Rackers around the world.

Building expertise through technical certifications

From hands-on labs and certifications to problem solving and cloud platforms, we're investing in our employees and opening doors to new career paths through our technical certification program.

In partnership with Amazon, Rackspace University launched RU AWSome, an ongoing initiative that offers Rackers certification opportunities, custom learning paths and access to the AWS Partner Network — helping us put customers first and drive business growth together. Since 2022, Rackers have earned more than 1,600 AWS certifications through the program, which has been highlighted as a learning success story at the AWS re:Invent conference.

Rackers also have access to the Microsoft Azure Enterprise Skills Initiative, which allows them to grow their skills to build and manage applications in Microsoft® Azure®. In partnership with Google, Rackspace University launched Google U, which features Google Cloud Skills Boost for Partners, a platform that empowers Rackers with tools, custom learning paths, technology and support directly from Google.

Building AI fluency

In 2025, we changed how we build AI capability. FAIR Learn, the four-level curriculum introduced in 2023, was folded into Rackspace University and the standalone name retired. In its place we run a portfolio of programs: mandatory baseline literacy for every Racker, formal certification on the platforms we are standardizing on, open peer communities for fast-moving tooling, and a monthly global education program. The shift was deliberate. AI tooling now changes faster than a formal curriculum cycle can absorb, and a single linear course could not keep pace with it.

Baseline AI literacy for every Racker

Every Racker is required to complete AI 101, our foundational course that covers what current AI tools can and cannot do, how to use them responsibly and where our AI Tooling Policy applies. In 2025, 98% of Rackers completed the course. As AI literacy becomes an increasingly important requirement for responsible AI use, we are establishing a documented baseline across the workforce.

Formal certification on Palantir

As Palantir became a core platform for our operations and customer engagements, we began building a formal certification pathway for Rackers who work on it. The program was still being established in 2025, so we are not reporting a 2025 certification count. As of August 1, 2026, 423 Rackers hold Palantir platform certification. We expect to report a full-year figure in our next reporting cycle.

Communities of practice

Because the tooling changes faster than the curriculum, we moved a substantial share of practical AI learning into peer-based communities of practice. Each is organized around a specific toolchain and open to any Racker, and each shares working patterns, prompt and agent libraries, failure modes and internal use cases, alongside curated libraries of external AI training video content. As of February 1, 2026, membership stood at approximately 700 Rackers in the Kiro community, 250 in the Claude Experience community and 250 in the OpenAI community. Some Rackers belong to more than one community, so these figures should not be added together.

AI Horizons

We continued AI Horizons, our monthly global AI education session, throughout 2025. Individual sessions drew audiences of between 400 and 1,200 Rackers, making it our widest-reach voluntary AI education channel of the year.

Ambassador model

Late in 2025 we added an Ambassador model: twenty Rackers working as just-in-time educators embedded in the work of building AI proofs of concept. Rather than teaching ahead of need, ambassadors train teams at the point where they are building, which shortens the distance between learning and production. This cohort has since evolved into our AI Champions program.

What we do not yet measure

Most of the learning described above does not appear in our formal learning management system records. Average tracked training hours per employee fell from 20.5 in 2023 to 12.8 in 2025, and that trend needs context: Community-of-practice participation, AI Horizons attendance, curated video learning and just-in-time ambassador coaching were not instrumented.

For that reason, the tracked figure may understate total training activity. We are working to expand tracking capabilities in our formal learning management system so that future reporting is more comprehensive.

Our workforce, by the numbers

In this report, we are publishing selected workforce data alongside our culture and engagement narrative.

Metric	2023	2024	2025
Voluntary turnover rate	15.7%	12.0%	12.7%
Employee engagement score	8.0/10	7.8/10	7.8/10
Percent of women in leadership/ management	23.1%	25.4%	23.6%
Average tracked training hours per employee	20.5	22.9	12.8

→ *Workforce data including health & safety and training metrics:* ***ESG Data Supplement, Section 4***.

Why we publish this

Own Workforce is our single largest ESRS-material topic by item count — 15 of our 36 material impacts, risks and opportunities. Publishing the underlying data helps stakeholders, customers and rating agencies evaluate our performance.

Governance





Board oversight of sustainability efforts

Rackspace Technology is governed by a Board of Directors, a majority of whom are independent directors under Nasdaq listing standards. The Board oversees our sustainability initiatives. As we progress toward our goal of net zero carbon emissions by 2045, the Board continues to engage with our executive leadership team to guide and support these efforts.

Our approach to risk management

Our double materiality assessment and climate risk assessment have enhanced our understanding of climate-related risks and opportunities. We are integrating the findings of these assessments into our enterprise risk management framework.

As enterprises adopt AI in regulated and sovereignty-sensitive environments, governance is not a feature added after the fact — we design it into how we operate infrastructure.

Data privacy and cybersecurity

We care about protecting privacy because it's our duty to protect the trust and confidence we've built with our customers, partners and Rackers. We continue to provide security solutions and services while maintaining data protection and privacy programs.

To help our customers proactively protect their organizations and respond quickly to emerging security threats, we offer an extensive range of security solutions and services, including:

- Application security
- Attack surface management
- Data protection
- Detection and mitigation
- Managed security operations
- Network security
- Privacy
- Security strategy and advisory
- Rackspace Elastic Engineering for security
- Zero trust

Physical security and compliance controls

At Rackspace Technology, we're known for our specialized expertise and 24x7x365, results-obsessed customer service. And we extend this commitment to excellent service to our data centers and our service-level agreements (SLAs).

We offer our customers a wealth of security and compliance services. Doing so requires that we implement security and compliance technologies, and that we provide these services based on protocols aligned with recognized industry standards. To that end, we maintain security and compliance controls at the data centers we operate.

Our engineers monitor our systems around-the-clock. To create a highly resilient environment for our customers' business-critical applications and data, we design for multiple layers of redundancy. Our physical security, power, cooling and networks are designed with at least N+1 redundancy.

These interconnected data centers are located in major technical and financial markets to provide customers with global reach, scale and organizational agility.

- **Data center physical protections:** Access to each data center is limited to authorized personnel and controlled through a combination of badges and biometric scanning. Each facility is monitored through video surveillance, and an independent, third-party firm conducts an annual physical security audits.
- **Data center environmental controls:** Each data center we operate is engineered and maintained to support uptime. We do this through a combination of features, including dual power paths into each facility, uninterruptible power supplies (N+1 or greater), the installation and maintenance of diesel generators on-site, and through a fire detection and suppression system.
- **Network infrastructure security:** Our network infrastructure is designed and managed to deliver high-performance bandwidth. Our network is monitored and managed to meet the availability commitments in our SLAs.
- **Personnel:** Access to our data centers is limited to authorized personnel. Data center employees are screened, including background checks, where permitted by law. Data center personnel also commit to non-disclosure and confidentiality agreements and undergo security awareness training on an annual basis.

Operations security

Our data center operations are aligned with:

- ISO 27001/2-based policies and annual reviews
- Documented change-management procedures
- Secure document and media destruction policies
- Incident management and business continuity plans
- Continuous monitoring and third-party reviews

Security Operations Centers

Our global Security Operations Centers (SOCs) are staffed with security analysts who are Global Information Assurance Certified (GIAC) and Global Certified Incident Handlers (GCIH) certified and focused on analyzing security alerts and providing around-the-clock incident response. Our SOC services are designed to help protect all customer environments, no matter where applications and data are hosted. At the personnel level, our security force includes more than 400 network and security experts with over 500 network and security certifications.

Law enforcement requests

Rackspace Technology occasionally receives legal demands for customer data from government and civil litigation parties. We require these parties to follow the applicable laws, rules and procedures for requesting customer data. In addition, Rackspace Technology will notify customers prior to disclosing the requested data, unless otherwise prohibited by applicable law or legal process. We believe that customers should control their own data, and we do not give any government (including law enforcement or other government entities) direct or unfettered access to customer data, except as required by applicable law.

Rackspace Code of Conduct and Business Ethics

All employees are required to complete annual Code of Conduct training. The Code of Conduct applies to all employees, and each Racker is responsible for understanding and upholding the Code as we deliver Fanatical Experience® to our customers, communities and each other.

Our global speak-up policy

As part of our commitment to creating and maintaining an ethical and honest work environment, Rackspace Technology has a formal whistleblower system in place. Employees may raise concerns about any misconduct or non-compliance through a third-party hotline or an online portal at any time of day. Interpreters are available upon request, and employees can report anonymously. Rackspace prohibits retaliation against anyone who raises a concern in good faith.

Our statement against modern slavery

Rackspace Technology is committed to upholding fundamental human rights and believes that all human beings should be treated with dignity, fairness and respect. We expect our suppliers and contractors to demonstrate a commitment to the health and safety of their workers and to operate in compliance with human rights laws. Rackspace Technology does not use or condone the use of slave labor or human trafficking, and we denounce any degrading treatment of individuals or unsafe working conditions.

Code of Conduct training

Alongside our policy commitments, we publish completion of our annual Code of Conduct training as a measure of how those commitments operate in practice.

Metric	2023	2024	2025
Percent of employees completing Code of Conduct training	98.9%	99.1%	87%

→ *Code of Conduct training completion data:* ***ESG Data Supplement, Section 5****.*



ISO standards



Rackspace Technology holds certifications to the ISO standards described below, which apply to the specific locations, functions and scopes stated for each.

ISO/IEC 27001

The ISO/IEC 27001 standard provides a framework for businesses seeking to establish, implement, maintain and continually improve an information security management system (ISMS). With an ISMS, businesses can secure their sensitive information through a risk management process that combines people, processes and IT systems. This certification is subject to ongoing external assessments, with a full reassessment occurring every three years.

Our ISO 27001 certification applies to the data center locations within the scope of our certificate. Our ISO 27001 certificate number is 1734521-1.

ISO 9001

The ISO 9001 standard provides guidance for companies that want to consistently meet and exceed customer requirements. It's based on several quality management principles, including a strong customer focus, to help ensure that customers receive consistently high-quality products and services. This standard closely aligns with Fanatical Experience® — the results-obsessed customer service and deep technical expertise that's been part of our DNA since 1998.

Our UK management, delivery and support functions are certified to ISO 9001 standards.

ISO 14001

The ISO 14001 standard provides a framework for businesses that want to enhance their environmental performance, including energy and waste management, in a systematic manner.

Rackspace Technology has implemented an Environmental Management System (EMS) that has earned ISO 14001 certification for our data centers and offices in Australia and the UK. This certification is subject to ongoing external assessment by the British Standards Institution (BSI), with a full reassessment occurring every three years.

Our ISO 14001 certificate number is EMS 581182.

ISO 45001

Rackspace Technology takes its environmental and workplace responsibilities seriously, from working to ensure we provide a safe and healthy working environment for our employees, to our legal and moral commitments to the regions we serve.

Rackspace Technology has implemented a health and safety management system which is applicable to the UK and being adapted for global use. Parts of the system complement our Injury and Illness Prevention Program (IIPP) for California. The ISO 45001 certificate covers our UK data centers and head office.

This certification is subject to ongoing external assessment by the British Standards Institution (BSI), with a full re-assessment occurring every three years.

Our Commitment to Occupational Health and Safety & Environmental Sustainability Policy attests to these commitments. Our ISO 45001 certificate number is OHS 587454.



Indices & policies





Sustainability Accounting Standards Board (SASB) Index

Topic	Accounting metric	SASB code	Reference
Environmental Footprint of Hardware Infrastructure	Total energy consumed; % grid electricity; % renewable	TC-SI-130a.1	See Environmental Data; Data supplement §2.3
Environmental Footprint of Hardware Infrastructure	Integration of environmental considerations into data center strategic planning	TC-SI-130a.3	See Environmental Data; Our journey to enhanced efficiency
Data Privacy & Freedom of Expression	Policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	See Data Privacy and Cybersecurity; Global Acceptable Use Policy
Data Privacy & Freedom of Expression	Law enforcement requests for user information, users affected, % disclosed	TC-SI-220a.4	See Physical Security, Law enforcement requests; Law Enforcement Disclosure Report
Data Security	Approach to identifying and addressing data security risks, incl. third-party standards	TC-SI-230a.2	See Data Privacy and Cybersecurity; Physical Security; ISO Standards; Security Vulnerability Reporting
Managing Systemic Risks from Technology Disruptions	Business continuity risks related to disruptions of operations	TC-SI-550a.2	See Data Privacy and Cybersecurity; Physical Security

Climate-Related Financial Risk Disclosure (IFRS S2)

Climate-related financial disclosure requirements in a growing number of jurisdictions are based on or reference IFRS S2. CDP's climate questionnaire is aligned with IFRS S2, and IFRS S2 is interoperable with ESRS E1.

In this report, we organize our climate-related financial risk disclosure with reference to the four pillars of IFRS S2 — governance, strategy, risk management, and metrics and targets — building on the recommendations of the TCFD, which IFRS S2 incorporates and succeeds. This disclosure is not prepared in accordance with, and does not claim compliance with, IFRS S1 or IFRS S2.

In anticipation of potential reporting obligations under California SB 261, we have voluntarily published a standalone climate-related financial risk report aligned with the TCFD recommendations. The four-pillar disclosure that follows summarizes that report; the standalone report contains the complete risk register, scenario analysis and methodology.

Regulatory context

Under the Climate Corporate Data Accountability Act (California SB 253), the first-year disclosure of Scope 1 and Scope 2 greenhouse-gas emissions is due November 10, 2026. We expect to rely on the emissions inventory in this report in preparing that submission, with Scope 3 disclosure expected to begin in 2027.

Under the Climate-Related Financial Risk Act (California SB 261) — which references IFRS S2 as an accepted successor to the TCFD framework — enforcement of the original January 1, 2026 deadline is enjoined pending a federal appeal and CARB has stated it will not enforce that deadline. We have voluntarily published our SB 261 report and will consider revised requirements in the future. Outside California, IFRS S2 is not a current U.S. legal requirement; we are using it as a reference framework because it aligns our reporting with the frameworks our customers and investors increasingly use.

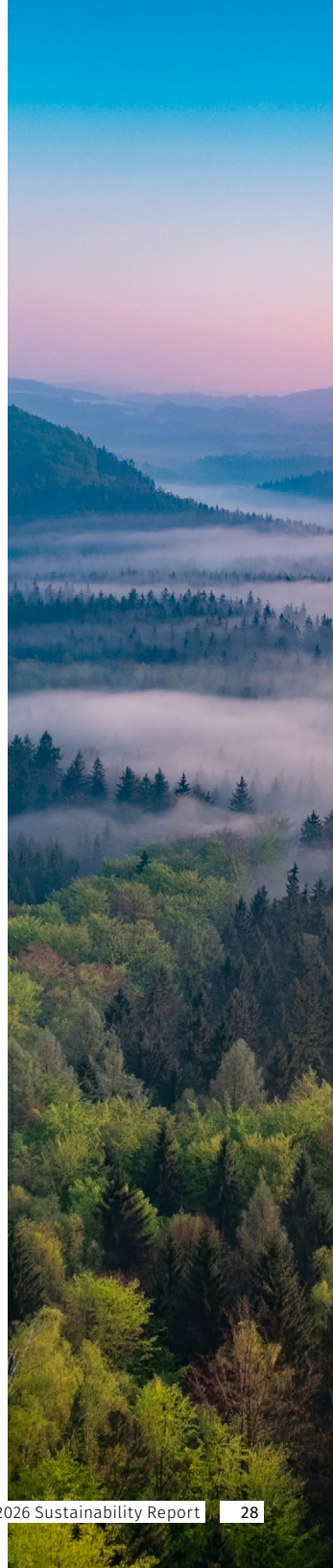
Governance

Sustainability is overseen by the Board of Directors and managed by senior leadership. The full Board of Directors has responsibility for oversight of environmental, social and governance efforts under our Corporate Governance Guidelines, regularly reviewing progress against targets and alignment with long-term business strategy. Our VP of Sustainability and AI leads reporting and management of these issues to the Board. The Executive Sustainability Committee oversees execution and the cross-functional Sustainability Steering Committee, led by the VP of Sustainability and AI, manages the day-to-day implementation and drives accountability and integration across business functions.

Strategy

We operate in a landscape shaped by digital transformation, accelerating AI adoption and growing urgency around climate action. Our infrastructure is designed to balance performance and sustainability objectives and may help customers reduce emissions associated with their technology operations. We see climate action as both a risk to manage and an opportunity to create value.

The process for identifying and assessing climate-related risks and opportunities was aligned with our double materiality assessment and, where possible, our Enterprise Risk Management (ERM) process, with risks prioritized on magnitude and likelihood.



Climate-related risks and opportunities

The following risks and opportunities were identified for strategic action across short-, medium- and long-term horizons and across our value chain. Together they indicate where targeted action can mitigate potential negative financial effects and strengthen competitive positioning.

Risk/ opportunity	Type	Time horizon	Location in value chain	Potential business impact	Measures to reduce risk & adapt
Physical effects of climate change	Physical: Acute & Chronic	Medium-term	Direct operations & upstream	Increased capital expenditures and repair/ replacement costs	• Tailored emergency response plans at all sites to protect facilities • Global footprint and diversified operational network provide resilience against localized disruptions
Carbon tax on operations	Transition: Regulatory	Medium-term	Direct operations & upstream	Increased indirect (operating) costs	• Improvement in energy efficiency across operations • Expanded use of renewable energy via purchase agreements and on-site generation where feasible • SBTi-validated near-term and net-zero targets • Optimizing data center design for sustainability; evaluating carbon offset/removal solutions as needed
Volatility of energy prices	Transition: Market	Short-term	Direct operations & upstream	Increased indirect (operating) costs	• Improvement in energy efficiency across operations • Expanded renewable energy via purchase agreements and on-site generation, aligned with RE100 • SBTi-validated near-term and net-zero targets
Increased demand for low-carbon cloud services	Transition: Market	Medium-term	Downstream	Decreased revenues if demand for greener services is not met	• Commitment to transparent emissions reporting • Strategic engagement with customers to co-develop green solutions • Cloud adoption moves customers to shared resources, reducing duplicative, energy-intensive data centers
Increased revenue through sustainability & circularity leadership	Opportunity: Market	Medium- to long-term	Downstream	Increased revenues from higher demand for sustainable cloud solutions	• Embedding climate performance into core growth strategy • Working toward 100% renewable energy (PPAs, on-site generation, verified RECs) • Providing customers with detailed carbon reporting; ongoing data center efficiency initiatives • Strengthening market positioning through public commitments (SBTi, RE100, sustainability alliances)

Resilience and scenario analysis

Our scenario analysis was both quantitative and qualitative. We evaluated two transition scenarios — an emissions-reduced future consistent with limiting warming to 1.5°C, and a business-as-usual future consistent with 4.0°C+ warming — alongside physical risk analyses addressing acute hazards (e.g., hurricanes, flooding) and chronic hazards (e.g., sea-level rise). The 1.5°C scenario serves as a stress test for transition-related market, reputational and regulatory risk; the 4.0°C+ scenario frames the range of physical and regulatory exposure if global mitigation stalls.

Scenario	Type/horizon	How it is used
1.5°C transition (emissions-reduced)	Transition; qualitative + quantitative	Most aggressive decarbonization pathway; used as a stress test to identify market, reputation and regulatory risks under a rapid transition.
4.0°C+ transition (business-as-usual)	Transition; qualitative + quantitative	High-warming pathway; used to identify the range of market and regulatory risk exposure if global mitigation stalls.
Physical — acute	Physical; qualitative	Historical-hazard screening to identify sites most exposed to natural hazards (e.g., hurricanes, flooding) that intensify with warming.
Physical — chronic	Physical; quantitative	Sea-level-rise projections under multiple emissions scenarios to 2030 and 2050 horizons, aligned to long-term strategic planning.

This analysis represents our first formal evaluation of climate-related risks and opportunities, prepared with reference to the TCFD recommendations and ESRS E1. We will further evaluate the quantitative elements — particularly financial-impact quantification of prioritized risks — in subsequent reporting cycles as our climate-risk analysis and data quality mature.

Risk management

As part of our 2025 double materiality assessment, we conducted a value-chain mapping and climate risk assessment covering upstream, own-operations and downstream activities, and considering the dependencies, impacts, risks and opportunities arising across the value chain. The assessment used short-, medium- and long-term time horizons aligned to CSRD, covered both transition and physical risk, and engaged stakeholders across functions; results were presented to the VP of Sustainability and AI and the Sustainability Steering Committee.

The financial-impact and probability indicators used are aligned with those in our Enterprise Risk Management (ERM) process, so climate results can be interpreted in the same terms as the risks the company has traditionally evaluated. Work to fully integrate climate outcomes into the ERM framework is ongoing, reflecting that the formal climate-related risk process is still maturing. When environmental risks are identified — such as climate-related supply-chain disruptions or regulatory changes — the ERM team, with risk owners, assesses them on likelihood and potential impact.

Ultimately, the Executive Leadership Team is responsible for managing identified risks, including climate-related risks, and for setting risk appetite and tolerance; decisions to mitigate, accept or control risks turn on their likely impact on operations and strategy (for example, investing in renewable energy to reduce both emissions and exposure to energy-market volatility). Two standing teams support mitigation:

- **Business Continuity Team:** maintains operations during disruptions, including climate-related events, and helps to ensure resilience across physical security and cybersecurity.
- **Supply Chain Contingency Team:** monitors supply-chain exposure, including climate-related risks such as resource shortages or transportation delays from extreme weather.

Metrics & targets

- **Inventory:** Scope 1, 2 and 3 GHG emissions per the GHG Protocol Corporate Standard and ISO 14064-1:2018; 2025 total 222,075 $mtCO_2e$ (verified June 2026 at limited assurance under ISO 14064-3:2019 by WAP Sustainability).
- **SBTi-validated targets (2023 base year):** near-term by 2032 — 50.4% absolute Scope 1+2 and 30% Scope 3 (Purchased Goods & Services); long-term by 2045 — 90% across all scopes. Net zero by 2045.
- **Energy:** renewable coverage 70% of total energy consumption in 2025 (market-based; verified June 2026 at a limited level of assurance); approximately 85% including REC certificates received after the verification, which are unverified. See ESG Data Supplement §2.3.
- **Data quality:** 43% of facility electricity consumption was informed by primary utility data in 2025. We aim to increase this percentage over time.

→ *See Environmental Data and Our Value Chain:* ***Scope 3 Focus for the full inventory, and the standalone SB 261 climate-related financial risk report for the complete risk register, scenario methodology and detailed disclosures***.

GRI Content Index

We are publishing a Global Reporting Initiative (GRI) content index for the first time. Rackspace Technology has reported the information cited in the GRI content index for the period January 1, 2025 to December 31, 2025, with reference to the GRI Standards.

→ *Full GRI Content Index:* ***ESG Data Supplement, Section 6.1.***

ESRS Datapoint Index

This index maps our disclosures against the European Sustainability Reporting Standards (ESRS) datapoints for topics identified as material in our double materiality assessment. The index covers selected datapoints for material topics and does not indicate conformity with the ESRS or the CSRD.

→ *Full ESRS Datapoint Index:* ***ESG Data Supplement, Section 6.2****.*

Our ratings progress

Rating	2023	2024	2025
CDP Climate Change	C	B-	B
EcoVadis Sustainability Rating	48	51	58

→ *Full ratings trajectory and methodology:* ***ESG Data Supplement, Section 7****.*

→ *CDP Disclosure Statement*

→ *Rackspace EcoVadis Recognition Page*

Ratings are issued by third parties based on information we submit and are not verification of that information

Certifications, policies and reports

1	**ISO Certifications**	ISO Compliance | Peace of Mind with Rackspace Technology
2	**Environmental Policy**	www.rackspace.com/resources/rackspace-technology-environmental-policy
3	**CDP Climate Change Survey**	www.cdp.net/en/disclosure-2026
4	**Code of Conduct**	www.rackspace.com/information/legal/code-of-conduct
5	**Task Force on Climate-Related Financial Disclosures (TCFD)**	www.rackspace.com/resources/task-force-climate-related-financial-disclosures-tcfd-risk-repo...
6	**Carbon Reduction Plan**	www.rackspace.com/resources/rackspace-technology-carbon-reduction-plan
7	**Supplier Code of Conduct**	www.rackspace.com/information/legal/partner-code-of-conduct
8	**Diversity Website Disclosure**	Rackspace Technology Company Culture
9	**Global Privacy Policy Statement**	www.rackspace.com/information/legal/privacystatement
10	**Security Vulnerability Reporting**	www.rackspace.com/information/legal/rsdp
11	**Global Acceptable Use Policy**	www.rackspace.com/information/legal/global/aup
12	**Global Speak Up Policy**	www.rackspace.com/information/legal/global-speak-up-policy
13	**Modern Slavery Policy**	www.rackspace.com/information/legal/slavery-and-human-trafficking-statement
14	**Law Enforcement Disclosure Report**	www.rackspace.com/resources/2024-rackspace-technology-law-enforcement-report

About Rackspace Technology

Rackspace Technology® (NASDAQ: RXT) is the operator of the full enterprise AI stack from governed private cloud to AI inference and agents in production. With an Outcomes-as-a-Service model built on secure infrastructure, data foundations and forward-deployed engineering, Rackspace delivers business results for regulated and mission-critical industries where governance, sovereignty and uptime are non-negotiable.

About this report

This report addresses our environmental, social and governance programs and related initiatives across our business. The reporting boundary and the standards applied are set out in the ESG Data Supplement, Section 1.1. To provide feedback on this report, please contact (sustainability@rackspace.com).

Cautionary note

This report does not cover all information about our business. References in this report to information should not be interpreted as an indication of the materiality of such information, and uses of the terms “material,” “materiality” and “double-materiality,” should not be interpreted as an indication of the materiality of such information to Rackspace Technology’s financial results or for purposes of U.S. securities laws, or any other laws or requirements applicable to the company, such as potential upcoming requirements under the EU Corporate Sustainability Reporting Directive (CSRD), the European Sustainability Reporting Standards (ESRS), or the EU Corporate Sustainability Due Diligence Directive (CSDDD). Additionally, certain terminology used in this report, such as “value chain”, “impacts”, “risks”, and “targets” may differ from the terminology used in legal reporting frameworks, including CSRD and CSDDD. Also, any reference in this report to sustainable activities should not be interpreted as an indication of the classification of such activity under the EU Taxonomy Regulation, or any other legal classification framework. The classification under EU Taxonomy Regulation, or any other legal classification framework, is subject to specific criteria and requirements, which may differ from the general references made in this report.

Reporting year

We track our environmental progress based on our fiscal year, which ends December 31. All references to a year throughout the report refer to our fiscal years, with the most recent data covering the period from January 1, 2025 through December 31, 2025, except where otherwise noted.

Data assurance

Our 2025 GHG inventory was verified at a limited level of assurance. The 85% renewable energy coverage figure, and our workforce, ethics, training, health and safety, supplier, water, waste and energy data (other than the verified 70% renewable coverage figure), are internally reported and have not been independently verified. Third-party ratings reflect the ratings providers' assessments of the information we submitted. Data in this report, including data or verification from third parties, reflects estimates using methodologies and assumptions believed to be reasonable at the time of preparation. Those estimates, methodologies and assumptions may change in the future as a result of new information or subsequent developments, or they ultimately may prove to be inaccurate. We assume no obligation and expressly disclaim any duty to update any information in this report, unless otherwise required by law.

Forward-looking statements

The information covered by the report contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding our environmental or sustainability goals or targets, commitments, and strategies and related business and stakeholder impacts. Forward-looking statements can be identified by words such as "future," "anticipates," "believes," "estimates," "expects," "intends," "plans," "predicts," "will," "would," "could," "can," "may," "aim," "strive," "target," "goal," "commit," "seek," "should," and similar terms. These statements involve risks and uncertainties, and actual results may differ materially from any future results expressed or implied by the forward-looking statements.

These risks and uncertainties include, without limitation, any failure to meet stated environmental or sustainability targets, goals, and commitments; and execute our strategies in the time frame expected or at all; global sociodemographic, political, and economic trends; changing government regulations or policies; technological innovations, climate-related conditions and weather events; our ability to gather and verify data regarding environmental impacts; the availability, cost and verifiability of renewable energy, renewable energy certificates and carbon removals; changes in methodologies, standards or legal requirements (including the GHG Protocol, SBTi, ISO standards and California requirements); our reliance on colocation partners and suppliers for energy and emissions data; litigation and regulatory inquiries; the compliance of various third parties, including our suppliers with our policies and procedures, or their commitments to us; and our expansion into new products, services, technologies, and geographic regions. More information on risks, uncertainties, and other potential factors that could affect our business and performance is included in our filings with the U.S. Securities and Exchange Commission, including in the "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of Operations" sections of our most recently filed periodic reports on Form 10-K and Form 10-Q and subsequent filings.

Further, from time to time we engage in various initiatives (including voluntary disclosures, policies, and programs), but we cannot guarantee that these initiatives will have the desired effect. We assume no obligation, and expressly disclaim any duty (including in response to new or changed information) to update any statements or information, which speak as of their respective dates. Readers should not place undue reliance on the forward-looking statements made in this report. Moreover, many of the assumptions, standards, metrics, and measurements used in preparing this report continue to evolve, are sourced from third parties, and are based on assumptions believed to be reasonable at the time of preparation, but should not be considered guarantees. Given the inherent uncertainty of the estimates, assumptions, and timelines contained in this report, we may not be able to anticipate whether, or the degree to which, we'll be able to meet our plans, targets, or goals in advance.

Non-incorporation; no offer.

This report is not filed with the SEC and is not incorporated by reference into any filing under the Securities Act of 1933 or the Securities Exchange Act of 1934, including our Annual Report on Form 10-K or any registration statement or prospectus. It is provided for informational purposes only and is not an offer to sell, or a solicitation of an offer to buy, any security. Information in this report is provided as of the dates indicated or, if none, the date of publication. Websites and third-party materials referenced in this report are not incorporated by reference.

2026 ESG Data Supplement





Companion to the 2026 Rackspace Technology Sustainability Report

Figures are sourced from the Rackspace Technology Key Sustainability Policy & KPI tracker (2025), the 2025 GHG Inventory Results (WAP Sustainability), the Carbon Reduction Plan (July 2025) and the 2025 Sustainability Report.

Each section below corresponds to a section in the core report and provides the underlying dataset for the metrics presented, three-year trends and framework-specific disclosures that the Core Report references but does not present in full.

How to use this supplement

This data supplement sits alongside the narrative Sustainability Report. Each section corresponds to a section in the core report and provides the full underlying dataset, three-year trends and framework-specific disclosures.

Core Report section	Supplement section	Frameworks served
Materiality assessment	Section 1 — Methodology & Data Notes; Section 6 — ESRS Datapoint Index	ESRS, CSRD
Environmental data	Section 2 — Environmental Performance Data	GRI 305, SASB, TCFD, EcoVadis (Environment)
Scope 3 / value chain	Section 3 — Scope 3 & Value Chain	SBTi, CDP, EcoVadis (Sustainable Procurement)
Employee engagement / DIB	Section 4 — Workforce Data	GRI 401/404/405, ESRS S1, EcoVadis (Labor & Human Rights)
Code of Conduct & Ethics	Section 5 — Ethics & Business Conduct Data	GRI 205, EcoVadis (Ethics)
Indices & policies	Section 6 — Framework Indices (GRI, ESRS)	GRI, ESRS
Ratings trajectory	Section 7 — External Ratings & Trajectory	EcoVadis, CDP

Section 1 — Methodology & data notes

This section explains how the figures in this supplement were calculated, which figures are based on primary data versus estimates, what has and has not yet been through third-party verification, and which disclosures remain in progress. We include this section to describe our methodologies and the limitations of the data presented.

1.1 Reporting boundary & standards

- Greenhouse gas accounting follows the GHG Protocol Corporate Standard and, for the 2025 inventory, ISO 14064-1:2018.
- Organizational boundary uses the operational control approach, applied consistently since the 2023 baseline year. The 2023 boundary redefinition shifted some sites previously reported under Scope 1/2 to leased assets under Scope 3. See the restatement note below.
- Carbon accounting is managed on the Persefoni platform. WAP Sustainability provided methodology advisory support during inventory preparation; verification was performed by a separate WAP engagement team that did not participate in the methodology advisory work.
- Baseline year: 2023. SBTi-validated near-term (2032) and long-term (2045) targets are benchmarked against this baseline.

1.2 Data quality: primary vs. estimated

Not all figures in this supplement carry the same level of confidence. We disclose this directly rather than presenting all numbers as equally certain.

Data category	2025 data quality	Trend/plan
Facility electricity (Scope 2)	43% of facility MWh is informed by primary utility data; the remainder is estimated from square-footage intensity factors	Continue to grow % of facility MWh informed by primary data
Renewable energy coverage	Verified renewable coverage of total energy consumption is 70%. Following completion of the June 2026 GHG verification, additional REC certificates were received from two colocation partners, raising market-based coverage to approximately 85%; that increment is unverified and is expected to fall within the scope of the 2026 verification cycle.	Continue to increase % of REC verifiable renewable energy coverage
Scope 3 — Purchased goods & services	Primarily spend-based estimates. The top 10 suppliers, representing approximately 78% of Purchased Goods & Services emissions and including the four major providers discussed in Section 3.2, are targeted for supplier-specific emissions factors.	Adopting supplier carbon-footprint tools through 2026; we aim to increase the share of category emissions based on supplier-specific factors
Workforce metrics (HR / H&S)	Primary data from HR systems and H&S team logs	Continue this practice
Third-party verification	2023 baseline and 2024 inventory: limited assurance complete. 2025 inventory: independently verified June 2026 at limited assurance under ISO 14064-3:2019	Continue annual assurance ahead of CSRD and California disclosure cycles

1.3 Restatement and boundary note

In 2023, Rackspace redefined its organizational boundary using the operational control approach. This reorganized certain sites from Scope 1/2 to leased assets under Scope 3, producing a discontinuity between 2022 and 2023 figures. Year-over-year comparisons in this supplement therefore begin at the 2023 baseline. Figures for years prior to 2023 are not presented in this report and should not be used for trend calculations. Our 2024 total emissions figure has been updated from 330,346 $mtCO_2e$ (an increase of 1.3%) as previously reported to 334,672 $mtCO_2e$, reflecting refinements to Scope 3 category data identified during subsequent inventory cycles. Prior-year comparisons in this report use the updated figure.

1.4 Third-party verification and validation status

- **SBTi validation:** Near-term, long-term, and net-zero targets validated July 3, 2025.
- **GHG inventory (2023 baseline/2024/2025 reporting year):** Limited assurance complete on Scope 1, 2 and 3 emissions in accordance with ISO 14064-3:2019.
- **Verifier independence:** WAP methodology advisory support and verification were performed by separate WAP engagement teams.
- **EcoVadis and CDP:** Scores are issued by third parties based on information we submit; they are not verification of the underlying data.

Assurance at a glance

Standards applied: GHG Protocol Corporate Standard; ISO 14064-1:2018 (inventory); ISO 14064-3:2019 (verification). Assurance level: limited. Verifier: WAP Sustainability. Platform: Persefoni. Baseline: 2023. Years covered: 2023 baseline, 2024, 2025

Section 2 — Environmental performance data

2.1 GHG emissions inventory, 2023–2025

Metric	2023 (baseline)	2024	2025
Scope 1 ($mtCO_2e$)	4,455	630	631
Scope 2 — market-based ($mtCO_2e$)	45,856	39,550	9,813
Scope 2 — location-based ($mtCO_2e$)	44,577	33,790	31,124
Scope 3 — upstream ($mtCO_2e$)	318,148	280,188	207,496
Scope 3 — downstream ($mtCO_2e$)	2,269	14,305	4,135
Scope 3 — total ($mtCO_2e$)	320,417	294,492	211,631
Total Scope 1, 2 & 3 ($mtCO_2e$)	**370,728**	**334,672**	**222,075**
Reduction vs. prior year	—	9.7%	33.6%
Cumulative reduction vs. 2023 baseline	—	9.7%	40.1%

Figures are calculated from unrounded values and independently rounded to the nearest metric ton; totals and subtotals may therefore differ from the sum of their components by ±1 $mtCO_2e$. Totals shown are the verified inventory figures.

2.2 Emissions movement, 2024 → 2025

Category	2024	2025	Change
Scope 2 electricity (market-based)	39,550	9,813	–75%
Upstream leased assets	91,584	24,403	–73%
Downstream leased assets	14,305	4,135	–71%
Fuel & energy-related activities	10,737	3,023	–72%
Purchased goods & services	169,248	169,801	+0.3%

Scope 2 electricity, upstream leased assets, and downstream leased assets together accounted for approximately 95% of the year-over-year reduction, driven by renewable energy procurement, as reflected under the market-based method, across owned and leased data center environments. Purchased Goods & Services remained essentially flat and is now the dominant share of total emissions — see Section 3.

On a location-based basis, Scope 2 emissions declined 8% in 2025 and 30% from the 2023 baseline.

2.3 Energy and renewables

Metric	2023	2024	2025
Total energy consumption (MWh)	278,657	392,981	324,673
Renewable electricity — verified (MWh)	Not measured	Not measured	228,448
Renewable share of total energy consumption — verified	n/a	n/a	70%
Renewable electricity — including post-verification RECs (MWh)	Not measured	Not measured	276,150
Renewable share of total energy consumption — including post-verification RECs	Not measured	Not measured	85%*

* Both shares are calculated against total energy consumption (324,673 MWh in 2025) on a market-based basis. The 70% figure falls within the scope of the June 2026 limited-assurance verification under ISO 14064-3:2019. The 85% figure includes REC certificates received after that verification and is unverified.

2.4 Water and waste

Metric	2023	2024	2025
Total water consumption (million liters)	30.86	17.96	19.52**
Total non-hazardous waste (MT)	348	416	408
Total hazardous waste (MT)	0	0	0
E-waste recycled or reused (MT)	204	n/a*	144
% of e-waste recycled or reused	99%	n/a*	99%
IT devices donated globally (number)	1,500	1,200	356***

* Not available due to a data quality issue identified during data collection

** Water usage at Rackspace-operated data centers is limited to standard office consumption, as these sites do not require water for active cooling; water was not identified as a material topic in the Rackspace double materiality assessment (DMA).

*** The 2023 and 2024 figures reflected significant office consolidations that increased the number of devices available for donation. These one-time events did not recur in 2025, reducing the number of devices available for donation.

Water reduction initiatives

Rackspace Technology continues to use and outfit restrooms and break areas with water-efficient fixtures such as dual-flush toilets, low-flow or waterless urinals and faucet aerators.

Water recycling and reuse

We also use stored rainwater for all flushing systems within the London office restrooms. Rackspace Technology promotes employee awareness of water conservation practices as part of its broader sustainability engagement across office facilities. These measures are examples of water-efficacy practices at certain of our office facilities.

Section 3 — Scope 3 and value chain

Scope 3 emissions now represent approximately 95% of our total 2025 footprint, up from roughly 88% in 2024. This shift is a direct consequence of Scope 1 and 2 emissions falling faster (–74% year-over-year) than Scope 3 emissions (–28%). Value-chain emissions did not grow, but they now make up a larger share of a much smaller total.

This section is presented at category-total and engagement-plan level for 2026, rather than full supplier-by-supplier detail. This report does not present supplier-by-supplier emissions.

3.1 2025 Emissions by category

Category	$mtCO_2e$	Share of total
Purchased goods & services	169,801	76.5%
Upstream leased assets	24,403	11.0%
Scope 2 electricity (market-based)	9,813	4.4%
Capital goods	5,850	2.6%
Downstream leased assets	4,135	1.9%
Fuel & energy-related activities	3,023	1.4%
Employee commute	2,698	1.2%
All other (Scope 1, travel, T&D, waste)	2,352	1.1%
Total	**222,075**	**100%**

3.2 Supplier concentration and engagement

- Four major technology suppliers together account for approximately 64% of purchased goods & services emissions. This is the most concentrated portion of our value chain and the focus of our 2026 engagement plan.
- 84.3% of supplier spend (top 20 by spend) is currently covered by ESG risk assessment.
- 90% of our top-10 suppliers by spend have publicly announced SBTi-validated or net-zero targets.
- 86% of spend is with suppliers rated low risk under our internal supplier risk assessment.
- 98% of suppliers have agreed to the Partner Code of Conduct.

2026 engagement plan

- Adopt customer carbon-footprint tools from top cloud/hardware suppliers to replace spend-based estimates with supplier-specific emissions factors.
- Prioritize engagement with suppliers that have published net-zero or carbon-negative commitments to support our SBTi-validated targets.
- Expand REC documentation coverage across remaining leased data center sites.
- Build supplier-specific emissions factors into the 2026 carbon accounting cycle ahead of 2027 reporting.

Section 4 — Workforce data (Own Workforce)

Own Workforce is the single largest ESRS-material topic for Rackspace by item count (15 of 36 material IROs). The figures below are drawn from HR systems and the health & safety team; several are presented for the first time in this format.

4.1 Workforce composition

Metric	2023	2024	2025
% women in whole organization	21.1%	21.5%	21.9%
% women in leadership/management	23.1%	25.4%	23.6%
% women on Board*	20.0%	18.2%	12.5%
% underrepresented Board members**	30.0%	27.3%	25.0%

* Percentages equal the number of directors serving on the Board of Directors of Rackspace Technology, Inc. who self-identified as women divided by the total number of directors serving, in each case as of December 31 of the applicable year.

** Percentages equal the number of directors serving on the Board of Directors of Rackspace Technology, Inc. who self-identified as “Underrepresented” divided by the total number of directors serving, in each case as of December 31 of the applicable year. “Underrepresented” means a director who self-identified as Black or African American, Hispanic or Latinx, Asian, Native American or Alaska Native, Native Hawaiian or Pacific Islander, or two or more races or ethnicities, or as a member of the LGBTQ+ community.



Context: tracked training hours

Average tracked training hours per employee fell from 22.9 in 2024 to 12.8 in 2025. We believe part of the decline reflects where learning happened: during 2025, a substantial share of technical and AI learning moved into peer communities of practice, workshop formats and just-in-time coaching, none of which was recorded in our learning management system.

We are working to bring these formats into the record so that future reporting captures them.

4.2 Health and safety

Metric	2023	2024	2025
Work-related fatalities	0	0	0
Total recordable incident rate (TRIR)	0.30	0.81	0.17

TRIR is calculated per OSHA methodology as (recordable cases × 200,000) ÷ employee labor hours worked, equivalent to recordable incidents per 100 full-time employees per year

4.3 Engagement, training and turnover

Metric	2023	2024	2025
Voluntary turnover rate	15.7%	12.0%	12.7%
Employee engagement score	8.0/10	7.8/10	7.8/10
RackerPulse Survey participation	79%	71%	71%
Total tracked training hours	119,207	92,574	69,888
Average tracked training hours per employee*	20.5	22.9	12.8
Internal promotion rate	4.0%	8.2%	8.0%
% of employees covered by collective bargaining agreements	0%	0%	0%

* Represents training hours recorded in the Company's learning management system, which is not an exhaustive source of training for our global employees.

4.4 Anti-discrimination training

Metric	2023	2024	2025
% employees completing anti-discrimination training*	98.9%	99.1%	94.0%

* as recorded in the Company's learning management system.

Section 5 — Ethics and business conduct data

Metric	2023	2024	2025
% employees completing Code of Conduct training*	98.9%	99.1%	87%

* as recorded in the Company's learning management system.

Reading this table

Code of Conduct training completion declined from approximately 99% in 2024 to 87% in 2025, primarily due to changes in procedures for individuals classified as contractors. We are working to address this in 2026.

Section 6 — Framework indices

The SASB index and IFRS S2 based climate-related financial risk disclosure appear in the core report and are not duplicated here. The indices below are new for 2026. Our disclosures are prepared with reference to GRI; the ESRS index covers a selected material-topic subset and does not indicate conformity with the ESRS or the CSRD.

6.1 GRI content index (selected disclosures)

Some disclosures cited below are reported only in part.

GRI disclosure	Title	Reference
GRI 2-9 to 2-14	Governance structure & composition	Core report — Governance; Section 4.1
GRI 205-2	Anti-corruption training	Section 5
GRI 302-1	Energy consumption within the organization	Section 2.3
GRI 303-5	Water consumption	Section 2.4
GRI 305-1 305-2/305-3	Scope 1, 2 & 3 GHG emissions	Sections 2.1–2.2
GRI 306-3/306-4	Waste generated & diverted from disposal	Section 2.4
GRI 401-1	Employee turnover	Section 4.3
GRI 403-9	Work-related injuries	Section 4.2
GRI 404-1	Average training hours per employee	Section 4.3
GRI 405-1	Diversity of governance bodies	Section 4.1
GRI 414-1/414-2	Supplier social assessment	Section 3.2

6.2 ESRS datapoint index (selected material topics)

ESRS topic	Datapoint	Reference
E1 Climate Change	Gross Scope 1/2/3 GHG emissions	2.1
E1 Climate Change	Energy consumption & mix	2.3
E5 Circular Economy	Waste by type & disposal method	2.4
S1 Own Workforce	Collective bargaining coverage	4.3
S1 Own Workforce	Work-related accidents/fatalities	4.2
S1 Own Workforce	Training & skills development	4.3
S2 Workers in the Value Chain	Supplier social due diligence coverage	3.2
G1 Business Conduct	Anti-corruption training	5

Section 7 — External ratings and trajectory

7.1 EcoVadis score progression

Assessment cycle	Score (/100)	YoY change
Dec 2022 – Dec 2023	48	—
May 2024 – May 2025	51	+3
Sep 2025 – Sep 2026	58	+7

EcoVadis scores increased across the three assessment cycles, resulting in a cumulative gain of 10 points. EcoVadis evaluates Environment, Labor & Human Rights, Ethics and Sustainable Procurement. This supplement is structured around those four pillars (Sections 2–3 Environment, 4 Labor & Human Rights, 5 Ethics and 3.2 Sustainable Procurement).

→ *Rackspace EcoVadis Recognition Page*

7.2 CDP climate change rating progression

Year	Rating	Movement
2023	C	—
2024	B-	+1 band
2025	B	+1 band

Two score levels of improvement in two cycles, reflecting deeper disclosure quality and stronger climate management practices as assessed by CDP.

→ *CDP Disclosure Statement*

EcoVadis and CDP are externally administered, evidence-based assessments used directly by our customers, investors and partners. These are third-party benchmarks that give those stakeholders external visibility into our performance.

About Rackspace Technology

Rackspace Technology® is the operator of the full enterprise AI stack from governed private cloud to AI inference and agents in production. With an Outcomes-as-a-Service model built on secure infrastructure, data foundations and forward-deployed engineering, we deliver business results for regulated and mission-critical industries where governance, sovereignty and uptime are non-negotiable.

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