Iron Mountain

2024 Sustainability Report

IRON MOUNTAIN®

This report represents our commitment to enhancing stakeholder awareness of our sustainability priorities and describes how our performance is contributing to long-term value creation and a sustainable, responsible, and customer-centric business model.

Letter from our President and CEO

In the last 12 months, we have continued to navigate an unpredictable world. Ongoing conflict, geopolitical tensions, economic volatility, and extreme weather events in many regions of the world have contributed to increasing pressures for business and the customers and communities we serve.

In these challenging times, it's critical that we act and operate responsibly, with steadfast commitments to keeping our employees healthy and safe and achieving our long-term sustainability goals.

As Mountaineers, we climb higher at Iron Mountain by remaining focused on our purpose—to "protect and elevate the power of our customers' work"—and by turning to our core values for guidance.

We believe that a sustainable future is not only possible, but essential, as we partner with our customers to support their goals. As I reflect on this last year, I am proud of the meaningful progress we have made towards our commitments. And as I look forward, I remain determined that we will continue to advance our sustainability strategy which has delivered measurable results for our business.

Expanding our solutions
We have expanded and scaled our service offerings, including strategic acquisitions to broaden the reach of our Asset Lifecycle Management (ALM) business. These acquisitions enhance our ability to support more customers around the globe in addressing the interconnected challenges of data management, security, cost reduction, and sustainability.

Delivering on our commitments
We continue to make strides towards our science-based targets, which include both an aspiration to achieve net-zero greenhouse gas (GHG) emissions by 2040 and near-term emissions reduction targets. In 2024, we reduced Scope 1 and 2 GHG emissions by 6% whilst, at the same time, our business measured in terms of revenue grew 12%. This progress demonstrates our unwavering dedication to minimizing our environmental footprint and contributing to a more sustainable future.

In 2021, we set out to achieve 90% renewable electricity across our enterprise portfolio, electrification of 10% of our global fleet of vans and cars, and 100,000 hours of volunteerism to the communities where we operate, all by 2025. Through the dedication of our Mountaineers, we have successfully met all of these commitments.

Collaborating with partners
By working closely with our customers, employees, and supply chain partners, we can achieve even greater success. We are committed to fostering strong partnerships, leveraging collective expertise, and promoting inclusion and teamwork to drive innovation.

Our report provides a comprehensive overview of our progress and future aspirations. We invite you to join us on this journey as we strive to build a more sustainable and resilient future for all.

Yours sincerely,

William L. Meaney
President and CEO, Iron Mountain

About Iron Mountain

Our purpose

To protect and elevate the power of our customers' work

Iron Mountain Incorporated (NYSE: IRM) is trusted by more than 240,000 customers in 61 countries, including approximately 95% of the Fortune 1000, to help unlock value and intelligence from their assets through services that transcend the physical and digital worlds. Our broad range of solutions address their information management, digital transformation, information security, data center, and asset lifecycle management needs. Our longstanding commitment to safety, security, sustainability, and innovation in support of our customers underpins everything we do.

Our values

Act with integrity	We are open and honest and live our values every day.
Own safety and security	We protect ourselves and each other from harm and secure our customers' assets as if they were our own.
Build customer value	We constantly look for ways to better serve our customers and improve their business.
Take ownership	We take personal responsibility for the success of our teams, our customers, and our company.
Promote inclusion and teamwork	We look for and value each other's unique ideas and perspectives to get better results.

Awards and recognition

- Listed on the 2024 FTSE4Good Index
- Named a Top Performer in Employee Wellness by JUST Capital
- Recognized by Comparably for having one of the "Best HR Teams" and "Best Global Culture" in 2024
- Named a Best Place to Work in 2024 by Built In
- Scored 100 on the 2024 Disability Equality Index
- Decarbonization of Electricity Award from BroadGroup International
- Scored #1 in Customer Satisfaction and #54 overall in The Wall Street Journal's Management Top 250 ranking

Great Place to Work

Iron Mountain was recognized as a Great Place To Work in 12 locations. Read more about this recognition here.

Key facts and figures

61 countries

70+ years of proven experience

$6.1B US fiscal 2024 revenue

240,000 customers

~1,350 facilities

730M+ cubic feet of customer assets stored

28,850 employees

98M sq. ft. of real estate

95% of the Fortune 1000 are customers

Our approach to sustainability

Securing a sustainable future

We believe a sustainable future is only possible through collaboration. When we make commitments together—with our customers, suppliers, and the communities where we operate—we not only multiply our efforts, but can also make sustainable behaviors more accessible and achievable.

We're securing a sustainable future by partnering with our customers, enabling them to make better decisions about how they manage their most valuable information and assets. We support our employees well-being and advancement through comprehensive benefit offerings and targeted development programs. And we're uplifting the quality of life in those communities where we operate through our commitments to environmental and social sustainability.

Our four sustainability pillars

	Safeguarding customer trust	To be our customers' most trusted partner for unlocking business value
	Protecting our planet	To take responsibility for a sustainable future by unlocking opportunities in our operations and beyond
	Empowering our people	To have past, current, and future employees view their experiences at Iron Mountain as an accomplishment and a source of pride
	Strengthening our communities	To catalyze positive change in the communities in which we operate

Customer connections

2024 Education Series

Iron Mountain hosts an annual Education Series to help our clients grow and refine their digital information management capabilities as they continue to evolve and adapt to today's technology-driven landscape.

In our 2024 Education Series, we explored key trends and methods to help organizations succeed in a dynamic, digital-first environment. Topics included artificial intelligence (AI), emerging data-related regulations, and best practices for managing physical and digital data.

You can view our Education Series webinars, blogs, and articles here.

Headlines from 2024 included:
Information Governance in the age of AI
Beyond the box: The digital impact on retention schedules
Digital detox: Practical ways to clean up ROT
Data Governance vs. Information Governance: Closing the gap

Sustainability oversight

We believe that executive oversight and leadership are essential for delivering on our sustainability commitments and promoting trust in what we say and do.

Our governance framework is designed to provide oversight for our:

- Progress against our global sustainability strategy and goals with a view of our programs and processes to meet those targets

- Business unit planning to help support the attainment of the enterprise sustainability goals

- Processes to measure and report on progress in alignment with regulatory requirements and voluntary reporting frameworks

- Process to identify, assess, and manage climate-related risks

These objectives are achieved through a multi-layered leadership model focused on the management and oversight of key sustainability issues. On behalf of our board of directors, the Nominating and Governance Committee has primary responsibility for overseeing Iron Mountain's strategy, goals, reporting, and environmental, social, and governance (ESG) risks. The Nominating and Governance Committee has responsibility for coordinating such oversight with the full Board, as it deems appropriate, for reviewing the Company's ESG initiatives, monitoring key performance metrics and addressing emerging ESG issues.

Our Sustainability Executive Steering Committee (SESC) is chaired by our General Counsel and Corporate Secretary and includes business and functional leaders. The SESC is responsible for allocating resources as needed to implement our sustainability strategy and meet objectives, monitoring sustainability performance against company goals, and reporting to the Nominating and Governance Committee and full board on our sustainability program and our progress.

Delivering on our commitments

We set ambitious goals which encourage us to collaborate across disciplines to innovate and sustainably grow our business. We focus on what's most material and impactful. We create our goals thoughtfully and in alignment with our strategic sustainability objectives and governance processes. These goals demonstrate our ongoing dedication to continuous improvement and embedding sustainability throughout our organizational processes.

Employee volunteerism
We exceeded our goal of volunteering **100,000** hours by **2025**.

Emissions reduction targets
In **2024**, we submitted **net-zero** and near-term science-based targets to the **Science Based Targets initiative (SBTi)**, receiving validation under their Business Ambition for 1.5°C campaign.

Clean energy
We maintained 100% clean energy coverage of our electricity consumption in our data centers and achieved **91%** coverage in all our facilities globally to surpass our **2025** goal.

Greener fleet
As part of our EV 100 commitment, we reached **12%** electrification of our company cars and vans, beating our short-term target of **10%** by **2025**.

Inclusion and belonging
We achieved **72%** engagement and **80%** belonging scores on our annual employee listening survey.

Our sustainability goals

Protecting our planet	Empowering our people	Strengthening our communities
What our role is:	**What our role is:**	**What our role is:**
We embrace our responsibility to contribute to the fight for a net-zero future. We seek opportunities to improve environmental performance within our operations. We enable our customers to manage information while meeting their environmental goals. And we partner with our suppliers to unlock opportunities to protect our planet, together.	We invest in and leverage inclusion and belonging as a competitive differentiator and are committed to building a workplace where every employee feels welcomed, accepted, and valued. This commitment to authenticity and inclusion fuels innovation, directly contributing to employee well-being, customer satisfaction, and our sustained growth.	Our impact extends beyond the walls of our facilities. We contribute positively to the communities in which we operate by leveraging the unique capabilities of our business. We go beyond philanthropy to conduct business in a way that leads to a prosperous future for communities.
What we want to achieve:	**What we want to achieve:**	**What we want to achieve:**
To create a more sustainable future through continuous innovation and collaboration	To develop a strong culture of inclusion, innovation, learning and agility, with a focus on talent development	To be a catalyst for positive change in the communities in which we operate
How will we measure progress:	**How will we measure progress:**	**How will we measure progress:**

In support of our short-term and net-zero targets approved by the SBTi:
• By 2040: achieve net-zero GHG emissions, inclusive of scope 1, 2, and 3
• On our way there:
  – By 2033: 55% reduction of Scope 1 and 2 emissions from our 2022 baseline*
  – By 2028: 84.2% of our suppliers by emissions covering purchased goods and services, capital goods, business travel, upstream transportation and distribution, will have science-based targets*
• By 2030: Reduce Scope 1 fleet emissions by 20% from our 2022 baseline
• By 2040: Achieve 100% clean energy for our global electricity consumption
 	
The target boundary includes land-related emissions and removals from bioenergy feedstocks.
	Our annual IM Listening global employee survey provides valuable feedback and helps our leaders understand how we can best support our employees' collective well-being and success. Using the survey as a measurement tool, we aim to:
	• Achieve and maintain a global employee engagement score of 70% or higher
	• Achieve and maintain a global employee belonging score of 75% or higher
		• By 2027: Work with charitable partners to add 15 projects to our cultural heritage preservation collections
		• By 2030: Contribute 200,000 additional hours of volunteerism in our local communities

Safeguarding customer trust

Data privacy

Securing the trust of our customers is critical to our business, and our privacy and data protection practices are essential to maintaining that trust. We remain committed to ensuring that our customer data is safe and secure in line with relevant regulations and best practices.

In 2024, we continued our commitment to privacy compliance by enhancing our global privacy program and reinforcing the importance of data privacy among our workforce. Notably, in 2024 the systems that support our intelligent document management solutions obtained ISO 27001 (security), ISO 27701 (privacy) and ISO 9001 (quality) certifications.

In addition, we advanced our efforts to receive approval for the EU Binding Corporate Rules (BCR), which is considered a gold standard for international data transfers and demonstrates that Iron Mountain adheres to the highest privacy standards set by the EU General Data Protection Regulation (GDPR).

We also continued leveraging knowledge about data residency requirements that apply to some of our regulated customers as we enhance the scalability and security of our IT infrastructure as well as optimize and streamline our internal operations.

Finally, we actively participated in efforts to shape emerging global privacy laws, such as the 2024 American Privacy Rights Act (U.S. federal privacy law), presented at leading privacy forums, and issued white papers in collaboration with other international enterprises. Iron Mountain's Head of Privacy serves as a member of the Privacy, Infosec, Culture, Change & Awareness Societal Organisation (PICCASO) Advisory Board and co-authored a white paper on data privacy. Read the white paper here.

Customer connections

SMART ASSIGN
Assign record codes automatically according to your policies.

SMART SORT
Sort commingled files into new boxes by like category

SMART REVEAL
Reveal the unknown contents of boxes that have little to no description
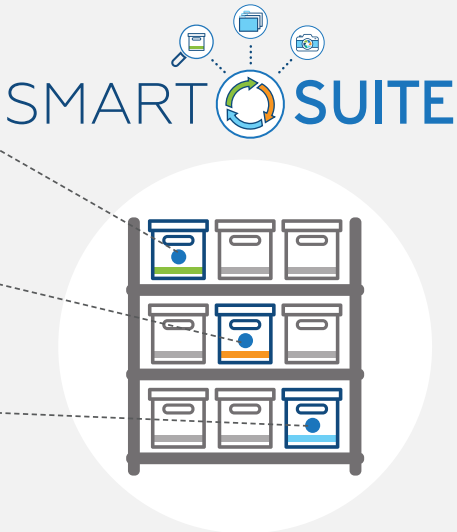
SMART SUITE

Smart Suite services

Disorganized records can pose significant challenges for organizations, including inflated storage costs, increased risks, and disrupted flows of critical information. These inefficiencies can impact day-to-day operations and create long-term issues with compliance management.

In 2024, Iron Mountain identified an opportunity to address these challenges and introduced the Smart Suite, a suite of technology-driven solutions designed to enable customers to streamline their records management. With this suite, organizations can assess their existing records inventory, make informed decisions, and take necessary actions to transition to more efficient digital workflows.

The suite includes the following core solutions:

- **Smart Assign** | Automatically assigns record codes to boxes that are missing them, based on customer retention policies, ensuring proper categorization and compliance.
- **Smart Reveal** | Provides purposeful photographic documentation of box contents, allowing customers to understand what information is being stored and make informed decisions about next steps.
- **Smart Sort** | Organizes commingled files based on specific criteria, such as eligibility for destruction or categorization, regardless of their storage location.

Iron Mountain Sustainable Solutions

Iron Mountain Sustainable Solutions enable our customers to protect and elevate the power of their work, while making a lasting, positive impact. We developed a methodology to determine if a product or service has the attributes necessary to be considered a sustainable solution.

Iron Mountain Sustainable Solutions core criteria:

- Addresses a significant and clearly defined sustainability challenge
- A comprehensive product lifecycle review of benefits and limitations results in a net positive impact rating
- Sustainability claims are clear and based on a third-party endorsement
- Transparency provided on business processes and calculation methodologies

Supporting our customers with sustainable products and services

Secure Paper Shredding	Iron Mountain's **Secure Paper Shredding** solution offers a comprehensive information destruction program for paper records that is convenient, compliant, cost-effective, and sustainable.
Eco Box	The Iron Mountain **Eco Box** provides durability and security while also being Forest Stewardship Council (FSC®)-certified, 100% recyclable, and easy to order and receive.
IT Asset Disposition	Iron Mountain **IT Asset Disposition services** make it easier for companies to deploy newer, more efficient, and environmentally friendly technology while our remarketing and recycling programs minimize the amount of material entering waste streams.
Green Power Pass	Iron Mountain's **Green Power Pass** provides customers with a certificate of attestation validating that 100% of the power they use at Iron Mountain's data centers is carbon-free, which supports their sustainability objectives.

Read more about all of Iron Mountain's Sustainable Solutions here.

Measuring the impact of Iron Mountain Sustainable Solutions

In 2024, on behalf of customers we

- Shredded and recycled 442,010 metric tons of paper and cardboard products, the equivalent of preserving approximately 11.7 million trees
- Purchased more than 12.8 million FSC certified boxes
- Processed, recycled, and diverted from landfills 68,689 metric tons of e-waste
- Consumed 1,308,619 megawatt-hours of carbon-free energy in our data centers

Customer environmental impact reporting

We recognize that our customers are seeking more transparency from their supply chains. We have developed a portfolio of reports that measure the environmental impacts and benefits of customer programs.

Iron Mountain's Secure Shredding Green Report

This report helps to easily communicate the impact an organization is having by making responsible shredding decisions. The report provides customers with the total weight of paper that was shredded and recycled. It also provides equivalencies from the Environmental Paper Network's Paper Calculator™ to illustrate the environmental benefits of recycled paper vs. sourcing virgin materials. Learn more here.

Iron Mountain's Asset Lifecycle Management (ALM) Environmental Benefits Report

This customer-specific report allows customers to quantify the positive environmental impact of their IT Asset Disposition program. The report provides the total weight of IT Assets processed during the reporting period and the associated environmental benefit of the customer's choice to recycle or remanufacture those devices. Learn more here.

Iron Mountain's Customer Greenhouse Gas Emissions Allocation Report

This report allows customers to understand the Scope 3 emissions that are associated with their activity at Iron Mountain. The tool uses a spend-based allocation methodology, taking into account the specific services we provided for the customer during the reporting period. Learn more here.

Our customers downloaded more than 19,400 environmental impact reports during 2024, providing transparency into the impacts and benefits of their programs.

Protecting our planet

Greenhouse gas emissions

Our journey to net zero

We have been committed to reducing our emissions footprint since our initial science-based target was validated in 2019. We are pleased to share that the Science Based Targets initiative (SBTi) has approved our updated emissions reduction targets, including near-and long-term targets aligned with a 1.5°C pathway and net zero by 2040.

Transparency and data have been at the core of our program since we began our journey over a decade ago. Through transparency, we build trust and enable collaboration. We are committed to being a valued partner to our customers, investors, employees, and the communities in which we operate. Together, we are making strides toward a more sustainable future and remain committed to the work ahead.

We are using a measured approach to expand the reach of our emissions reduction initiatives and identify opportunities to decarbonize our operations. Our path to net zero focuses on reducing energy use and increasing the efficiency of our facilities, electrifying our systems, increasing our use of clean energy, and addressing the environmental impact of our fleet. Our approach has delivered meaningful reductions to our emissions.

In **2024**, we reduced corporate **Scope 1 and 2** emissions by **~16%** since our **2022** baseline.

Annual greenhouse gas emissions trend
Scope 1 and Scope 2 corporate inventory of greenhouse gas emissions

Reported GHG emissions (mton CO2e)

Year	Emissions
2022	199,314
2023	178,834
2024	167,655

Scope 2 emissions are market based
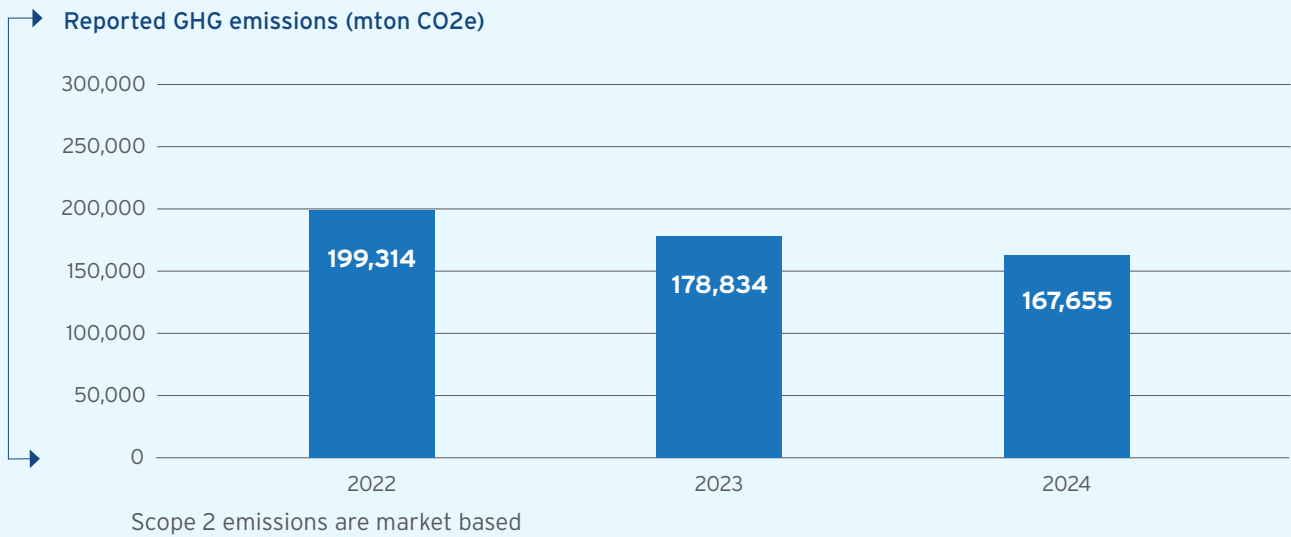
Annual renewable energy percentage trend

Electricity consumption (MWh)

Year	Renewable %
2016	3%
2017	18%
2018	69%
2019	77%
2020	81%
2021	80%
2022	85%
2023	87%
2024	91%

Renewable   Nonrenewable
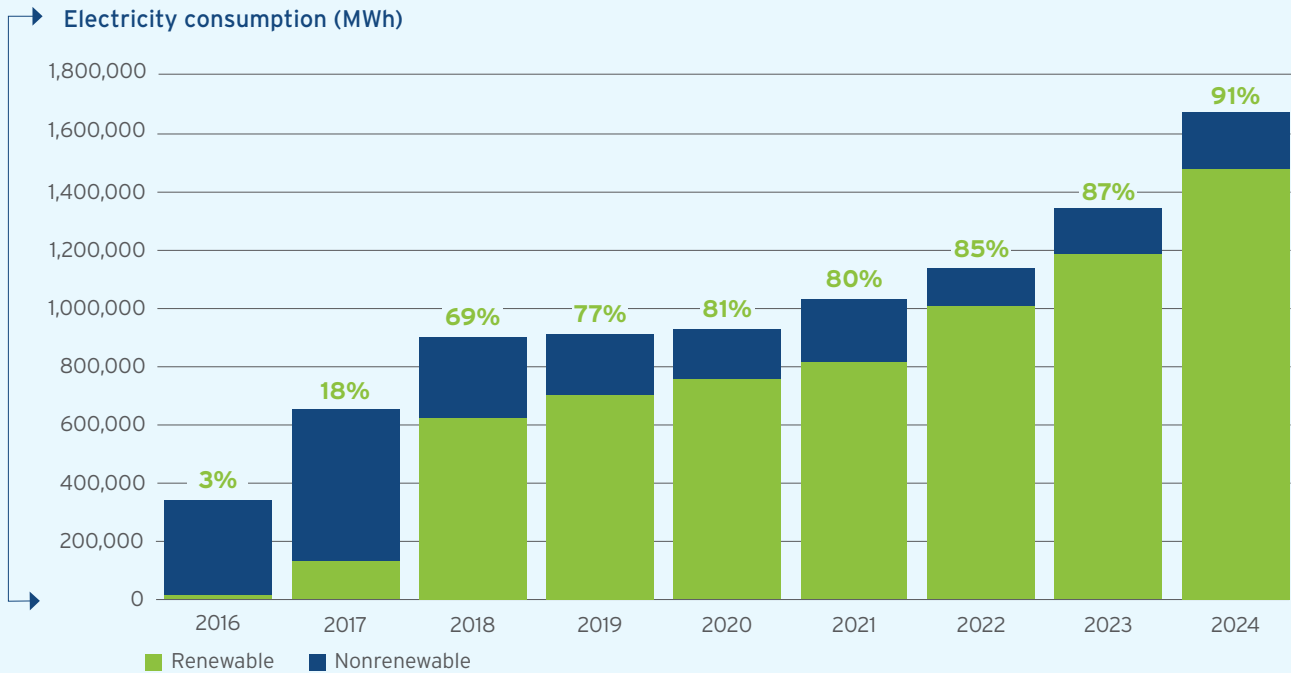
Decarbonizing our operations

Greener fleet

Vehicles play an essential role in our operations. We depend on our fleet to deliver exceptional service to our customers worldwide. In 2024, vehicle emissions represented approximately 39% of our Scope 1 and 2 greenhouse gas emissions, making our fleet a key focus area of our emissions reduction strategy.

Twelve percent of our global fleet of vans and company cars are now electric, outperforming our short-term target of 10% by 2025. We now have over 300 electric vehicles in service, or on order, across 22 countries—doubling the size of our electric vehicle fleet from the prior year.

As we continue fleet electrification efforts, challenges such as limited vehicle range, the availability of electric vehicles, and charging infrastructure remain. While we are optimistic that technological advancements will enable us to overcome these barriers, we have implemented other measures to ensure a comprehensive approach to reducing our vehicles' environmental impact.

Our greener fleet focus areas include:

Fleet electrification
Our electrification strategy is informed by the availability of vehicles that allow us to meet our goals and customer needs, regulatory requirements, and local incentive programs.

Alternativefuels
We are exploring the use of biofuels and alternative energy sources. From 2022 to 2024, we increased the use of biofuels by 135%.

Route optimization
We plan efficient travel routes, minimizing unnecessary driving and reducing fuel consumption.

Driver behavior
We promote eco-friendly driving practices among our drivers to further enhance fuel efficiency.

Watch this video to take a closer look at our journey to a greener fleet.

2024 Scope 1 and 2 (market-based) emissions

Vehicle fleet
39%

Electricity
30.8%

Refrigerants
1.8%

Fire suppressants
2.7%

Heating
25.7%
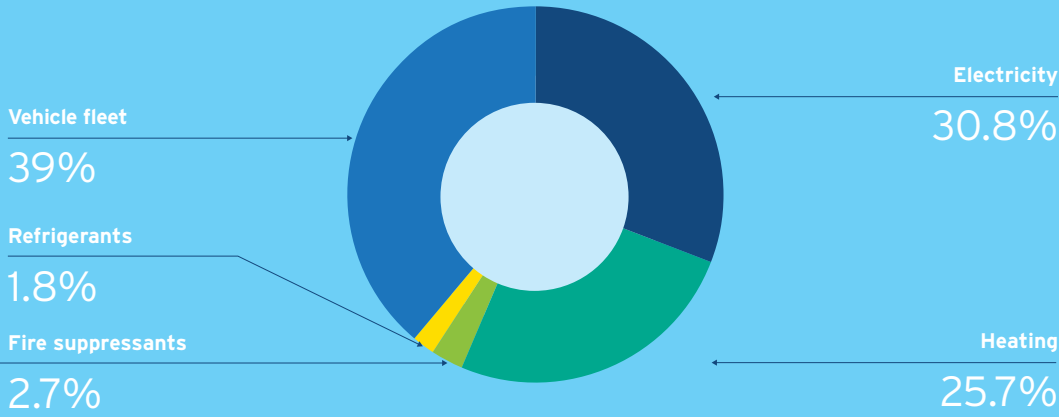
Clean energy procurement strategy

In 2024, our global electricity consumption was 91% powered by clean energy, surpassing our goal of 90% by 2025. Since 2017, we have continued to match 100% of the consumption in our data centers with clean energy. Our portfolio of clean energy solutions includes onsite generation, direct-to-supplier energy contracting, and virtual power purchase agreements for wind, solar, and hydropower. We work closely with our utility data aggregation and advisory services partner to evaluate the utility-level green power landscape, including green tariffs and other utility-specific programs.

24/7 Carbon-Free Energy Data Centers

Conventional clean power solutions are designed to match a buyer's load annually. This approach does not consider whether clean power is available when clients are using electricity, and as a result, doesn't help to decarbonize the grid.

Iron Mountain's Data Center division became a founding signatory to the UN Compact on 24/7 Carbon-Free Energy, committing to seeking hour-by-hour matching of our site consumption with local carbon-free energy (CFE) by 2040. This approach not only supports the decarbonization of the grid, but allows us to offer the Green Power Pass product to customers. They can then report—at any Iron Mountain Data Center—the power they consume as clean power in their public reporting, making Iron Mountain an important part of their decarbonization roadmaps and commitments.

The tools used to monitor our progress toward our 24/7 CFE commitment of our data centers is also creating valuable insights for other facilities. We currently have over 190 locations globally, including over 130 locations in the United States, with the ability to track and match clean energy usage on an hourly basis.

As of 2024, we achieved **91%** clean energy across our global electricity consumption, including **56** onsite solar projects that generated more than **20,100** MWh of electricity.

Customer connections

Evolving our service offerings to meet customer demand for sustainable IT solutions

Mark Kidd, Executive Vice President and General Manager of Data Centers and Asset Lifecycle Management at Iron Mountain, appeared on the **Sustainable Tech Partner** podcast, an online community designed to support technology partners and their customers in achieving sustainability goals.

During the interview, Mark discussed Iron Mountain's long-standing commitment to sustainable practices in its data center operations, with a particular focus on renewable energy. He outlined the evolution of the company's sustainability efforts since the launch of its Data Centers business in 2013, emphasizing the importance of sourcing local power and achieving a 24/7 energy model to ensure a reliable and continuous energy supply. Mark also provided insights into the global challenges and variations in meeting these sustainability objectives.

In addition, Mark spoke to the development of Iron Mountain's Asset Lifecycle Management (ALM) and IT Asset Disposition (ITAD) business, highlighting the critical importance of data security in the IT asset end-of-life process, while underscoring the company's commitment to security and trust as fundamental elements of its approach to growth.

You can listen to the conversation here.

Environmental impact initiatives

Facility efficiency

We use innovative design, construction, and operation to reduce a building's lifelong environmental footprint and we pursue certifications that enhance our service offerings and mitigate risks.

- Virtual energy audits, site surveys, and utility monitoring allow us to identify opportunities to prioritize sites for energy efficiency projects.
- We continue to expand our LED retrofit initiatives, the installation of motion-sensing lights, programmable thermostats, and HVAC optimization projects.
- All new construction multi-tenant data center facilities are certified to BREEAM Green Building Standards. Iron Mountain data centers are a signatory to the EU Climate Neutral Data Centre Pact.

Clean energy procurement

Our portfolio of clean energy solutions includes onsite generation, direct-to-supplier energy contracting, and virtual power purchase agreements for wind, solar, and hydropower.

- In 2024, 91% of our global electricity consumption was covered by clean energy sources.

Greener fleet

We have a comprehensive approach to reducing emissions from our fleet, including fleet electrification, the use of biofuels, and dynamic routing that improves efficiency.

- In 2024, we doubled the size of our electric fleet from the prior year. We now have 300 electric vehicles in service, or on order, across 22 countries.

Water conservation and management

Remote monitoring of our irrigation systems allows us to customize irrigation schedules, taking into account weather, climate, soil, and plant types to fit each site's needs.

- We have installed smart irrigation controls at 25 sites in North America, which are estimated to save 12.6M gallons of water a year. These prevent over watering, provide utility savings, and identify leaks and other potential issues early, minimizing impact.

Waste reduction

Our strategy for waste management maximizes diversion and the reach of our recycling programs.

- We determined the top sources of waste generated during facility consolidations in order to use circular solutions that divert waste from landfill.
- We partnered with our waste management vendor to reduce over-servicing of bins. This should reduce vendor fleet emissions and support waste reduction in our North American operations.
- We donated more than 32,000 pounds of materials to Habitat for Humanity.

Empowering
our people

Our culture

We are committed to making a meaningful impact on our customers, our people, and our business by cultivating a culture that is firmly grounded in our values: **acting with integrity, owning safety and security, building customer value, taking ownership, and promoting inclusion and teamwork.**

While we foster an environment of learning, collaboration, diversity, and well-being, we know culture truly thrives in the everyday experience of working at Iron Mountain.

Our culture encourages open communication and innovation while fostering trust, engagement, and exceptional performance. We evaluate our progress through regular employee surveys and use data-driven insights to gain a deeper understanding of our global workforce. These insights collectively enable us to drive enhanced employee engagement, measure effectiveness, and refine our approach for sustained success.

Led by our President and CEO, William Meaney, our Inclusive Leadership Alliance includes members of the Executive Leadership Team and plays a pivotal role in advancing our culture and driving growth. The Alliance reviews and supports key initiatives, monitors progress toward enterprise goals, ensures accountability through measurable targets, and communicates achievements to stakeholders.

In each of our businesses and functions across the organization, we work to identify opportunities to enrich our culture, celebrate how employees embody our core values daily, and embed our principles in key processes.

Our Global Culture Network, with more than 2,200 volunteer members, is a key mechanism for sharing information with and inspiring fellow Mountaineers. This network, combined with our annual global employee engagement survey (IM Listening), provides valuable feedback to our leadership team.

The IM Listening survey:

- Provides valuable, connected feedback to people managers, establishes clear accountabilities for improvement, and offers deeper insights for understanding and promoting drivers of engagement and retention
- Strengthens Iron Mountain's focus on our future vision, enhances communication around the rationale for change, and supports the collective well-being, collaboration, and success of Mountaineers
- Serves as a vital resource for leaders to reference and integrate into decision-making when planning, announcing, and implementing initiatives
- Acts as a key measure of success for our enterprise priorities

2024 Employee engagement survey results
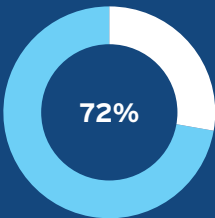
72%
Engagement index score

80%
Belonging score
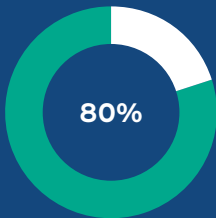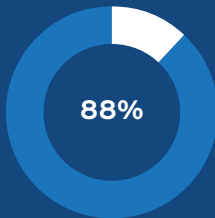
88%
Overall participation rate

Employee Resource Groups (ERGs)

Our volunteer-based global Employee Resource Groups (ERGs) are open to all employees and play an essential role in fostering belonging, supporting talent attraction, development and retention, and serving as valuable allies across our company. Each group is sponsored by one or more members of Iron Mountain's senior leadership team.

Highlights in 2024 include:

- The **Black Colleagues@IM ERG** launched a quarterly book club focused on dealing with change, managing stress, and delivering exceptional value. The group fostered a strong sense of belonging through *Thoughtful Thursdays*, a series of calls dedicated to creating fellowship among members of the Black Colleagues ERG. The ERG also co-hosted an event with Women@IM and LGBTA@IM honoring civil rights leader Dr. Pauli Murray, featuring a compelling panel discussion.

- The **Capable@IM ERG** celebrated International Day of Persons with Disabilities with a global virtual event featuring speaker Stephen Miller, a three-time gold-medalist Paralympic champion and founder of the charity Smile Through Sport, which aims to inspire, educate, and promote the enjoyment of disability sport. They also hosted other sessions focused on their annual theme, "Amplifying the leadership of persons with disabilities."

- The **Women@IM ERG** prioritized professional development and collaborated with other ERGs to provide more intersectional events and content. They hosted a four-part series on mental health, developed a recognition program for women across the company, and coordinated a campaign to celebrate Hispanic Heritage Month. For International Women's Day, the APAC Women@IM ERG spoke with global leaders on how they inspire inclusion and led conversations with frontline team members to get more women in operations roles.

- The **LGBTA@IM ERG** had strong international growth in 2024, attracting members from over 20 countries. A new quarterly series called *Safe Space Calls* was introduced to bring together the LGBTQIA+ community and allies in a supportive and open environment. The ERG celebrated Pride Month around the world and, for National Coming Out Day, partnered with the Capable@IM ERG to host *Living Authentically*, an event where Mountaineers shared their personal coming out stories and how they embrace their true selves.

Benefits to help employees thrive

The Global Benefits, Wellbeing, and Mobility teams are dedicated to ensuring benefits reflect the individuality of each employee. We recognize every person has unique needs, so we offer a variety of benefits, empowering employees and their families to choose the plans that best support their goals.

Prioritizing preventive care and resilience for physical and mental health are key priorities that align with our culture of well-being and excellence. In addition to plans supporting employees' physical well-being, we offer benefits and resources that help employees and their families prioritize mental health.

"Resources for Living" is a confidential employee assistance program that supports all Iron Mountain employees and their household members—24 hours a day, seven days a week—at no cost.

The program is more than a resource during a crisis. It is intended to be a foundational program to support ongoing, proactive employee resilience and well-being. The program is curated to address various aspects of an employee's life, from emotional support to financial/legal counsel to caregiver needs, relationship and family matters, community resources, and emergency/basic needs. The program includes a range of resources, such as counseling services, educational materials, and tools to enhance mental and emotional well-being.

Iron Mountain also offers global Mountaineers confidential, free and 24/7 access to Psych Hub, the world's largest site of curated mental health content. It also includes access to a Mental Health Ally Program. Mountaineers across the globe have access to lifestyle coaching—virtual or telephonic and mindfulness and resilience resources—all at no cost and available 24/7.

Customer connections

Leveraging AI technology to deliver on-demand training

In August 2024, our Global Operations Transformation and Innovation team launched a new digital chatbot designed to help our US, Mexico, and Canada operations teams. The 24/7 chatbot offers dynamic, real-time responses in multiple languages to common questions about standard operating procedures, helping to streamline training support for our frontline Mountaineers and reduce the workload for supervisors and managers. The operations team hopes to integrate this service into mobile scanners and expand its availability to more geographies and languages.

Professional development and learning

Iron Mountain believes in continuous learning and development, enabling the career growth of our employees and building a workforce with the skills and capabilities needed for the future. We offer targeted development opportunities to different groups of employees, through programs which include skills development, coaching, peer group networking, and partnerships with industry experts.

Our development programs provide participants with guided learning, online content, and facilitated workshops with senior business leaders and experts. Participants gain the confidence and competence to effectively lead high-performing teams and navigate the challenges of modern leadership through real-world case studies and practical exercises. The programs also enable participants to build relationships, expand professional networks, and increase visibility with executive leaders.

Iron Mountain also offers LinkedIn Learning licenses to employees. The licenses provide access to a wide range of high-quality on-demand learning offerings which are designed not only to help employees learn and grow, but also to directly apply their learning to their roles. Selected learning resources are also integrated into leadership development programs, talent management processes, and business-specific training and development initiatives.

Learning and development programs	Audience	Number of participants 2024	Hours of content consumed 2024	Key highlights 2024
Leadership development programs	Current and potential supervisors, managers, and senior leaders	319	12,876	• Increased cohort sizes to reach more high-potential leaders • Utilized program alumni in more formal coaching roles to provide support • Created new guided learning resources and moved content to an updated learning platform that enables an engaging digital learning experience • Introduced a coaching module with live sessions and takeaway materials to help participants apply their learning in real-world scenarios • Delivered monthly skill-focused development sessions, 360 assessments, executive coaching, peer group collaboration, and quarterly speaker series delivered by external thought leaders
LinkedIn Learning	Coordinator and above	5,217 licenses activated	51,095	• Launched training to assist employees in leveraging AI in their roles and understanding its limitations and risks • Curated learning paths with courses designed for role-based skill development

Strengthening our communities

Corporate philanthropy: Living Legacy Initiative

Our impact extends beyond the warehouse walls to the communities where we live and work. Our corporate philanthropy partnerships provide an avenue to leverage our extensive experience in safeguarding and managing physical and digital assets to our communities through partnerships with nonprofit organizations.

The Living Legacy Initiative is Iron Mountain's charitable commitment to preserving cultural and historical information and making it globally accessible to the public through education. Our grant program combines financial contributions, in-kind services, and customized solutions to nonprofit agencies, museums, and other nongovernmental organizations to build mutually beneficial partnerships that positively impact our communities.

We select partners who align with our mission and who can benefit from our expertise. You can read more about our incredible partner organizations here.

In 2024, we continued to partner with organizations focused on preserving cultural heritage sites across the globe that are at risk. We maintained our commitment to delivering educational resources to the public about our collective history and highlighting information that can help shape a more positive future. Those resources include accessible online archives, guided virtual tours, preserved indigenous heritage, and more.

- CyArk, our longtime partner, continues to deliver high-quality digital documentation, and virtual guided tours of sites worldwide, including India, Brazil, and the United States. Visitors took 80,000 tours of Iron Mountain-funded projects in 2024. Highlighted in this video is the Afro-Brazilian legacy of a former gold mine in the Brazilian state of Minas Gerais.

- In 2024, we continued to support Appalshop in their efforts to recover from the 1,000-year flood that damaged their audio-visual archive through the remediation and storage of essential hard copy records. In April 2024, PBS NewsHour did a story on the resiliency of Appalshop and the Appalachian community, bringing more awareness of the impacts increased flood events can have on our invaluable cultural heritage.

- This year we celebrated a milestone in our partnership with People's Place Project (PPP) with the arrival of the cave of Kamukuwaká to the Wauja people in the Indigenous Xingu Territory in the interior rainforest of Brazil. When the original cave was damaged, recognizing the cultural significance of the cave, PPP and its partners created a full-size replica. Iron Mountain funded the construction of a cultural monitoring center where the cave now resides and through its Crozier business, which specializes in fine arts storage and logistics, provided sea-freight shipping to relocate the cave from Spain, where it was built, to the Xingu Territory in Brazil.

Watch and read

Cave of Kamukuwaká

Watch Indigenous tribes celebrating the installation of the cave of Kamukuwaká replica in the Cultural Monitoring Center in the Amazon rainforest.

Read more about how Iron Mountain and it's fine arts business unit, Crozier, supported the construction of the Cultural Monitoring Center and the transportation of the cave replica from Spain to the Amazon.

Volunteerism: Moving Mountains

In order to help our employees support their local communities, we give full-time employees 16 hours and part-time employees eight hours of annual paid time off to volunteer for the causes that are important to them.

In 2024, our volunteer program continued to grow. More employees engaged in volunteer activities, increasing both the number of community organizations supported and the number of hours volunteered, allowing us to achieve our goal to volunteer 100,000 hours by 2025. Throughout the year we celebrated volunteers by sharing their stories and the impact they had on organizations and initiatives, including animal rescue groups, environmental cleanups, disaster relief efforts, local firehouses, schools, nonprofit boards, and youth sports teams.

In recognition of our Moving Mountains month in May and International Volunteer Day in December, we organized two virtual volunteer events for employees across the globe to come together. As part of those events, a combined total of 535 employees representing 18 countries, contributed 5,695 volunteer hours to causes they care about in their communities.

As a way to encourage volunteerism, at the end of each year, the employee who volunteers the most hours receives a $5,000 donation to the charitable organization of their choice. In addition, every employee who logged at least one hour during the year is entered into a raffle for a donation of $1,000 to the charitable organization of their choice. The employee who won logged 1,269 volunteer hours with Scouts Canada, which is also the organization he chose for the donation.

MOVING MOUNTAINS

We achieved our goal for employees to volunteer 100,000 hours by 2025! Mountaineers contributed 41,759 hours in 2024 for a cumulative total of 119,711 hours since 2021.

Customer connections

Engaging communities to prevent identity theft

Iron Mountain's West Coast operations partnered with the Hillsboro Oregon Police Department to host a biannual shredding event focused on combating identity theft while raising funds for the Hillsboro Police Department (HPD) Cadet Program. Now in its seventh year, the 2024 spring event achieved record results, drawing over 1,100 vehicles and resulting in the secure destruction of 37,410 pounds of paper.

The event featured mobile shredding units operated by three Iron Mountain drivers, demonstrating the company's ongoing commitment to community engagement. These drivers, who maintain strong relationships with local customers, play a critical role in ensuring the success of these initiatives and fostering future community involvement. This partnership highlights the importance of collaboration in strengthening community ties and advancing shared goals.

Supply chain management

Supply chain engagement

We recognize that, like us, our customers are working toward sustainability goals, and as a key part of their supply chain, we have an important role to play. A crucial aspect of this role is ensuring that we uphold a responsible supply chain.

We engage supply chain partners on sustainability issues to mitigate risks, identify opportunities, and ensure compliance with existing and emerging international regulations. Our Supplier Code of Conduct establishes clear principles, standards, and practices required for doing business with us. Regardless of the type or location of service provided, Iron Mountain's suppliers and their subcontractors must adhere to all applicable legal and other binding obligations concerning employment practices and workplace conditions. They must not involve acts of slavery or servitude, forced or compulsory labor, or human trafficking. Employees must be fairly compensated, and provided safe and healthy work conditions. We are committed to fostering strong relationships with our suppliers and are working to integrate human rights and environmental due diligence into our risk management systems to identify, assess, and address any potential and actual adverse impacts in our value chain. We are also working to address emissions within our supply chain as part of our supplier engagement target with SBTi.

We offer our customers reporting to help them monitor progress toward their ambitions and to measure the impact of their programs at Iron Mountain. These reports include tier two supplier reports, environmental benefits reports for secure shredding and IT disposition programs, and clean energy reporting for our Iron Mountain Data Center customers.

Sustainability performance data

Performance tables

Iron Mountain has received external assurance for content in this report, as described in Appendix B, page 63. We have indicated which metrics received assurance throughout the performance tables.

◎ **Third-party assured**

Corporate inventory of greenhouse gas emissions			
Greenhouse gas emissions (metric tons of CO2e)	**2022**	**2023**	**2024**
Scope 1	136,006	113,532	115,728
Scope 2, market based	63,308	65,302	51,927
Scope 2, location based	209,112	210,216	234,238
Total Scope 1 and Scope 2 emissions, market based	199,314	178,834	167,655
GHG intensity Scope 1 and 2 (mtCO2e/sq. ft.)	0.0021	0.0018	0.0017
Scope 3*	675,484	813,340	913,160
Total corporate inventory of GHG emissions, market based	874,798	992,174	1,080,816
Certified offsets	30,000	0	0

Other greenhouse gas emissions			
Greenhouse gas emissions (metric tons of CO2e)	**2022**	**2023**	**2024**
Other greenhouse gas emissions*	26,078	10,662	7,164
Biogenic emissions**	1,863	2,744	4,161

Greenhouse gas (GHG) emissions data is as of 12/31/2024. Time frame for data is 1/1/2022 to 12/31/2024.

*Other greenhouse gas emissions are emissions that are covered by the Montreal Protocol and therefore excluded from the GHG Protocol. These emissions are voluntarily reported outside the corporate inventory.

**Per the GHG Protocol, biogenic emissions are reported separately from our corporate GHG inventory (Scopes 1, 2, and 3) and are considered net-zero emissions.

Greenhouse gas (GHG) emissions data is as of 12/31/2024. Time frame for data is 1/1/2022 to 12/31/2024. The data boundary for the corporate inventory of GHG emissions includes all Scope 1, 2, and 3 emissions covered by the GHG Protocol across all Iron Mountain operations.

See the Iron Mountain annual CDP response for additional information on our GHG emissions sources and calculation methodology.

*The Scope 3 totals for 2022 and 2023 have been updated to reflect GHG protocol guidance on the exclusion of optional emissions and to follow best practice accounting for upstream leased assets.

Performance tables

◎ Third-party assured

Energy

Energy consumption (MWh)	2022	2023	2024
Total energy consumption	1,754,610	1,874,776	2,124,919
Total electricity consumption from operations	1,174,613	1,370,641	1,619,339
Total renewable electricity consumption	1,001,511	1,194,957	1,471,836
Percentage of electricity consumption from renewable sources	85%	87%	91%
Energy intensity* (MWh/sq. ft.)	0.018	0.019	0.022

Energy data is as of 12/31/2024. Time frame for data is 1/1/2022 to 12/31/2024. The data boundary is all Iron Mountain operations and includes a gap analysis and estimation process to cover all operations.

*Energy intensity is calculated using total energy consumption and total facility area.

Waste management

Waste category (metric tons)	2022	2023		2024	
		Waste from our direct operations	Waste processed on behalf of customers	Waste from our direct operations	Waste processed on behalf of customers
Total	12,509	72,242	469,483	79,486	524,371
Landfill	8,193	13,136	N/A	13,737	N/A
Recycling	3,947	3,541	461,490	15,097	502,990
Recovery (energy from waste)	368	442	7,993	179	6,729
Reuse*	**	55,123	**	50,473	14,652
Diversion rate	32%	81%	**	82%	**
Data coverage	100%	100%	**	100%	**

Waste data is as of 12/31/2024. Time frame for data is 1/1/2022 to 12/31/2024. The data boundary for 2024 is all operations and includes waste disposed of on behalf of our customers. It includes a gap analysis and an estimation process to cover all operations.
*In 2023, Iron Mountain added the reuse category as part of the data collection processes for our direct operations.
**Data not available.

Performance tables

◎ **Third-party assured**

◎ **Water**

Water withdrawals (cubic meters)	2022	2023	2024
Water withdrawals	1,298,175	1,192,566	1,361,673
Water intensity (m^3/sq. ft.)*	0.029	0.029	0.028

Water data is as of 12/31/2024. Time frame for data is 1/1/2022 to 12/31/2024. Water data for 2022, 2023, and 2024 represents approximately 48%, 42%, and 49%, respectively, of our total global square footage.

*Water intensity is calculated using total water withdrawals and total facility area.

Facility area			
Facility area (square feet)	2022	2023	2024
Total square footage	96,771,153	98,013,604	98,079,499

Figures are as reported in Iron Mountain Form 10-K.

Performance tables

◎ Third-party assured

◎ Workforce: gender								
Percentage of female employees	**2023**	**2024**						
Company-wide	39.1%	39.6%						
Workforce breakdown by gender	**Total**		**Females**		**Males**		**Not declared**	
Employment contract	**2023**	**2024**	**2023**	**2024**	**2023**	**2024**	**2023**	**2024**
Permanent	26,094	28,262	10,200	11,204	15,893	17,045	1	13
Temporary	716	1,028						
Employment type	**2023**	**2024**	**2023**	**2024**	**2023**	**2024**	**2023**	**2024**
Full time	25,476	27,542	9,809	10,837	15,666	16,692	1	13
Part time	618	720	391	367	227	353	0	0
Employment category	**2023**	**2024**	**2023**	**2024**	**2023**	**2024**	**2023**	**2024**
Vice president and above	134	136	35	32	99	104	0	0
Director	598	460	184	147	414	313	0	0
Supervisor/manager	4,650	2,426	1,619	768	3,031	1,658	0	0
Individual contributor	20,712	25,240	8,362	10,257	12,349	14,970	1	13
Board of directors	**2023**	**2024**	**2023**	**2024**	**2023**	**2024**	**2023**	**2024**
Board of directors	11	13	4	5	7	8	0	0

Workforce data is as of 12/31/2024. The data boundary is all active employees in our internal human resources database. This represents 28,262 of approximately 28,850 employees, or approximately 98.0% of the global Iron Mountain workforce. One employee did not disclose gender as of 12/31/24. Additionally, details including gender were not yet collected as of 12/31/24 for 12 employees recently onboarded onto our workforce data system due to recent acquisitions.

Performance tables

◎ Third-party assured

◎ Workforce: age

Age composition of employees	Under 30 years old		30-50 Years old		Over 50 years old	
	2023	2024	2023	2024	2023	2024
Vice president and above	0.0%	0.0%	45.5%	41.2%	54.5%	58.8%
Director	0.3%	0.2%	55.7%	58.9%	44.0%	40.9%
Supervisor/manager	3.5%	3.2%	70.2%	70.8%	26.3%	26.0%
Individual contributor	24.8%	22.5%	53.8%	55.1%	21.5%	22.4%
Board of directors	**2023**	**2024**	**2023**	**2024**	**2023**	**2024**
Board of directors	0%	0%	0%	8%	100%	92%

Workforce data is as of 12/31/2024. The data boundary is all active employees in our internal human resources database. This represents 28,262 of approximately 28,850 employees, or approximately 98.0% of the global Iron Mountain workforce. This excludes 19 employees for which age details were not yet in our workforce data system as of 12/31/24.

Performance tables

◎ Third-party assured

◎ Workforce: ethnic composition

Ethnic composition of U.S. employees	Total		Vice president and above		Director		Supervisor/manager		Individual contributor	
	2023	2024	2023	2024	2023	2024	2023	2024	2023	2024
American Indian or Alaskan Native	0.3%	0.4%	0.0%	0.0%	0.3%	0.4%	0.2%	0.4%	0.4%	0.4%
Asian	5.7%	6.3%	10.9%	8.2%	16.8%	14.9%	7.6%	5.2%	4.7%	6.2%
Black or African American	24.7%	24.6%	6.5%	5.1%	2.5%	2.8%	10.5%	13.9%	29.2%	26.4%
Hispanic/Latino	20.1%	20.9%	3.3%	2.0%	5.3%	6.1%	10.4%	17.3%	23.2%	21.9%
Native Hawaiian or other Pacific Islander	0.6%	0.5%	0.0%	0.0%	0.0%	0.0%	0.6%	0.7%	0.6%	0.5%
Two or more races	2.0%	1.9%	1.1%	3.1%	0.6%	0.4%	1.5%	1.9%	2.2%	2.0%
White	44.3%	43.4%	77.2%	81.6%	72.8%	72.9%	67.7%	59.0%	37.2%	40.7%
Decline to state/not specified	2.3%	1.9%	1.1%	0.0%	1.7%	2.7%	1.6%	1.6%	2.5%	1.9%
Special populations	**2023**	**2024**	**2023**	**2024**	**2023**	**2024**	**2023**	**2024**	**2023**	**2024**
Veteran	4.8%	5.0%	9.8%	8.2%	4.5%	4.6%	5.4%	7.0%	4.6%	4.7%
Disability	4.5%	7.0%	5.4%	4.1%	4.2%	4.6%	4.0%	5.7%	4.6%	7.2%

Workforce data is as of 12/31/2024. The data boundary is all active U.S. employees in our internal human resources database.

Performance tables

◎ Third-party assured

◎ New employees

New employee hires	2023	2024
Company-wide	8,877	10,514
New hires by gender	**2023**	**2024**
Female	4,023	4,608
Male	4,773	5,840
Not declared	81	66
New hires by age group	**2023**	**2024**
Under 30 years old	3,990	4,478
30-50 years old	3,928	4,769
Over 50 years old	879	1,197
Not declared	80	70

Workforce data is as of 12/31/2024. The data boundary is all active employees in our internal human resources database. This represents 28,262 of approximately 28,850 employees, or approximately 98.0% of the global Iron Mountain workforce.

◎ Employee turnover

Employee turnover and rate	Total employees		Turnover		Turnover rate	
	2023	**2024**	**2023**	**2024**	**2023**	**2024**
Voluntary			4,842	4,938	18.6%	17.5%
Involuntary			2,612	3,413	10.0%	12.1%
Company-wide	26,094	28,262	7,454	8,351	28.6%	29.5%
Turnover by gender	**2023**	**2024**	**2023**	**2024**	**2023**	**2024**
Female	10,200	11,204	3,506	3,601	34.4%	32.1%
Male	15,893	17,045	3,867	4,696	24.3%	27.6%
Turnover by age group	**2023**	**2024**	**2023**	**2024**	**2023**	**2024**
Under 30 years old	5,293	5,748	2,804	3,246	53.0%	56.5%
30-50 years old	14,797	15,952	3,476	3,849	23.5%	24.1%
Over 50 years old	6,004	6,543	1,094	1,203	18.2%	18.4%
Did not declare age			80	53	0.3%	0.2%

Workforce data is as of 12/31/2024. The data boundary is all active employees in our internal human resources database. This represents 28,262 of approximately 28,850 employees, or approximately 98.0% of the global Iron Mountain workforce.

Performance tables

2024 Female-to-male average compensation ratios: top ten countries by employee headcount										
Management level	United States of America	Canada	United Kingdom	India(1)	Brazil	Colombia	France	Mexico	Poland	Romania
Senior vice president	94.3%	*	*	*	*	*	*	*	*	*
Vice president	98.8%	*	*	*	*	*	*	*	*	*
Director	99.5%	89.0%	92.1%	118.3%	104.5%	*	*	*	110.1%	*
Manager	100.1%	95.7%	91.5%	107.3%	99.1%	112.6%	116.3%	*	87.2%	86.0%
Supervisor	89.5%	96.3%	92.5%	92.6%	104.0%	82.6%	113.2%	93.1%	95.6%	115.9%
Professional: non-sales	89.6%	80.8%	82.1%	79.5%	79.7%	76.2%	84.8%	88.7%	103.1%	78.9%
Professional: sales	84.1%	81.1%	80.2%	70.0%	82.4%	73.8%	85.3%	72.5%	117.7%	85.3%
Support: clerical/ administrative	86.9%	110.6%	93.0%	90.0%	96.8%	83.1%	90.9%	99.8%	96.8%	112.8%
Support: manual	91.0%	97.3%	90.1%	77.8%	97.7%	98.9%	97.3%	93.1%	97.0%	93.7%

(1) Total Guaranteed Pay (TGP): Due to local pay practices, TGP was used in place of base salary in local currency.
*Too few to report and maintain confidentiality.

Professional: nonmanagerial roles that contribute to strategic objectives by applying specialized knowledge of theories, practices, and procedures. In the United States, these positions are typically exempt from overtime regulations.
The sales category includes selling jobs compensated through a combination of base salary, sales commissions, and/or sales compensation incentive plans.
The non-sales category encompasses all other professional roles.

Support: nonmanagerial roles focused on task completion and skills-based contributions, often involving administrative, clerical, or manual tasks. In the United States, individuals in these roles are typically eligible for overtime pay as outlined in local labor regulations.
The manual category includes roles primarily involving hands-on physical tasks.
The clerical/administrative category includes roles focused on clerical or administrative duties, typically not involving physical labor.

Workforce data is as of 12/31/2024. The data boundary is all active employees in our internal human resources database with pay data available. This represents 27,866 of approximately 28,850 employees, or approximately 96.6% of the global Iron Mountain workforce.

Performance tables

Female-to-male average compensation ratios: weighted averages by region (excluding the top ten countries in the previous tables)			
Management level	LATAM, weighted average ratio	EMEA, weighted average ratio	APAC, weighted average ratio
Senior vice president	*	*	*
Vice president	*	*	*
Director	*	114.4%	108.8%
Manager	110.0%	94.5%	104.0%
Supervisor	*	91.8%	102.7%
Professional: non-sales	90.4%	98.5%	91.0%
Professional: sales	85.6%	98.9%	79.3%
Support: clerical/administrative	102.6%	97.7%	101.2%
Support: manual	112.5%	94.1%	97.0%

(1) Total Guaranteed Pay (TGP): Due to local pay practices, TGP was used in place of base salary in local currency.
*Too few to report and maintain confidentiality.

Professional: nonmanagerial roles that contribute to strategic objectives by applying specialized knowledge of theories, practices, and procedures. In the United States, these positions are typically exempt from overtime regulations.
The sales category includes selling jobs compensated through a combination of base salary, sales commissions, and/or sales compensation incentive plans.
The non-sales category encompasses all other professional roles.

Support: nonmanagerial roles focused on task completion and skills-based contributions, often involving administrative, clerical, or manual tasks. In the United States, individuals in these roles are typically eligible for overtime pay as outlined in local labor regulations.
The manual category includes roles primarily involving hands-on physical tasks.
The clerical/administrative category includes roles focused on clerical or administrative duties, typically not involving physical labor.

Workforce data is as of 12/31/2024. The data boundary is all active employees in our internal human resources database with pay data available. This represents 27,866 of approximately 28,850 employees, or approximately 96.6% of the global Iron Mountain workforce.

Performance tables

U.S. maternity and paternity leave			
2024 U.S. maternity and paternity leave	Total	Female	Male
Employees on maternity or paternity leave at some time during 2024	258	92	166
2023 U.S. maternity and paternity leave	Total	Female	Male
Employees on maternity or paternity leave at some time during 2023	247	94	153

Workforce data is as of 12/31/2024. The data boundary is all active employees.

⊚ Health and safety		
Total Recordable Incident Rate (TRIR)	2023	2024
North America	1.4	1.9
Latin America	0.7	0.5
Asia Pacific	0.4	0.4
Europe, Middle East, and Africa (EMEA)	0.4	0.9
Worldwide	0.8	0.8
Lost Time Incident Rate (LTIR)	2023	2024
North America	0.6	0.9
Latin America	0.6	0.5
Asia Pacific	0.1	0.2
Europe, Middle East, and Africa (EMEA)	0.3	0.4
Worldwide	0.5	0.5

Workforce data is as of 12/31/2024. The data boundary is all active employees, including temporary employees that were employed during the course of the year. Data for 2023 was adjusted to include Australia and New Zealand in the Asia Pacific region in line with the company's reporting regions.

Performance tables

⊚ Third-party assured

⊚ Training and development

Training and development hours		2023	2024
Training hours		37,767	63,818
Hours of training per employee		1.45	2.26

Training hours as of 12/31/2024. The data boundary is all hours captured through the LinkedIn Learning system, as well as training and development hours that are part of our Global Management Development Program (MDP), Supervisor Development Program (SDP), and Women in Leadership program.

Union representation

Union representation		2023	2024
Percent of employees covered by union representation		4.2%	6.2%

Figures are as reported in Iron Mountain Form 10-K.

⊚ Volunteerism

Volunteerism		2023	2024
Employee volunteer hours		36,612	41,759

Workforce data is as of 12/31/2024. Data includes self-reported volunteer hours via internal volunteerism tracking mechanisms or via time-off requests for volunteering.

⊚ Charitable contributions

Charitable contributions category		2023	2024
Living Legacy		$534,999	$540,000

Charitable contributions data is as of 12/31/2024. Data includes grants awarded under the Living Legacy program.

Double materiality assessment and stakeholder engagement

Assessing material topics and sustainability impacts

Double materiality assessments enable organizations to consider how sustainability topics impact the business and its performance or value, as well how the organization impacts the environment and society. We use data from our double materiality assessment to refine our sustainability strategy. We revisit this process periodically to account for changes to the business, regulations, and stakeholder expectations. In 2024, we refreshed our double materiality assessment using guidance from European Financial Reporting Advisory Group (EFRAG) and the European Sustainability Reporting Standards (ESRS), as well as the Global Reporting Initiative (GRI) 3: Material Topics 2021 standard.

We used the following inputs to complete our double materiality assessment:

- An inventory of our company's values, policies, strategies, management systems, goals and targets, and previously identified material issues

- An assessment of our core competencies and their contributions to the United Nations Sustainable Development Goals (SDGs)

- A review of topics and future challenges for our sector, as identified by competitors, industry groups, and internationally recognized sustainability standards boards and reporting frameworks

- A review of laws, regulations, international agreements, and voluntary frameworks

- ESRS topics, sub-topics, and sub-sub-topics

- Interviews with affected stakeholders and subject matter experts

The stakeholder engagement component of our double materiality assessment included perspectives from our employees, customers, suppliers, nonprofit partners, investors, human rights experts, and affected community members. Our collection methods included interviews as well as research of publicly available materials produced by our stakeholders. Participants were asked to evaluate potential impacts, risks, and opportunities within issue topics, provide feedback on the relative importance of topic areas based on their relationship with Iron Mountain, and consider how Iron Mountain affects our stakeholders, society, and the environment.

Double materiality assessment results

Categories		Rating
Critical High impact	■ (dark navy)	4.0-5.0
Significant Moderate impact	■ (medium blue)	3.0-3.9
Important Medium impact	■ (light blue)	1.8-2.9
Informative Low impact	■ (gray)	1-1.7
Minimal Negligible impact	■ (light gray)	0-0.9

The thresholds used to categorize materiality are Critical, Significant, Important, Informative and Minimal. Per ESRS, a sustainability matter is considered "material" if it is above a medium threshold (Important) for impact materiality; financial materiality; or both.

Sustainability topics	Impact materiality (Society and environment)	Financial materiality (Enterprise value)	Overall rating
Biodiversity & ecosystems	Informative (gray)	Minimal (light gray)	Informative (gray)
Business resilience	Informative (gray)	Informative (gray)	Informative (gray)
Circular economy	Important (light blue)	Critical (dark navy)	Critical (dark navy)
Climate change adaption - physical risks and opportunities	Informative (gray)	Informative (gray)	Informative (gray)
Climate change mitigation	Important (light blue)	Significant (medium blue)	Significant (medium blue)
Community impact & engagement	Informative (gray)	Informative (gray)	Informative (gray)
Cybersecurity & data privacy	Significant (medium blue)	Critical (dark navy)	Critical (dark navy)
Emerging technology	Informative (gray)	Critical (dark navy)	Critical (dark navy)
Employee well-being and safety	Significant (medium blue)	Critical (dark navy)	Critical (dark navy)
Energy	Important (light blue)	Critical (dark navy)	Critical (dark navy)
Environmental impact of facilities and operations	Important (light blue)	Important (light blue)	Important (light blue)
Ethical business practices	Informative (gray)	Significant (medium blue)	Significant (medium blue)
Security & conflict	Informative (gray)	Informative (gray)	Informative (gray)
Supply chain management	Informative (gray)	Informative (gray)	Informative (gray)
Sustainable solutions	Important (light blue)	Important (light blue)	Important (light blue)
Talent acquisition, retention, development and belonging	Important (light blue)	Critical (dark navy)	Critical (dark navy)
Water consumption	Important (light blue)	Important (light blue)	Important (light blue)

Continuous stakeholder engagement

Stakeholder group engaged	Ongoing methods for dialogue
Employees	• Annual global employee engagement surveys • Performance evaluations, including mid-year and end-of-year reviews and periodic career and development planning conversations • Feedback via frontline managers in daily pre-shift meetings and monthly team meetings • Roundtable discussions held with employees • Multiple one-way and two-way communication channels and internal digital platforms to reach targeted employee groups including leaders, people managers, and frontline teams • Interviews of leadership and subject matter experts as part of double materiality assessment
Customers	• Regular customer feedback collected via Customer Advisory Board (CAB), customer experience surveys, and Service Experience follow-up calls from the Customer Advocacy Center • Regular customer-initiated requests for information or annual audits • Education Series on the Iron Mountain website • Association event attendance as sponsor/presenter • Interviews of customers as part of double materiality assessment
Suppliers	• Association event attendance as sponsor/presenter • Request for proposal, requests for information, and contract initiation and execution • Regular business reviews • Interviews of suppliers as part of double materiality assessment
Nonprofit partners and affected community stakeholders	• Feedback from partner organizations and grant recipients • Discussion with prospective grant recipients • Volunteer events and activities • Interviews of nonprofit partners, human rights experts, and affected community members as part of the double materiality assessment
Investors	• Annual shareholder meeting • Quarterly earnings, teleconferences, and webcasts • Industry- and broker-sponsored conferences, facility tours and non-deal roadshows • Requests for information • Investor Relations page on the Iron Mountain website

Global Reporting Initiative (GRI) index

Global Reporting Initiative (GRI) index

The Global Reporting Initiative (GRI) provides the world's most widely used framework for sustainability reporting. The GRI Standards offer a structured format to coherently and comprehensively share information about material issues, performance metrics, and the management of sustainability-related issues within the organization. This report has been prepared in accordance with the GRI Standards GRI 1: Foundation 2021.

Statement of use: Iron Mountain has reported the information cited in this GRI content index for the period January 1, 2024–December 31, 2024, with reference to the GRI Standards.

GRI 1 used: GRI 1: Foundation 2021

Disclosure and requirement		Location or description
GRI 2: General disclosures 2021		
2-1 Organizational details	All	2024 Form 10-K
2-2 Entities included in the organization's sustainability reporting	2-2-a	2024 Form 10-K
	2-2-b	There are no differences between the entities included in our sustainability reporting and the entities listed in our audited consolidated financial statements filed on public record.
	2-2-c	We do not make adjustments to information for minority interests in our Sustainability Report. Our sustainability reporting includes all entities under operational control during the reporting period.
2-3 Reporting period, frequency, and contact point	2-3-a	Sustainability reporting period: January 1, 2024–December 31, 2024 Reporting frequency: annually
	2-3-b	Financial reporting period: January 1, 2024–December 31, 2024
	2-3-c	Sustainability report publication date: May 2025
	2-3-d	Contact point: Jennifer Grimaudo, Jennifer.Grimaudo@IronMountain.com
2-4 Restatements of information	2-4-a	The Scope 3 totals for 2022 and 2023 have been updated to reflect GHG protocol guidance on the exclusion of optional emissions and to follow best practice accounting for upstream leased assets.

Global Reporting Initiative (GRI) index

Disclosure and requirement		Location or description
GRI 2: General disclosures 2021		
2-5 External assurance	All	Statement of assurance, Appendix B, page 63
2-6 Activities, value chain, and other business relationships	All	2024 Form 10-K There are no significant changes in the organization's sectors, value chain, and other business relationships compared to the previous reporting period.
2-7 Employees	All	Performance tables, pages 29-39 There were no significant fluctuations in the number of employees during the reporting period and between reporting periods. Iron Mountain added approximately 2,000 employees in 2024.
2-8 Workers who are not employees	All	Iron Mountain's work is not performed by a substantial number of independent contractors or supervised workers.
2-9 Governance structure and composition	All	2025 Proxy statement
2-10 Nomination and selection of the highest governance body	All	2025 Proxy statement
2-11 Chair of the highest governance body	All	2025 Proxy statement
2-12 Role of the highest governance body in overseeing the management of impacts	2-12-a	Sustainability governance, page 7
	2-12-b	Double Materiality Assessment and Stakeholder Engagement, pages 41-43
	2-12-c	Sustainability governance, page 7

Global Reporting Initiative (GRI) index

Disclosure and requirement		Location or description
GRI 2: General disclosures 2021		
2-13 Delegation of responsibility for managing impacts	All	See GRI 3: Material topics, pages 58-60
2-14 Role of the highest governance body in sustainability reporting	All	Iron Mountain TCFD Report
2-15 Conflicts of interest	All	Code of Ethics and Business Conduct
2-16 Communication of critical concerns	All	Code of Ethics and Business Conduct
2-17 Collective knowledge of the highest governance body	All	See GRI 3: Material topics, pages 58-60
2-18 Evaluation of the performance of the highest governance body	All	2025 Proxy statement
2-19 Remuneration policies	All	2025 Proxy statement
2-20 Process to determine remuneration	All	2025 Proxy statement

Global Reporting Initiative (GRI) index

Disclosure and requirement		Location or description
GRI 2: General disclosures 2021		
2-21 Annual total compensation ratio	All	2025 Proxy statement
2-22 Statement on sustainable development strategy	All	Iron Mountain Communication on Progress 2024 to the United Nations Global Compact
2-23 Policy commitments	2-23-a	Code of Ethics and Business Conduct
	2-23-b	Human Rights Policy
	2-23-c	
	2-23-d	
	2-23-e	
	2-23-f	
2-24 Embedding policy commitments	All	Code of Ethics and Business Conduct Human Rights Policy Supplier Code of Conduct
2-25 Processes to remediate negative impacts	All	Code of Ethics and Business Conduct Human Rights Policy Supplier Code of Conduct

Global Reporting Initiative (GRI) index

Disclosure and requirement		Location or description
GRI 2: General disclosures 2021		
2-26 Mechanisms for seeking advice and raising concerns	All	Code of Ethics and Business Conduct Human Rights Policy Supplier Code of Conduct Iron Mountain Ethics Line Employees can report any incident of fraud, waste, abuse, corruption, human rights, or other related concerns to our Ethics Line at www.imethicsline.com or by calling 1-866-668-3837 for a US-dedicated line. In 2024, there were 182 cases reported through the Iron Mountain Human Rights Policy Ethics Line. In any instance where a substantiated violation was identified, appropriate action was taken.
2-27 Compliance with laws and regulations	All	There were no significant instances of noncompliance with laws and regulations during the reporting period.
2-28 Membership associations	All	Aerospace Industries Association (AIA), American Chamber of Commerce in Singapore (AmChamSG), American Chamber of Commerce in the Slovak Republic (AmCham Slovakia), ARMA International (ARMA), Armed Forces Communications and Electronics Association (AFCEA), Asia Business Council, Association for Information and Image Management (AIIM), Association of National Advertisers, BSR, Business-Government Relations Council, Clean Energy Buyers Association (CEBA), Circular Electronics Partnership (CEP), Cyprus International Businesses Association, Data Center Coalition (DCC), Digital Pathology Association (DPA), Digital Preservation Coalition, Disability: IN, Greenbiz Group, Healthcare Information and Management Systems Society (HIMSS), Healthcare Plastics Recycling Council (HPRC), Information Technology Industry Council (ITI), International Secure Information Governance & Management Association™ (iSigma), National Academy of Recording Arts and Sciences, National Association for Business Political Action Committees (NABPAC), National Association of Government Archives and Records Administrators, National Association of Real Estate Investments Trusts (Nareit®), National Minority Supplier Development Council (NMSDC), New England Employee Benefits Council, Northern Virginia Electric Cooperative, Pennsylvania Game Commission, Prince William Chamber of Commerce, Singapore Business Federation, Singapore International Chamber of Commerce, Supply Nation Australia, The New England Council, US Chamber of Commerce Foundation, U.S.-U.A.E. Business Council, Women's Business Enterprise National Council (WBENC), World Business Council For Sustainable Development (WBCSD), World Economic Forum
2-29 Approach to stakeholder engagement	All	Double Materiality Assessment and Stakeholder Engagement, pages 41-43
2-30 Collective bargaining agreements	2-30-a	Performance tables, pages 29-39

Global Reporting Initiative (GRI) index

GRI 3: Material topics 2021

3-1 Process to determine material topics	All	Double Materiality Assessment and Stakeholder Engagement, pages 41-43 In 2024, Iron Mountain completed a double materiality assessment. The overview in the Double Materiality Assessment and Stakeholder Engagement section of this report fulfills the requirements for: • How we identified positive and negative impacts, both actual and potential, on the economy, environment and people, including impacts on their human rights, across their activities and business relationships • How we prioritized the impacts for reporting based on their significance • The stakeholders and experts whose views have informed the process of determining our material topics • A list of material topics • Changes to the list of material topics compared to the previous reporting period
3-2 List of material topics	All	Double Materiality Assessment and Stakeholder Engagement, pages 41-43
3-3 Management of material topics	All	See GRI disclosures on management of material topics, pages 58-60

GRI 201: Economic performance 2016

201-1 Direct economic value generated and distributed	All	2024 Form 10-K
201-2 Financial implications and other risks and opportunities due to climate change	All	Iron Mountain CDP Response
201-3 Defined benefit plan obligations and other retirement plans	201-3-e	Iron Mountain Benefits Page

Global Reporting Initiative (GRI) index

GRI 205: Anti-corruption 2016

205-2 Communication and training about anti-corruption policies and procedures	205-2-a	All governance body members have access to our organization's anti-corruption policies and procedures through our policy center and our Code of Ethics and Business Conduct.
	205-2-b	All employees have access to our organization's anti-corruption policies and procedures through our policy center and our Code of Ethics and Business Conduct.
	205-2-c	All business partners have access to our organization's anti-corruption policies and procedures through our Code of Ethics and Business Conduct and our Supplier Code of Conduct.
	205-2-e	Our annual Code of Ethics training, which is a mandatory annual training for all employees around the globe, is part of a global compliance training strategy. During the last reporting period, Iron Mountain has achieved at least a 95% completion rate* for our annual Code of Ethics training, aligning with industry leading practices. In addition to the Code of Ethics training, employees are required to complete assigned compliance training programs in accordance with our Compliance Training Strategy based on their role and legal requirements. Iron Mountain requires employees in Legal, Sales, Real Estate, Finance, HR, Procurement, Marketing, and other functions to complete an annual anti-bribery and anti-corruption course. *Completion rates reflect a point-in-time measure and can be influenced by factors such as employee turnover, leave status, and other considerations.
205-3 Confirmed incidents of corruption and actions taken	All	We are not aware of any cases of violation of anti-bribery/anti-corruption laws at Iron Mountain globally in 2024. We are not aware of any instances where a supplier violated our code of conduct in 2024.

GRI 206: Anticompetitive behavior 2016

206-1 Legal actions for anticompetitive behavior or antitrust and monopoly practices	All	We are not aware of any new cases of violation of antitrust and fair competition laws initiated during 2024.

GRI 301: Materials 2016

301-2 Recycled input materials used	301-2-a	Iron Mountain's primary business activities include information management, storage, and destruction. Physical input materials for Iron Mountain's products and services, including recycled input materials, are limited. A significant source of the materials we purchase is the corrugated cardboard boxes used to store our customers' records. Given this significant volume, we carefully select the boxes we purchase to minimize environmental impacts. The Iron Mountain Eco Box is made from at least 65% recycled materials and 35% sustainably managed forests. The boxes are certified by the Forest Stewardship Council (FSC), a group that works to ensure forests are properly and responsibly maintained to meet economic needs, conserve biodiversity and preserve species, while also taking into account land rights and the rights of Indigenous communities and workers. These boxes are recycled once they reach the end of their storage life. Iron Mountain purchased approximately 12.8 million boxes that met the FSC certification requirements in 2024.

Global Reporting Initiative (GRI) index

GRI 302: Energy 2016

302-1 Energy consumption within the organization	All	Performance tables, pages 29-39 Iron Mountain CDP Response Iron Mountain TCFD Report
302-3 Energy intensity	All	Performance tables, pages 29-39 Iron Mountain CDP Response Iron Mountain TCFD Report
302-4 Reduction of energy consumption	All	Performance tables, pages 29-39 Iron Mountain CDP Response

GRI 303: Water and effluents 2018

303-1 Interactions with water as a shared resource	All	This information will be available as part of Iron Mountain's 2024 public CDP Water response. We intend that this response will be made available on our sustainability webpage after its publication.
303-5 Water consumption	All	Performance tables, pages 29-39

GRI 304: Biodiversity 2016

304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	All	Our operational sites are generally located in urban areas specifically designed for industrial or commercial purposes, and we typically do not seek to develop new sites in protected areas or areas designated as having high biodiversity value. We adhere to all local environmental laws and regulations during the construction of new facilities, and environmental impact assessments are conducted when required as part of permitting processes. During our most recent double materiality assessment, biodiversity and ecosystems were determined not to be material issue topics.
304-2 Significant impacts of activities, products and services on biodiversity	All	As outlined in our Environmental Policy, we aim to reduce the environmental impact of our buildings through innovative design, construction, and certification standards. All Iron Mountain data centers are ISO 14001 and ISO 50001 certified and, in addition to our AZP2 data center, we have eight additional data center locations in our pipeline for BREEAM certification. Remote monitoring of our irrigation systems allows us to customize irrigation schedules, considering weather, climate, soil, and plant types to fit each site's needs. We monitor each site and engage in management activities, such as invasive species removal to help conserve native biodiversity.

Global Reporting Initiative (GRI) index

GRI 305: Emissions 2016		
305-1 Direct (Scope 1) GHG emissions	All	Performance tables, pages 29-39 Iron Mountain CDP Response Iron Mountain TCFD Report
305-2 Energy-indirect (Scope 2) GHG emissions	All	Performance tables, pages 29-39 Iron Mountain CDP Response Iron Mountain TCFD Report
305-3 Other indirect (Scope 3) GHG emissions	All	Performance tables, pages 29-39 Iron Mountain CDP Response Iron Mountain TCFD Report
305-4 GHG emissions intensity	All	Performance tables, pages 29-39 Iron Mountain CDP Response Iron Mountain TCFD Report
305-5 Reduction of GHG emissions	All	Performance tables, pages 29-39 Iron Mountain CDP Response Iron Mountain TCFD Report
305-6 Emissions of ozone-depleting substances (ODS)	All	Iron Mountain CDP Response

Global Reporting Initiative (GRI) index

GRI 306: Waste 2020		
306-1 Waste generation and significant waste-related impacts	All	Iron Mountain TCFD Report In addition to our own waste stream, Iron Mountain is committed to being a responsible partner to our customers. To this end, we continuously seek innovative ways to help minimize the environmental impacts of our service offerings. One example is our Secure IT Asset Disposition (SITAD) service in the United States, which provides a safe and responsible way for our customers to dispose of or recycle their electronic waste. As an E-stewards Enterprise, when customers choose Iron Mountain for the disposal of their electronic waste, they are assured that all of our processors meet stringent environmental and social standards. We also offer secure destruction of paper documents and used boxes through our shredding service. This offering provides a safe and environmentally conscious solution for our customers looking to dispose of documents. We offer onsite and offsite shredding services on a one-time or recurring basis to tailor each solution to the customer's needs. One hundred percent of paper shredded through this service is recycled, and customers using this service are given reports that outline the environmental benefits attributed to their document disposal. In 2024, we helped our customers to responsibly dispose of: • 75,717 tons of e-waste • 7,417 tons of backup tapes and miscellaneous media • 2,659 tons of X-ray film • 4,994 tons of plastic pharmacy bottles • 487,233 tons of cardboard and paper
306-2 Management of significant waste-related impacts	All	Iron Mountain CDP Response Iron Mountain TCFD Report
306-3 Waste generated	All	Performance tables, pages 29-39
306-4 Waste diverted from disposal	All	Performance tables, pages 29-39
306-5 Waste directed to disposal	All	Performance tables, pages 29-39

Global Reporting Initiative (GRI) index

GRI 401: Employment 2016

401-1 New employee hires and employee turnover	All	Performance tables, pages 29-39
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	All	Performance tables, pages 29-39 Iron Mountain Benefits Page U.S. full-time employees regularly scheduled to work 30 or more hours per week are eligible for benefits. Part-time U.S. employees regularly scheduled to work between 20 and 29 hours per week are eligible for certain benefits including a Savings Medical Plan, Dental, Vision, Resources for Living EAP Program, Commuter Benefits, Wellbeing and Lifestyle Coaching, 401(k) plan, and voluntary benefits such as Critical Illness, Accident Insurance, Legal Plan, Hospital Indemnity, and Identity Theft.
401-3 Parental leave	All	Performance tables, pages 29-39 Iron Mountain Benefits Page Iron Mountain's parental and maternity benefits vary by country in order to ensure compliance with local laws and regulations. In the United States, our parental leave policy provides up to eight weeks of fully paid leave to birth and nonbirth parents. This benefit provides 100% of pay for up to eight weeks and can be taken all at once or intermittently in weekly increments to provide important flexibility. New parents are offered a variety of resources, including a virtual family planning program with a dedicated Care Advocate, backup dependent care, Resources for Living EAP, and a Dependent Care Flexible Spending Account.

GRI 403: Occupational health and safety 2018

403-1 Occupational health and safety management system	403-1-a	Iron Mountain OHS Policy Statement Iron Mountain has implemented an occupational health and safety management system in alignment with the standards developed in the creation of ISO 45001.
	403-1-b	Iron Mountain OHS Policy Statement Iron Mountain's occupational health and safety policy applies to all employees, customers, visitors, or other parties of wholly owned entities and majority-owned joint ventures who perform services for or on behalf of Iron Mountain regardless of the capacity in which they do so in geographies, business lines, and functions in which we operate.
403-2 Hazard identification, risk assessment, and incident investigation	All	Iron Mountain OHS Policy Statement

Global Reporting Initiative (GRI) index

403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	All	Iron Mountain OHS Policy Statement
403-8 Workers covered by an occupational health and safety management system	All	Iron Mountain OHS Policy Statement Iron Mountain's occupational health and safety policy applies to all employees, customers, visitors, or other parties of wholly owned entities and majority-owned joint ventures who perform services for or on behalf of Iron Mountain regardless of the capacity in which they do so in geographies, business lines, and functions in which we operate.
403-9 Work-related injuries	All	Performance tables, pages 29-39
403-10 Work-related ill health	All	Performance tables, pages 29-39
GRI 404: Training and education 2016		
404-1 Average hours of training per year per employee	All	Performance tables, pages 29-39
404-2 Programs for upgrading employee skills and transition assistance programs	404-2-a	Employee professional development and learning, page 23

Global Reporting Initiative (GRI) index

GRI 405: Diversity and equal opportunity 2016

405-1 Diversity of governance bodies and employees	All	Performance tables, pages 29-39
405-2 Ratio of basic salary and remuneration of women to men	All	Performance tables, pages 29-39

GRI 413: Local communities 2016

413-1 Operations with local community engagement, impact assessments, and development programs	413-1-a-iv	Performance tables, pages 29-39 Living Legacy Initiative, page 25 List of partners and other organizations funded in 2024: Appalshop, CyArk, National Geographic Society, Latinos in Heritage Conservation, Lemontree, St. Mary's Center for Women and Children, Me & Korea, National Women's History Museum, Pauli Murray Center of History and Social Justice, American Society for the Prevention of Cruelty to Animals, Cause for SB Paws

GRI 418: Customer privacy 2016

418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	All	In 2024, there were no significant complaints from regulatory bodies on data protection and privacy issues.

Global Reporting Initiative (GRI) index

GRI 3: Material topics 2021	
3-3 Management of material topics	
All sections: Ethics and compliance	Our Code of Ethics and Business Conduct sets forth our policies and standards on a variety of topics, including safety and security, inclusion and belonging, avoiding conflicts of interest, preventing insider trading, anti-harassment and anti-discrimination, anti-bribery and anti-corruption, anti-fraud and anti-money laundering, environment and sustainability, and human rights and privacy considerations, among others. We also offer an opportunity for anyone to report incidents of fraud, waste, abuse, corruption, or any other ethical or human rights concerns to our Ethics Line. An independent company operates the Ethics Line, and individuals who report concerns can choose to remain anonymous (where law permits). Our robust compliance training program is a critical way we ensure that we meet our customers' expectations, abide by all regulatory requirements, and adhere to all internal and external policies. Employees are required to complete regulatory training annually. Courses are assigned based on a variety of factors, including role, access to information, policy, regulations, and law. Our process encourages participation and accountability to ensure that employees complete their annual compliance training requirements. Our Compliance Training Curriculum is dynamic and tailored to ensure we maintain our certifications, meet our commitments to our customers, and deliver value to all stakeholders (including our employees) by reducing mistakes and unnecessary expenses.
All sections: Risk management	Our stakeholders place significant trust in us to manage their valuable information and assets and deliver services with as little interruption as possible. Our Risk Management team has developed a comprehensive global framework for identifying, assessing and managing risks based on four dimensions: degree of impact, likelihood of occurrence, control effectiveness, and risk tolerance. The continuous process of risk management includes mitigation strategies, adaptations strategies for unavoidable risks and continuous monitoring and reporting. The Risk Management team routinely engages with business unit and operational leads through routine reviews of the risk register and with executive leadership through the Enterprise Risk Committee (ERC). The board of directors reviews the Company's overall risk position and management processes. The Risk and Safety Committee has the primary responsibility for assisting the board with oversight of the Company's Enterprise Risk Management (ERM) program.
GRI 201: Economic performance 2016	The economic success of our business determines Iron Mountain's ability to create value for all of our stakeholders, including shareholders, employees, partners, and the communities in which we work. The topics described here are material to our shareholders and our employees. Iron Mountain's strategy, financial performance, and risk management are the responsibility of the executive leadership team under the oversight of the board of directors. Annual targets are established across all aspects of financial performance, and performance against these targets is monitored throughout the year. When deviations from projections and goals are anticipated, a variety of remedial actions are considered, including cost-saving measures, enhanced revenue generation, and other measures as deemed appropriate.
GRI 205: Anti-corruption 2016	Our Code of Ethics and Business Conduct demands that we respect and comply with fair competition and antitrust requirements worldwide. This includes legal requirements, as well as our company policies and procedures.
GRI 206: Anti-competitive behavior 2016	Iron Mountain believes that a free and competitive marketplace offers us the best opportunity to succeed. By delivering value and providing best-in-class service, we strive to outperform the competition and build long-term trust with our customers. We recognize that even the appearance of unfairness or deception in our competitive practices can directly impact our chances of success. Our Code of Ethics and Business Conduct also demands that we be aware of and respect fair competition and antitrust requirements worldwide. This includes legal requirements as well as our company policies and procedures. Employees who may come into contact with competitors or competitively sensitive information are required to complete Antitrust and Fair Competition training and to certify to company policies.

Global Reporting Initiative (GRI) index

GRI 301: Materials 2016 GRI 302: Energy 2016 GRI 303: Water and effluents 2018 GRI 305: Emissions 2016 GRI 306: Waste 2020	Additional information about our management of environmental topics can be found in the Iron Mountain Environmental Policy and the Iron Mountain Task Force on Climate-related Financial Disclosures (TCFD) Report. Iron Mountain strives to responsibly limit our impact on the environment. Our service offerings include solutions that support our customers in reducing their own environmental impacts, and we regularly assess these offerings to ensure they are meeting our customers' needs. The topics described here are relevant to our employees, customers, partners, and, indirectly, to our shareholders. The Risk and Safety Committee of the board of directors considers climate risks as part of the corporate risk evaluation process. The Head of Global Sustainability has responsibility for our sustainability strategy and reports through the Vice President, Chief Compliance Officer to the Executive Vice President, General Counsel and Secretary (a member of our Executive Leadership Team led by the CEO), who both have annual incentive bonus compensation targets tied to the implementation of emissions reduction initiatives, including Scope 3 supplier engagement outreach in 2025. The Senior Vice President, Global Real Estate, who reports through the Senior Vice President, Enterprise Finance to the Executive Vice President, Chief Financial Officer (a member of our Executive Leadership Team led by the CEO), has operational responsibility for environmental management. Our Global Environmental Policy outlines our commitments, processes, and responsibilities to and for environmental management. Our Code of Ethics and Business Conduct includes our views on protecting the environment and building sustainability. The Chief Procurement Officer is responsible for overseeing corporate-wide purchasing. Current efforts to measure and reduce environmental impacts at sites and regional levels are regularly assessed through data collection and analysis. Emissions resulting from energy use, direct releases of GHG emissions, and business travel are closely tracked. Additionally, some metrics, such as energy use and utility spend, are reviewed at least twice a year at the Executive Vice President level.
GRI 402: Labor/management relations 2016 GRI 407: Freedom of association and collective bargaining 2016 GRI 408: Child labor 2016 GRI 409: Forced or compulsory labor 2016	Information about Iron Mountain's management of human rights topics can be found in the Iron Mountain Human Rights Policy. We comply with all local regulatory requirements for human rights, including adherence to reporting standards, transparent communication of policies, and aim to identify and address any potential human rights concerns within the organization. Iron Mountain is a signatory to the UN Global Compact, a voluntary initiative based on CEO commitments to implement universal sustainability principles and to undertake partnerships in support of UN goals. This demonstrates our ongoing commitment to upholding human rights, including the elimination of discrimination, forced labor, and child labor. Iron Mountain recognizes that all employees have the right to freedom of association and collective bargaining. Our Code of Ethics and Business Conduct guides the behavior and culture of our workforce, allowing us to put our values into action every day. Our Chief Compliance Officer is responsible for monitoring compliance with the Code. He presents to the full board on an annual basis and attends each regularly scheduled Audit Committee meeting to uphold an ongoing dialogue that includes addressing evolving risks and, when necessary, enhancing our standards, controls, training, and monitoring mechanisms. The Chief Compliance Officer reports to the EVP, General Counsel and Secretary.
GRI 401: Employment 2016	Our Senior Vice President, Total Rewards, oversees enterprise-wide compensation and benefits with a team of internationally based compensation and benefit professionals. Our Senior Vice President, Talent & Culture, oversees enterprise-wide talent acquisition with a team of internationally-based talent acquisition and recruiting professionals.
GRI 403: Occupational health and safety 2018	Meeting our commitment to operate safely and responsibly is overseen by the EVP, Chief Risk Officer. Our Global Health and Safety Policy defines the basic requirements of our health and safety management system and serves as the foundation of our safety endeavors. The Risk and Safety Committee, based on reports provided by the Company's management, monitors the adequacy of material fire, health, safety, security, business continuity, chain of custody, cybersecurity and information security, and risk management strategies and systems for the reporting of accidents, incidents and risks, and material investigations and remedial actions.
GRI 404: Training and education 2016	The Senior Vice President, Talent & Culture, reports to the EVP and Chief Human Resources Officer and oversees a team that implements our enterprise-wide learning and development framework.
GRI 405: Diversity and equal opportunity 2016	The Chief Human Resources Officer is responsible for employment-related policies and processes, including the expectations set forth in our Code of Ethics and Business Conduct. This position reports to the CEO.

Global Reporting Initiative (GRI) index

GRI 413: Local communities 2016	Iron Mountain's robust network and infrastructure of approximately 28,850 employees and approximately 1,350 facilities are actively engaged with our global community. We offer volunteerism, financial grant awards, and in-kind service to nonprofits and nongovernmental organizations to strengthen our communities. Iron Mountain's Manager, Community Engagement, leads our philanthropic initiatives and our volunteerism programs. Our materiality assessment included a community engagement component, including survey distribution and interviews with select nonprofit partners.
GRI 415: Public policy 2016	With respect to public policy, Iron Mountain does not make political contributions from corporate funds or resources. All company donations and charitable contributions worldwide are controlled through a compliance policy, ensuring that these gifts are free of conflicts of interest and aligned with national and local laws. As stated in our Proxy Statement, corporate funds are not used in support of or opposition to political candidates, political parties, political committees, and other political entities organized and operating for political candidates. In addition, corporate funds are not used for "electioneering" communications. The Company administers IMPAC (Iron Mountain Incorporated Employees Political Action Committee), which is a nonpartisan political action committee supporting candidates for elected office in the U.S. IMPAC allows eligible employees to pool their resources to support candidates who understand the issues important to the Company's business and its employees. Participation in IMPAC is strictly voluntary. Except for administrative expenses, IMPAC is funded solely by the Company's employees and directors and is not supported by funds from the Company. IMPAC complies with federal election laws and all other applicable laws and reports regularly to the Federal Election Commission. In addition, IMPAC is governed by a set of bylaws and supervised by a board of directors composed of senior managers from different areas of the Company.
GRI 418: Customer privacy 2016	Data privacy and security are at the core of our business. We are committed to ensuring that our customer data is safe and managed in line with applicable regulations and that privacy safeguards and data security controls are embedded in our products and services.

While each Mountaineer plays an important role in helping to ensure compliance and protect customer data, the global privacy and compliance function is responsible for our data privacy. Iron Mountain's Global Privacy Program is overseen by the Head of Global Privacy with support of an international team of privacy legal counsels and compliance professionals. Our Global Privacy Program is driven by the EU GDPR standards, and we have implemented policies and procedures that facilitate our data privacy compliance and reinforce a culture of privacy among our workforce. Iron Mountain maintains the EU-U.S. Privacy Shield certification, including the UK and Swiss extensions. In 2023, we applied for the EU Binding Corporate Rules (BCR) for use when we act as data controller and processor, and we expect that the competent supervisory authority will approve our BCR in due course. In 2024, we obtained a certification confirming that systems which support our digital service offering in a multi cloud infrastructure adhere to the ISO/IEC 27701:2019 - Privacy Information Management System (PIMS).

As our customers face ever-growing volumes of information, from business records to their customer and employee personal data, we remain committed to ensuring our suite of services can help them protect their data, comply with regulations, and quickly respond to any kind of breach or cyberattack, while minimizing the impact to their brand reputation and business processes. When customer data incidents are reported via dedicated systems, they are investigated and assessed by an experienced team of professionals. This process allows the team to efficiently track incidents, identify trends, and develop processes and procedures to prevent recurring incidents. On the rare occasion when customer data is—or could have been— compromised, the incident is thoroughly investigated and brought to the customer's attention.

We work closely with our customers, including those represented in our Customer Advisory Board and Executive Exchange Program, to anticipate and meet future needs in the market. In 2024, we hosted and contributed to a number of in-person and digital forums where experts discussed emerging data privacy developments and shared best practices regarding risks of managing physical and digital information, as well as the positive impact mature privacy and data governance programs have on sustainability commitments. We are closely monitoring emerging digital data laws, including AI regulations, and take relevant steps to anticipate and ensure our compliance. Iron Mountain is an active member of the International Association of Privacy Professionals (IAPP), the Center for Information Policy Leadership (CIPL), and the Information Technology Industry Council (ITI), which promote public policies and industry standards that advance competition and innovation worldwide. |

Appendix A: UN Sustainable Development Goals

Appendix A: UN Sustainable Development Goals

During 2024, all Iron Mountain activities and operations supported the following United Nations Sustainable Development Goals (SDGs). As a signatory to the United Nations Global Compact, Iron Mountain is committed to pursuing their policies, strategies, and procedures, as well as to creating a culture of integrity that supports all 10 principles of the United Nations Global Compact, as well as the SDGs.

IRON MOUNTAIN MATERIAL TOPIC	SDG	SDG TARGETS AND INDICATORS
Ethical business practices	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	16.B 16.5
Cybersecurity & data privacy	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	16.10
Water consumption	6 CLEAN WATER AND SANITATION	6.3
Employee well-being and safety	1 NO POVERTY	1.1
	3 GOOD HEALTH AND WELL-BEING	3.6 3.8
Energy	7 AFFORDABLE AND CLEAN ENERGY	7.1 7.2

IRON MOUNTAIN MATERIAL TOPIC	SDG	SDG TARGETS AND INDICATORS
Climate change mitigation	13 CLIMATE ACTION	13.1 13.2
Talent acquisition, retention, development and belonging	5 GENDER EQUALITY	5.1 5.2 5.5
	8 DECENT WORK AND ECONOMIC GROWTH	8.7 8.8
	10 REDUCED INEQUALITIES	10.2 10.3 10.4
Sustainable solutions	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	9.1 9.4

SUSTAINABLE DEVELOPMENT GOALS

Appendix B: External assurance statement

WHEN TRUST MATTERS

DNV

Independent Assurance Report

DNV Business Assurance USA, Inc. (DNV) has been commissioned by the management of Iron Mountain, Incorporated (Iron Mountain) to carry out an independent limited level assurance engagement of Selected Information for calendar year 2024 as presented in the company's Sustainability Report (the "Report"). The assurance was carried out February through April 2025.

Our Conclusion:
Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Selected Information is not fairly stated and has not been prepared, in all material respects, in accordance with the criteria stated. This conclusion relates only to the Selected Information and is to be read in the context of this Assurance Report, in particular, the inherent limitations explained below.

Selected Information

The scope and boundary of our work is restricted to the performance indicators included within the Report (the Selected Information) listed below:

Data verified for the period January 1, 2024-December 31, 2024:

- Greenhouse Gas Emissions Scope 1 and 2
- Greenhouse Gas Emissions Scope 3
- Energy Consumption
- Water Consumption
- Waste Generated
- Green Power[1] (Renewable Energy Credits and Renewable Energy Consumption)
- Workforce Data
  - Percent of Female Employees (Global)
  - Ethnic Composition (US only)
  - Special Populations, Veterans & Disability (US only)
  - New Employee Hires
  - Employee Turnover and Turnover Rate
  - Total Recordable Incident Rate (TRIR) per 200,000 hours
  - Lost Time Incident Rate (LTIR) per 200,000 hours
  - Total Volunteer Hours (Global)
  - Total Charitable Contributions
  - Total Training Hours
  - Hours of Training per Employee

We do not express any conclusions on any other information that may be published on Iron Mountain's website or Sustainability Report for the current reporting period or for previous periods.

Our competence, independence, and quality control

DNV's established policies and procedures are designed to ensure that DNV, its personnel and, where applicable, others are subject to independence requirements (including personnel of other entities of DNV and maintain independence where required by relevant ethical requirements. This engagement work was carried out by an independent team of sustainability assurance professionals. DNV was not involved in the preparation of any part of Iron Mountain's data or report. This is our fifth year of providing assurance for Iron Mountain. We adopt a balanced approach towards all stakeholders when performing our evaluation.

1: Green Power includes wind , solar, and hydro generations.

Appendix B: External assurance statement

DNV

Scope and Approach

We performed a **limited level** assurance engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3000 revised – 'Assurance Engagements other than Audits and Reviews of Historical Financial Information' (revised), issued by the International Auditing and Assurance Standards Board. This standard requires that we comply with ethical requirements and plan and perform the assurance engagement to obtain limited assurance.

DNV applies its own management standards and compliance policies for quality control, which are based on the principles enclosed with the ISO IEC 17029:2019 - Conformity Assessment – General principles and requirements for validation and verification bodies, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Environmental and social indicators have been evaluated in reference to: Global Reporting Initiative's GRI Standards 2021;

The GHG emissions inventories have been evaluated against the following reporting criteria:

- World Business Council for Sustainable Development (WBCSD) / World Resources institute (WRI) Greenhouse Gas Protocol, Corporate Accounting Standard REVISED EDITION
- WBCSD/WRI Corporate Value Chain (Scope 3) Accounting and Reporting Standard (Scope 3)

DNV used a risk-based approach throughout the assurance engagement, concentrating on the areas that we believe are most material for both Iron Mountain and its stakeholders. DNV applied a materiality threshold of five percent for the GHG emissions (Scope 1 and 2) and Energy. The boundary of our work includes global operations for all Selected Information in scope except for Ethnic Composition of Employees and Special Populations which includes US operations only.

We understand that financial data, including financial data that feeds into the calculation of Selected Performance Indicators are subject to a separate independent audit process. DNV has relied on this information as accurate for the purposes of our scope of work. This includes but is not limited to any statements relating to sales, revenue, salaries, charitable contribution.

Data Verified

Greenhouse Gas Emissions

- 2024 Scope 1 Emissions — 115,728 MtCO$_2$e
- 2024 Scope 2 Emissions (Location-Based) — 234,238 MtCO$_2$e
- 2024 Scope 2 Emissions (Market-Based) — 51,927 MtCO$_2$e
- 2024 Scope 3 Emissions (Location-Based, unless noted otherwise)
  - Category 1 – Purchased goods and services — 191,708 MtCO$_2$e
  - Category 2 – Capital goods — 519,156 MtCO$_2$e
  - Category 3 – Fuel- and energy-related activities — 76,509 MtCO$_2$e
  - Category 4 – Upstream transportation and distribution — 61,604 MtCO$_2$e
  - Category 5 – Waste generated in operations — 7,234 MtCO$_2$e
  - Category 6 – Business travel — 19,459 MtCO$_2$e

Responsibilities of Iron Mountain and DNV

Iron Mountain has sole responsibility for:

- Preparing and presenting the Selected Information in accordance with the criteria
- Designing, implementing, and maintaining effective internal controls over the information and data, resulting in the preparation of the Selected Information that is free from material misstatements
- Measuring and reporting the Selected Information
- Contents and statements contained within the websites

In performing our assurance work, our responsibility is to the management of Iron Mountain; however, our assurance report represents our independent opinion and is intended to inform all stakeholders. DNV was not involved in the preparation of any statements or data included in the Report or website except for this Assurance Statement.

Level of Assurance

We are providing a **'limited level'** of assurance. We planned and performed our work to obtain the evidence we considered necessary to provide a basis for our assurance conclusion, so that the risk of this conclusion being in error is reduced but not reduced to very low. A 'reasonable level' of assurance would have required additional work at headquarters and site levels to gain further evidence to support the basis of our assurance conclusion. DNV's assurance engagements are based on the assumption that the data and information provided by the client to us as part of our review have been provided in good faith. DNV expressly disclaims any liability or co-responsibility for any decision a person or an entity may make based on this Independent Assurance Statement.

Statement No. DNV-2025-ASR-777212

DNV

WHEN TRUST MATTERS

Data Verified Continued

Greenhouse Gas Emissions Continued

- o Category 7 – Employee commuting — 37,490 $MtCO_2e$
- o Category 13 - Downstream leased assets — 278,867 MtCO2e (Location-Based); 0 $MtCO_2e$ (Market-Based)
- 2024 Total Biogenic CO_2 Emission — 4,161 $MtCO_2e$

Energy

- 2024 Total Green Power[1] — 1,471,836 MWh
- 2024 Total Energy Consumption — 2,124,919 MWh
- 2024 Total Electricity Consumption from Operations — 1,619,339 MWh

Water Consumption

- 2024 Total Water Consumption[2] — 1,361,673 m3

Waste

- 2024 Total Waste Generated[3] — 79,486 metric tonnes

Workforce Data

- 2024 Female Employees (Percent) — 39.6%
- 2024 Ethnic Composition - US only (Percent)
  - o American Indian or Alaska Native — 0.4%
  - o Asian — 6.3%
  - o Black or African American — 24.6%
  - o Hispanic or Latino — 20.9%
  - o Native Hawaiian or Other Pacific Islander — 0.5%
  - o Two or More Races — 1.9%
  - o White — 43.4%
  - o Decline to state/not specified — 1.9%
- 2024 Special Populations – US only (Percent)
  - o Veteran — 5%
  - o Disability — 7%
- 2024 New Employee Hires — 10,514
- 2024 Total Employee Turnover and Turnover Rate — 8,351 | 29.5%
- 2024 Total Recordable Incident Rate — 0.8
- 2024 Lost Time Incident Rate — 0.5
- 2024 Total Volunteer Hours — 41,759
- 2024 Total Charitable Contributions — $ 540,000
- 2024 Total Training Hours — 63,818
- 2024 Hours of Training per Employee — 2.26

Independence

DNV's established policies and procedures are designed to ensure that DNV, its personnel and, where applicable, others are subject to independence requirements (including personnel of other entities of DNV) and maintain independence where required by relevant ethical requirements. This engagement work was carried out by an independent team of sustainability assurance professionals.

Inherent Limitations

All assurance engagements are subject to inherent limitations as selective testing (sampling) may not detect errors, fraud or other irregularities. Non-financial data may be subject to greater inherent uncertainty than financial data, given the nature and methods used for calculating, estimating and determining such data. The selection of different, but acceptable, measurement techniques may result in different quantifications between different entities.

DNV's assurance engagements are based on the assumption that the data and information provided by the client to us as part of our review have been provided in good faith. DNV expressly disclaims any liability or co-responsibility for any decision a person or an entity may make based on this Independent Assurance Statement.

2. Both Scope 2 and Scope 3
3. Water consumption includes facilities for which actual invoices are available. This covers 49% of sites.
4. Total waste generated includes estimated data (for 24% of total square footage) and actual invoices (for 76% of total square footage)

Basis of Our Conclusion

We are required to plan and perform our work in order to consider the risk of material misstatement of the Selected Information; our work included, but was not restricted to:

- Conducting interviews with Iron Mountain's management to obtain an understanding of the key processes, systems and controls in place to generate, aggregate and report the Selected Information;
- Performing limited substantive testing on a selective basis of the Selected Information to check that data had been appropriately measured, recorded, collated and reported;
- Reviewing that the evidence, measurements and the scope provided to us by Iron Mountain is prepared in line with the agreed upon procedures and criteria;
- Reading the Report and narrative accompanying the Selected Information within it with regard to the criteria;
- Reviewing global employee rosters at year-end at individual contributor, supervisor/manager, director, and executive leadership levels to determine percent breakdown by gender, ethnic composition, and special populations;
- Reviewing recordable incidents, lost time incident, number of employees, hours worked, employee categories (TRIR and LTIR);
- Replicating the TRIR and LTIR following the reporting criteria below:
    - OSHA Recording and Reporting Occupational Injuries and Illness
- Reviewing sample of recordable incidents and lost time incidents;
- Reviewing training stats from the LinkedIn learning platform; charitable contributions budget allocation and total volunteer hours.

The following methods were applied during the verification of Iron Mountain's environmental footprint inventories and management processes:

- Review of documentation, data records and sources relating to the corporate environmental data claims and GHG emission assertions;
- Review of the processes and tools used to collect, aggregate and report on all environmental data and metrics;
- Assessment of environmental information systems and controls, including:
- Selection and management of all relevant environmental data and information;
- Processes for collecting, processing, consolidating, and reporting the relevant environmental data and information;
- Design and maintenance of the environmental information system;
- Systems and processes that support the environmental information system.
- Performed sample-based audits of the processes for generating, gathering and managing the quantitative and qualitative environmental data;
- Examination of all relevant environmental data and information to develop evidence for the assessment of the environmental claims and assertions made;
- Confirmation of whether the organization conforms to the verification criteria

DNV

Basis of our conclusion Continued

In addition to the above, specific to the environmental indicators, the following steps were conducted for the Water and Waste:

- Water:
    - Review of the water consumption methodology;
    - Conduct data checks for the water data collected, transferred and calculated;
    - Perform sample-based assessment of data reported against the source data water consumed;
    - Evaluate whether assumptions and methodology used in cases of data estimation for whole year data are valid.
- Waste
    - Review of the waste segregation methodology and description of waste categorization;
    - Conduct data checks for the waste data collected, transferred and calculated;

This Statement is for the sole use and benefit of the party contracting with DNV Business Assurance USA, Inc. to produce this Statement (the "Client"). Any use of or reliance on this document by any party other than the Client shall be at the sole risk of such party. In no event will DNV or any of its parent or affiliate companies, or their respective directors, officers, shareholders, employees or subcontractors, be liable to any other party regarding any statements, findings, conclusions or other content in this Statement, or for any use of, reliance on, accuracy, or adequacy of this Statement.

For and on behalf of DNV Business Assurance USA, Inc.

Katy, TX

May 02nd, 2025

Minxing Si
Digitally signed by Minxing Si
Date: 2025.05.02 19:00:18 -06'00'

Minxing Si
Lead Verifier

Xu, Yishuang
Digitally signed by Xu, Yishuang
Date: 2025.04.30 12:39:50 -07'00'

Yishuang Xu
Verifier

Song, Ke Karl
数字签名者：Song, Ke Karl
日期：2025.05.02 20:52:21 +08'00'

Karl Song
Technical Reviewer

DNV

Appendix A. Iron Mountain's "Criteria"

The table below has been prepared by Iron Mountain. It is intended to provide readers with a summary of the methodologies used by Iron Mountain to prepare the metrics that are not aligned in the GRI standards:

Selected Information	Definition	Methodology
2024 Total Training Hours	Total hours viewed using the LinkedIn Learning Platform by licensed employees (coordinator levels & above) and the training and development hours that are part of our Women in Leadership program, Global Management Development Program (MDP) and Supervisor Development Program (SDP) over the period from January 1st to December 31st in 2024.	2024 number of hours viewed obtained from LinkedIn Learning Dashboard and the number of hours from the Women in Leadership program, Global Management Development Program (MDP) and Supervisor Development Program (SDP).
2024 Hours of Training per Employee	The amount of hours an Iron Mountain employee spent on training and development materials provided on the LinkedIn Learning Platform, in the Women in Leadership program, IRM's Global Management Development Program (MDP) and Supervisor Development Program (SDP) over the period from January 1st to December 31st in 2024.	2024 total number of training and development hours / Total IRM Population
2024 Total Charitable Contributions	Total charitable contributions paid out by Iron Mountain in 2024, including Living Legacy Giving Budget, Employee Resource Grants, and Community Engagement.	Sum of total amount of budgets approved and paid for Living Legacy Giving Budget, Employee Resource Grants, and Community Engagement in 2024.
2024 Total Volunteer Hours	Total hours volunteered by all Iron Mountain full time and part time employees in 2024. Iron Mountain gives all full time employees 16 hours and part time employees 8 hours of annual paid time off to volunteer. This is called "Community Service Time " (CST) in North America, APAC, and LATAM, and "Volunteering Time" in EMEA. Employees are also encouraged to track volunteer hours for eligible volunteer activities that are performed outside of work hours.	2024 total number of volunteer hours obtained from both the Moving Mountains portal and the HR timekeep practices (Community Service Time - CST or Volunteering Time). Duplicated hours from CST and MM portal were detected and subtracted from the total volunteer hours.
2024 Total Waste Generated	Total waste generated in 2024, covering all global activities Iron Mountain conducted in the period of Jan 01st, 2024 to Dec 31st, 2024.	Calculation is based on actual waste data from 76% of properties and the remaining 24% is estimated based on square footage.
2024 Total Water Consumption	Total water consumed in 2024 from 49% total square footage that has actual data.	Calculation includes properties that have actual data (49% of total square footage, no estimation included)

Statement No. DNV-2025-ASR-77

Appendix C: Forward-looking statements

Forward-looking statements

References to information in this report should not be construed as a characterization regarding the materiality of such information to our financial results or our operations. While certain matters discussed in this report may be significant, any significance should not be read as necessarily rising to the level of materiality used for the purposes of complying with applicable securities laws and regulations. The information in this report may contain projections, future estimates, plans, expectations, goals, and other forward-looking statements. Forward-looking statements are based on current expectations and assumptions that are subject to certain risks and uncertainties, which could cause our actual results to differ materially from those reflected in the forward-looking statements. Any changes in methodology may result in material changes to our calculations and may result in the current and previous periods, including our base year, to be adjusted. Except as required by law, we undertake no obligation to correct, revise, or update any information included in this report.

IRON MOUNTAIN®

85 New Hampshire Avenue, Portsmouth, NH 03801 | www.ironmountain.com