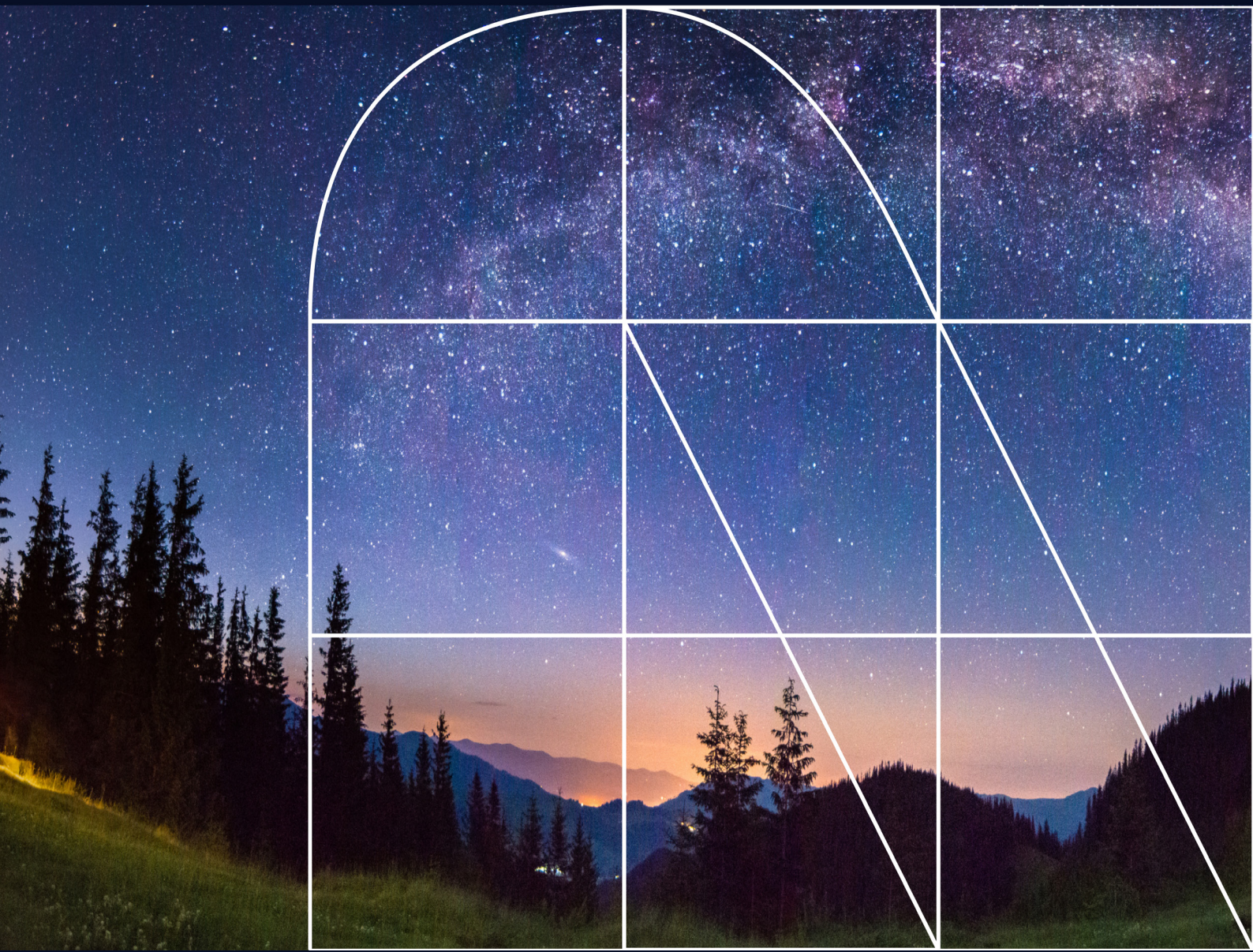


Global Data Centers | 2025 Global Sustainability Report

# Shaping a Sustainable Future





# A message from our CEO:

**We're excited to unveil our Sustainability Report, now updated with FY24 data, and I'm honored to highlight our steadfast dedication to sustainability in the data center sector. At NTT DATA Global Data Centers (NTT GDC), we prioritize sustainability not just because our clients demand it, but because it's the right thing to do.**

Data is central to our digital age, and data centers have a substantial effect on the environment — an impact that could increase dramatically with the rapid rise of generative AI. By 2030, AI-driven power consumption is projected to surge to 13 times 2018 levels. The data center industry must align technological progress with conscientious environmental and social care, and NTT GDC is committed to ensuring the AI revolution is a sustainable one.

We envision being the world's premier data center provider in a digitally connected world that is both harmonious and sustainable. Consequently, we've adopted a comprehensive sustainability strategy that focuses on our material areas.

We're committed to achieving Net-Zero emissions across our operations by 2030, and across our value chain by 2040. Guided by the United Nations' Sustainable Development Goals (SDG) and Science Based Targets initiative (SBTi), we've crafted an approach whose goal is to foster a sustainable and inclusive future for everyone.

Thank you for your continued support and trust in NTT GDC. Together, we can build a sustainable future for generations to come.

“Creating sustainable data centers involves more than just investing in low-carbon technologies and buying renewable power. It also requires developing strong policies, embracing diverse perspectives, and promoting equitable opportunities. A sustainable future is shaped by what we do today, ensuring a positive impact on our planet and people.

*Doug Adams, Chief Executive Officer | Global Data Centers*





# Executive Summary

At NTT GDC, we're mindful that technological innovation and business growth must be balanced with care for the planet and everyone on it. We want all of our stakeholders — our employees, clients, partners, and communities, as well as the Earth itself — to benefit and thrive. Now, we've set a bold course: achieve Net-Zero emissions by 2040. We've compiled this Sustainability Report to share our goals, establish our baseline, highlight our planet- and people-first practices, and track our progress.

## Net-Zero Goals

Adopting a dedicated decarbonization strategy that mitigates our environmental impact is central to our sustainability philosophy. Our goal is to reach Net-Zero emissions 10 years ahead of the timeline of the Paris Agreement:

**By 2030:** Reduce Scope 1 and 2 emissions in our data center operations by 90+ (vs. FY21 baseline)

**By 2040:** Reduce total Scope 1–3 emissions through the supply chain to Net-Zero

As part of our sustainability program, we've defined multiple task forces to evaluate and implement the following emission reduction levers:

## Scope ①

### Direct Emissions – Fuel, Refrigerants

Minimize generator testing and evaluate alternative fuels, reduce refrigerant leakages, switch to refrigerants with lower global warming potential where technically and commercially feasible, and transition to electric vehicles.

## Scope ②

### Indirect Emissions – Purchased Energy (Non-IT Load), Operational Energy Use

Procure renewable energy for non-IT power, invest in power purchase agreements (PPAs), generate renewable energy onsite where feasible, improve power usage effectiveness (PUE) through energy efficiency measures and AI-driven cooling optimization, and deploy battery energy storage systems (BESS) to enhance grid resilience.

## Scope ③

### Value Chain Emissions – Supply Chain, Energy Used by Clients (IT Load)

Develop innovative data center design, engage suppliers in decarbonization initiatives, purchase lower-carbon materials and services, influence clients to adopt renewable energy and reduce energy consumption for IT loads, increase circularity by reusing and recycling waste, expand waste heat recovery for external use, and promote sustainable business travel to reduce emissions.





# NTT GDC Decarbonization Framework



NTT GDC has defined a holistic framework for decarbonization to help us reduce emissions and improve our environmental footprint: Consume less. Do better. Do different.

## Consume less

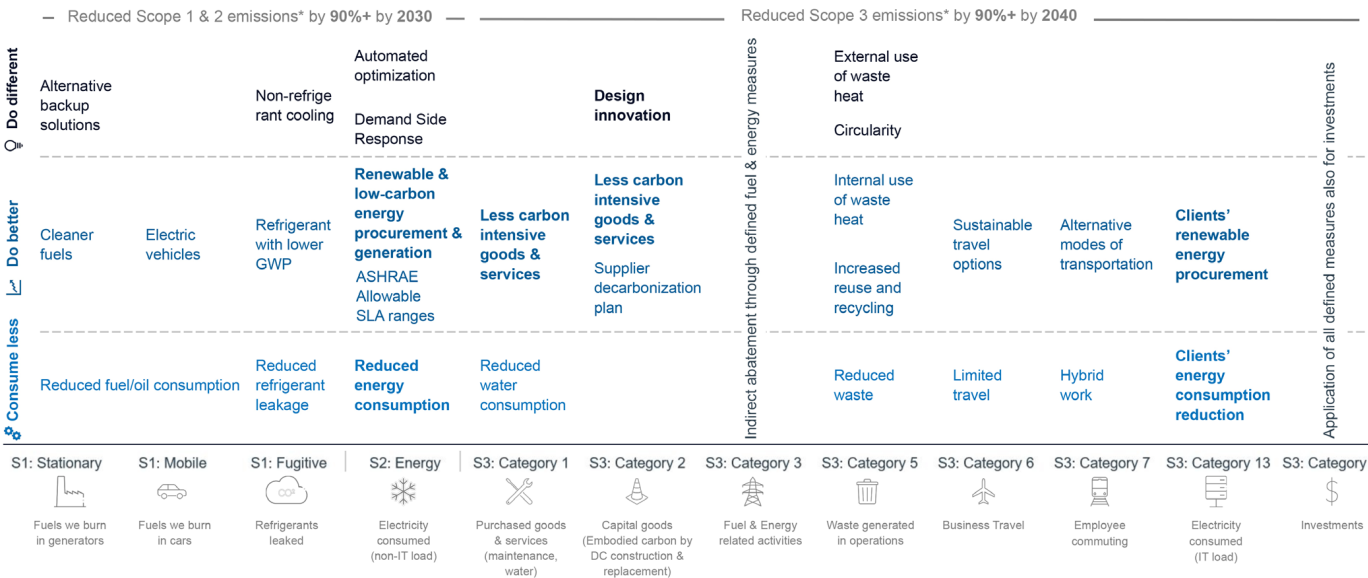
Consume less focuses on what we’re doing today, reducing the use of resources like energy, water, and waste by optimizing existing processes.

## Do better

Do better is about the day-to-day changes we can make. This involves switching to alternative resources like renewable energy, cleaner fuels, less carbon-intensive goods and services, and enhancing recycling efforts for waste.

## Do different

Do different includes long-term innovations like new data center design, external use of waste heat, non-refrigerant cooling, and alternative backup solutions.

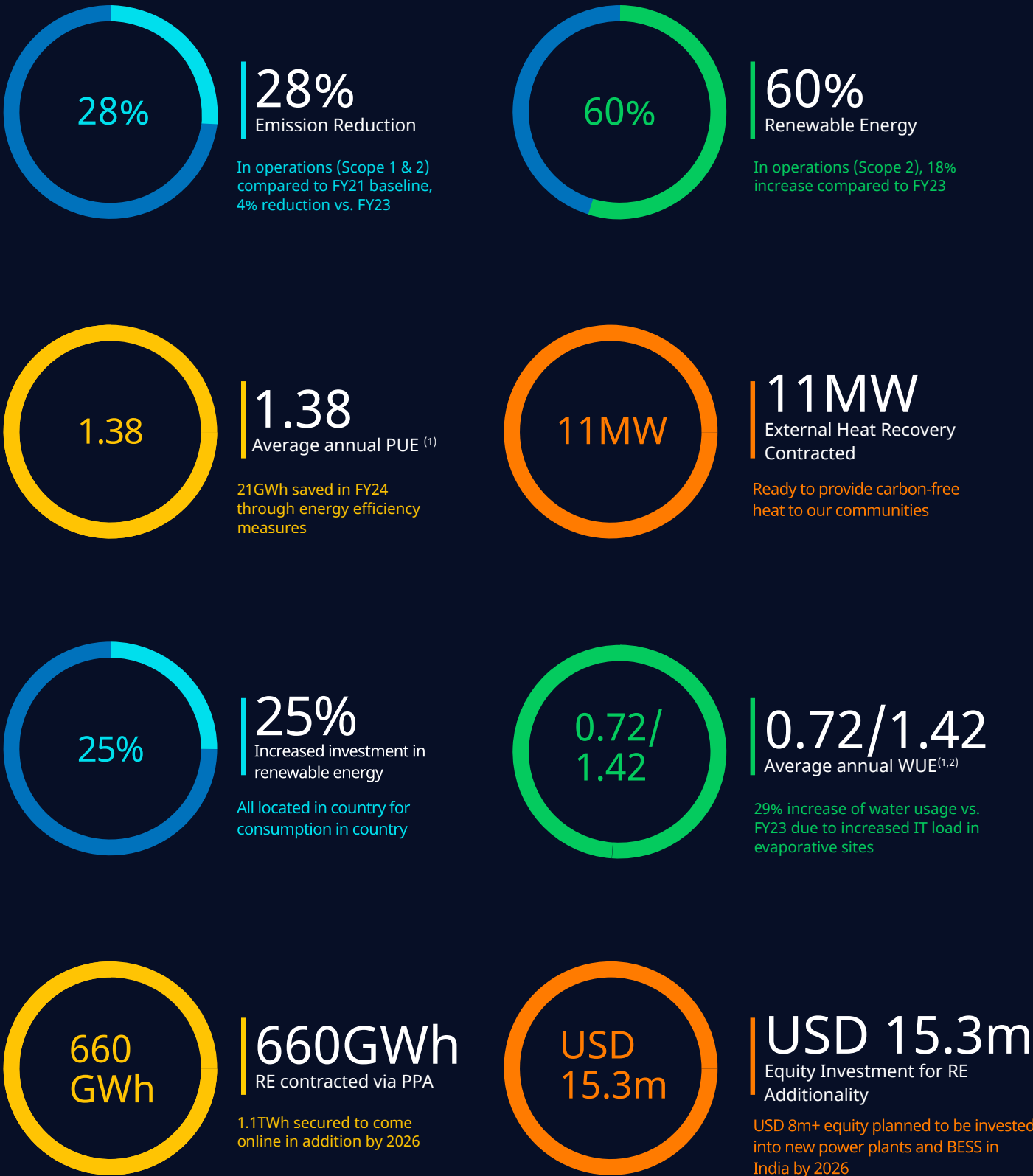


## What We're Doing

- In FY24, we achieved 60% renewable energy usage for non-IT load globally.
- In the Navi Mumbai data center, we improved our facility’s energy efficiency by almost 30% by deploying liquid immersion cooling (LIC) and direct contact liquid cooling (DLC).
- In Germany, we will be providing heat and warm water to more than 1,000 buildings in the Marienpark Berlin commercial district by repurposing the equivalent of 2MW excess heat from our data center, with plans to expand this initiative and extract up to 34MW of thermal output of the campus in total in the future.



# At a Glance: FY24 Accomplishments



1. Considering sites with 24 months of continuous electricity consumption and IT utilization ≥ 20%.  
2. Entire DC portfolio / evaporative sites only (both in l/kWh)

As you read through this report, you'll learn more about the steps we're taking every day to support our sustainability pillars: *Consume less. Do better. Do different.*

# Making Progress

We're an environmentally responsible company, committed to advancing renewable energy solutions, optimizing resource use, and championing energy-efficient practices. Our data centers are equipped with state-of-the-art cooling systems and energy-efficient technologies that minimize energy and water usage while maximizing performance.

To keep ourselves on track, we've established the following key metrics and results.

| Area                  | Metric                                                     | Unit     | FY21 (baseline) <sup>1)3)</sup> | FY22 <sup>2)</sup> | FY23 <sup>1)-3)</sup> | FY24 <sup>1)-3)</sup> |
|-----------------------|------------------------------------------------------------|----------|---------------------------------|--------------------|-----------------------|-----------------------|
| Scope 1               | GHG emissions (direct)                                     | ktCO2e   | 9                               | 23                 | 16                    | 23                    |
| Scope 2               | GHG emissions (indirect, market-based)                     | ktCO2e   | 288                             | 302                | 209                   | 192                   |
| Scope 2               | GHG emissions (indirect, location-based)                   | ktCO2e   | 428                             | 466                | 463                   | 493                   |
| Scope 3 <sup>4)</sup> | GHG emissions (indirect)                                   | ktCO2e   | 1,576                           | 1,783              | 1,817                 | 1,428                 |
| Scope 1-3             | Total GHG emissions (market-based)                         | ktCO2e   | 1,873                           | 2,108              | 2,042                 | 1,643                 |
| Energy                | Total Energy consumption                                   | GWh      | -                               | 3,260              | 3,500                 | 4,130                 |
| Energy                | Non-IT load consumption                                    | GWh      | -                               | 980                | 1,000                 | 1,230                 |
| Energy                | Total Renewable Energy consumption                         | GWh      | -                               | 1,130              | 1,400                 | 1,691                 |
| Energy                | Total Renewable Energy consumption                         | %        | -                               | 35%                | 40%                   | 41%                   |
| Energy                | Non-IT load Renewable Energy consumption                   | GWh      | -                               | 350                | 510                   | 743                   |
| Energy                | Non-IT load Renewable Energy consumption                   | %        | -                               | 36%                | 51%                   | 60%                   |
| Energy                | Non-IT load Power carbon intensity                         | Quotient | -                               | 0.31               | 0.21                  | 0.16                  |
| Energy                | PUE <sup>5)</sup> (12-month rolling)                       | Quotient | -                               | 1.40               | 1.38                  | 1.38                  |
| Water                 | WUE <sup>5)</sup> (12-month rolling, entire DC portfolio)  | l/kWh    | -                               | 0.92               | 0.69                  | 0.72                  |
| Water                 | WUE <sup>5)</sup> (12-month rolling, evaporate sites only) | l/kWh    | -                               | 1.54               | 1.37                  | 1.42                  |
| Waste                 | Total waste recycled                                       | t        | -                               | 1082               | 875                   | 1106                  |
| Waste                 | Total waste incinerated                                    | t        | -                               | 459                | 288                   | 254                   |
| Waste                 | Total waste to landfill                                    | t        | -                               | 347                | 725                   | 736                   |

1 Carbon emissions are reported in units of carbon dioxide equivalent (CO2e) and include all greenhouse gases, as required by the GHG Protocol (Basis of reporting [FY21](#) | [FY22](#) | [FY23](#) | [FY24](#))

2 Limited external assurance by Lloyd's Register Quality Assurance (LRQA) (qualified opinion) using the assurance standard ISAE 3000 and based on using the Corporate Greenhouse Gas Protocol ([FY22](#) | [FY23](#) | [FY24](#))

3 For FY21 and FY22, data was reported under the operational control approach. In FY23, NTT Ltd. changed to financial control approach.

4 Non-relevant categories (4, 8 - 12, 14) were omitted, location-based EFs applied to Category 13 for FY21-FY23, changed to market-based EFs in FY24.

5 Considering sites with 24 months of continuous electricity consumption and IT utilization ≥ 20%

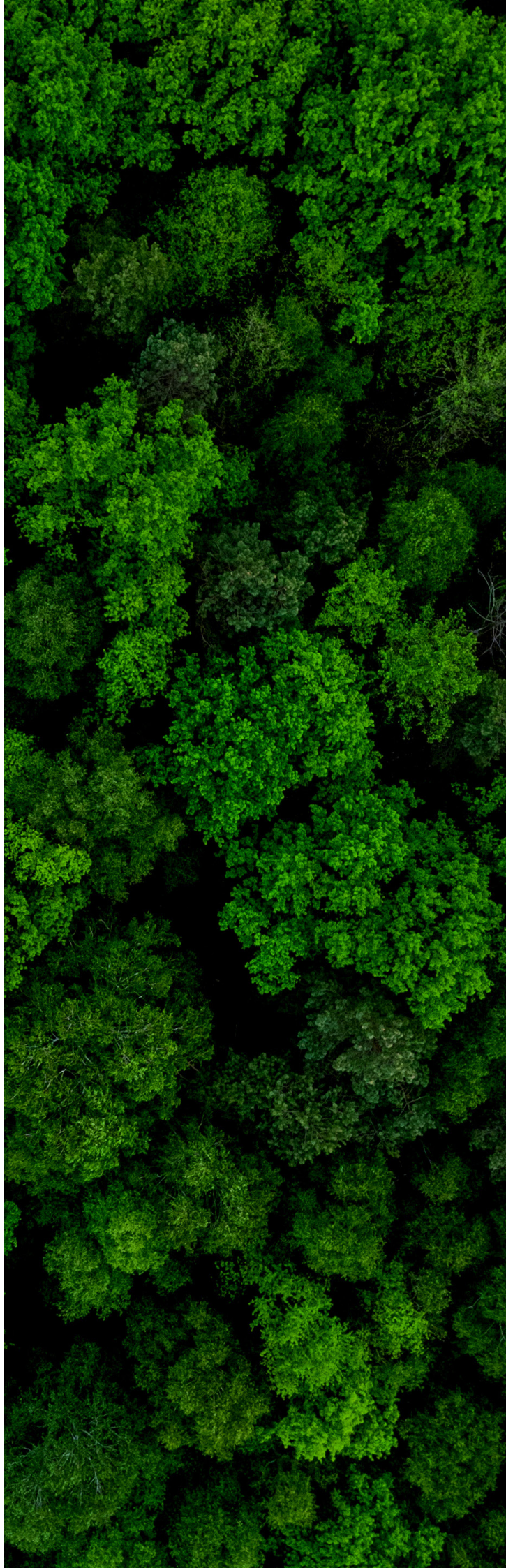




# Our Sustainability Strategy

**We believe in doing the right thing for our planet and future generations.** We want our data centers to contribute positively to the health of the world around us, and we've developed a sustainability vision and mission to help us enhance and embrace the environmentally and socially responsible business practices we need to make good on that goal.

At NTT GDC, sustainability is part of our DNA. It's something we commit to with every act, however large or small, every day. Energy and water efficiency are built into our day-to-day business practices, and we regularly examine our sites and optimize operating conditions for continuous improvements.





# Shaping a Better World for All

NTT DATA transforms organizations for success, disrupts industries for good, and shapes a better world for all. As part of NTT DATA, NTT GDC understands that we must design our sustainability practices to ensure that NTT DATA also meets their commitments. We view our combined journey toward sustainability as an opportunity to improve the environment, the economy, and society in both the short and long term. NTT DATA's sustainability framework is guided by the United Nations Sustainable Development Goals (SDGs) and includes the following three focus areas:

## Prosperity Positive

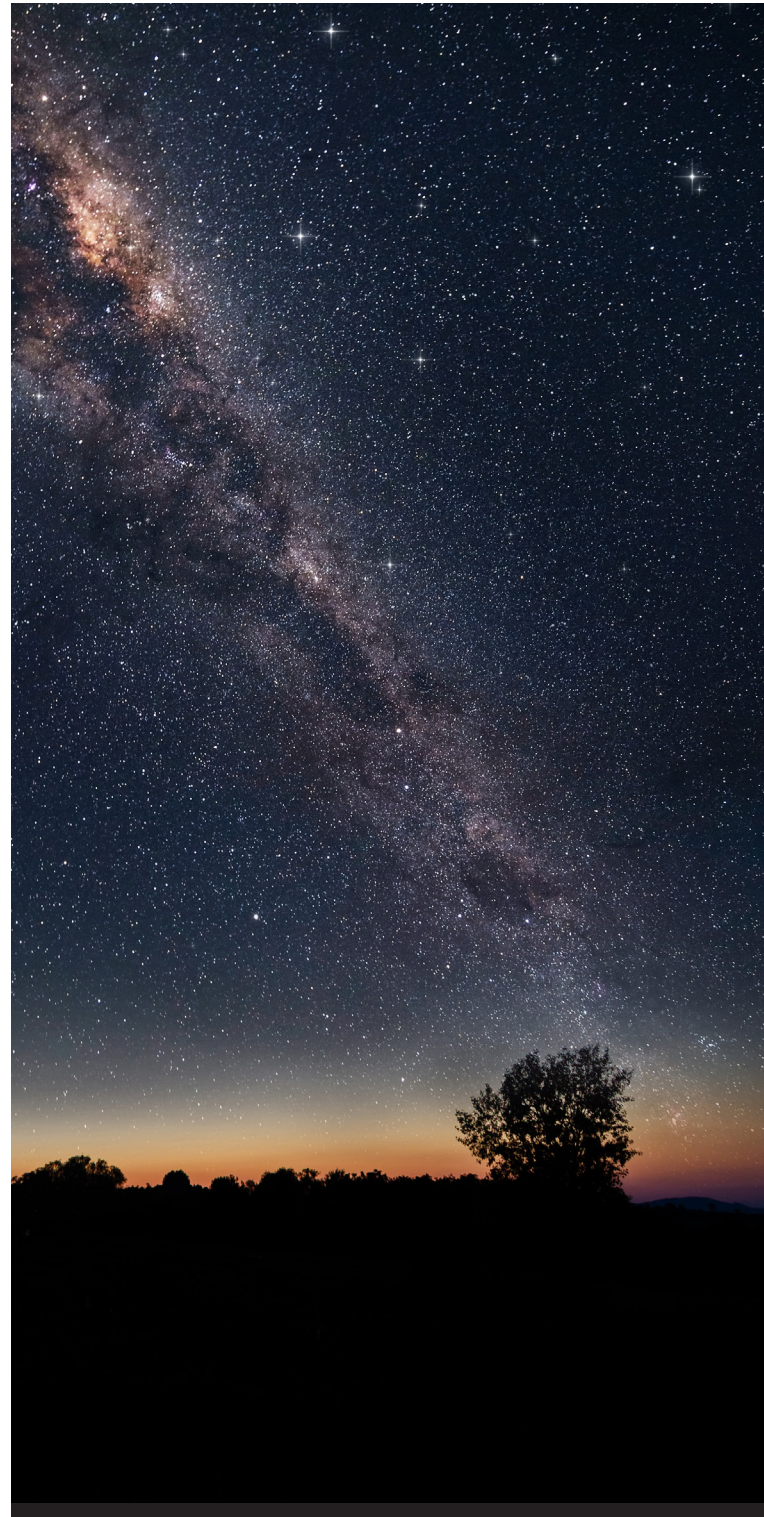
Prosperity positive is about creating a brighter future for everyone. It means considering development in a way that looks beyond economic factors to also focus on people and the planet. We're all connected, and we believe that when we work together and take care of each other, we can build a world where everyone can thrive.

## Planet Positive

Planet positive recognizes our interconnectedness with the natural world. It's about taking proactive steps to disrupt industries for good by creating innovative services and solutions that help regenerate our planet. It asks us to embrace a mindset of responsibility, stewardship, and respect for the Earth that ensures its health and vitality for generations to come.

## People Positive

People positive underscores the transformative potential of digital capabilities to shape a better world for all. We share a responsibility to address societal challenges, improve livelihoods, and promote diversity, equity, and inclusion so that future generations can enjoy a more just, prosperous, and sustainable future. Through collective action and collaboration among sectors and stakeholders, we can harness the power of technology for the greater good and build a more inclusive and equitable society.





# Our Vision and Mission



## Sustainability Vision

As part of NTT DATA, we are committed to providing an infrastructure to deliver a positive impact on the **planet, people, and prosperity**. We seek to achieve that impact by:

- Transforming businesses and society for successful growth with 100% sustainable services and solutions involving our end-to-end value chain.
- Leading by example to disrupt industries for good, innovating services and solutions to regenerate our planet.
- Shaping a better world for all, applying our digital capabilities to improve livelihoods and contribute to a diverse, equitable, and inclusive society.

## Sustainability Mission

We are shaping our business to accelerate our clients' sustainability transition, being climate resilient, creating a sustainability culture, and reducing our sector's environmental impact.

To live out this mission, we are prioritizing initiatives targeting the decarbonization of energy usage, through a strategy influenced by our commitments, regulatory obligations, and international standards. We are working to:

- Regularly review and update our Net-Zero strategy and implement related decarbonization (and other) measures to reduce our environmental impact
- Ensure our results are externally validated and communicated to demonstrate our credible impact on relevant stakeholders and in the market
- Improve internal awareness and capabilities to create a sustainability culture in the organization
- Make our products future-proof and ensure regulatory compliance to accelerate our clients' ongoing sustainability transition
- Be climate resilient to ensure business continuity and investor interest





# | Consume Less

## Reducing Our Energy Consumption

To reduce energy consumption, we apply several key principles. We align NTT GDC's standard temperature SLA with clients wherever it's technically possible to reflect ASHRAE Allowable temperatures, increasing chilled water operating temperatures to maximize free cooling potential and minimize compressor load. We ensure well-managed hot and cold aisles in the white space to prevent heat recirculation that would adversely affect heat loads. We adopt advanced cooling techniques, including direct contact liquid cooling (DLC), liquid immersion cooling (LIC), and cold-plate liquid cooling when feasible. We also plan to use automated real-time optimization to predict and optimize energy and water consumption.



## Consume Less: Efficiency & Reduction of Resource Use

### Scope ①

- Minimize generator testing and fuel usage.
- Reduce refrigerant leaks in cooling systems.

### Scope ②

- Improve energy efficiency by upgrading cooling systems and deploying advanced techniques like liquid immersion cooling (LIC) and direct contact liquid cooling (DLC).
- Optimize power usage effectiveness (PUE) to reduce non-IT power consumption.
- Implement AI-driven cooling solutions to optimize energy efficiency.

### Scope ③

- Reduce water consumption in evaporative cooling sites by optimizing bleed cycles of concentration and water pre-treatment systems.
- Encourage clients to optimize IT workloads to reduce their energy consumption.



## Success story:

# From setpoints to savings: fine-tuning our data centers

NTT GDC kicked off an EMEA-wide initiative to identify deviations in pressure, temperature, and general performance at the cooling and data hall equipment level. In one of our Hemel Hempstead Data Centers in the U.K., the team identified multiple parameters for which operational setpoints could be adjusted to align with the operational load based on the DC design and equipment specification. After conducting a risk and impact analysis, we adjusted the following setpoints to improve efficiency and reduce the building's PUE:

- a. Increased SCU supply air temperature from 24°C to 25°C in occupied data halls
- b. Increased chilled water supply temperature setpoint from 20°C to 21°C
- c. Reduced differential pressure setpoint from 20Pa to 10Pa in occupied data halls

As a result, we netted an overall average energy reduction of 37% in the occupied data halls and an 8% average reduction in fan speed, leading to expected savings of 840MWh every year.

[Watch Video →](#)



## Success story: Saving water through reverse osmosis

In FY22, at the Hemel Hempstead 3 Data Center 1 in the U.K., NTT GDC used over 80,000m<sup>3</sup> of water in indirect evaporative cooling units (IDECs). High alkalinity and dissolved solids in the water supply led to excessive drainage and salt deposition on heat exchangers, and increased water and chemical costs. After implementing a reverse osmosis (RO) system to remove over 97% of dissolved salts, and blending 15% of raw water back in to maintain hardness, we reduced the WUE from 1.8l/kWh to 1.2l/kWh from June 2023 to July 2024.

This saved 35,000m<sup>3</sup> in annual water usage with a corresponding annual financial savings of USD 100,000, and we eliminated 30 tons of salt used for water softening, saving us another USD 20,000 a year on chemicals.

Watch Video →



# Do Better



## Investing in Renewable Energy

Data centers use a lot of energy, and as a result, adopting sustainable energy solutions is essential for us to simultaneously meet our operational needs and fulfill our environmental responsibilities. Our strategy reflects this commitment to renewable and low-carbon energy, with diverse renewable energy installations, strategic long-term partnerships, and significant investments in sustainable infrastructure. Transitioning to 100% renewable and low-carbon energy is crucial for achieving our operational Net-Zero target by 2030.

**In FY24, we achieved 60% renewable energy usage for non-IT load globally and were able to increase our PPA consumption by 120% compared to FY23. By investing in solar, wind, and other renewable energy sources, we've already secured 1.7TWh via power purchase agreements (PPAs) that will come online by FY26.**

We're accelerating the procurement of PPAs with bundled EACs for a major part of our energy consumption, with plans to cover the shortfall via unbundled EACs. PPAs ensure a high quality of renewable energy, provide mid- to long-term certainty for power availability and price, and lead to less dependency/energy required from the grid. By focusing on additional PPAs, and thus investing in new power plants, we're also adding more renewable energy to the market. We've already invested \$15.3 million in equity into building new power plants in India, with a further investment of \$8+ million planned by 2026.

Our goal is to significantly reduce our reliance on fossil fuels and invest heavily in renewable and low-carbon energy. We've actively pursued and invested in decarbonization initiatives, such as hydrotreated vegetable oil (HVO), which replaces conventional fuel with a more sustainable alternative.

“ Our ambitious PPA strategy is not just about powering our data centers; it's about powering change in the energy landscape. By securing large-scale agreements, we're meeting operational needs and driving the creation of new renewable energy sources. This allows us to simultaneously reduce our carbon footprint, enhance grid resilience, and contribute to the global transition toward sustainable energy.

*Neal Kalita, Senior Director Power Management | Global Data Centers EMEA*





## Do Better: Switch to Sustainable Alternatives

### Scope ①

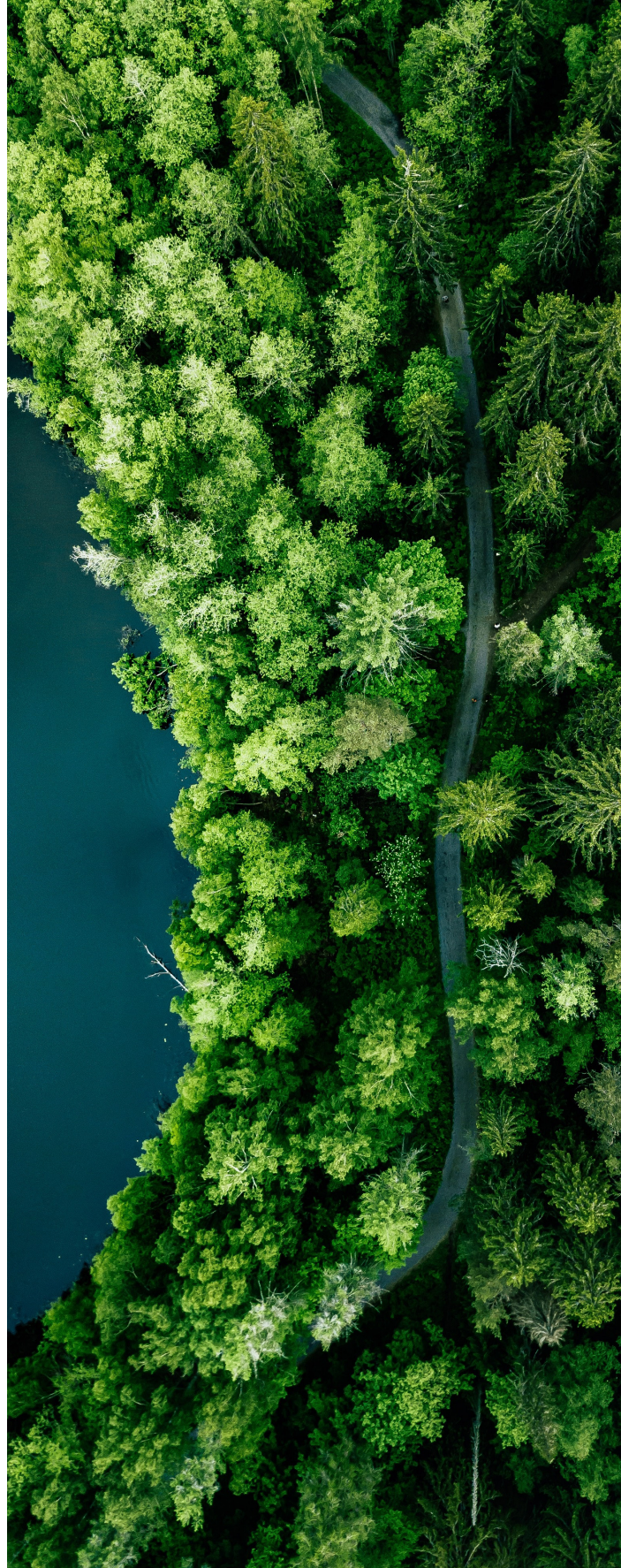
- Replace conventional fuel with alternative fuels like Hydrotreated Vegetable Oil (HVO).
- Introduce low Global Warming Potential (GWP) refrigerants to minimize emissions.
- Transition to electric vehicles for company operations.

### Scope ②

- Procure renewable and low-carbon energy sources through power purchase agreements (PPAs).
- Invest in onsite renewable energy generation and battery energy storage systems (BESS).
- Procure unbundled Energy Attribute Certificates (EACs) to cover renewable energy shortfalls.

### Scope ③

- Work with suppliers to develop decarbonization plans and adopt sustainable design standards.
- Increase reuse and recycling rates for waste.
- Enhance sustainable travel options, including hybrid work policies and reduced business travel.
- Optimize procurement processes to purchase less carbon-intensive goods and services.
- Encourage clients to switch to renewable energy sources for their IT loads.



To ensure a sustainable future for generations to come, we must adopt a comprehensive decarbonization framework that reduces emissions through energy-efficient technologies and renewable and low-carbon energy. Implementing the framework requires robust monitoring, continuous improvement, and a commitment to think outside the box.

*Claudia Unterkircher, Vice President Sustainability | Global Data Centers*



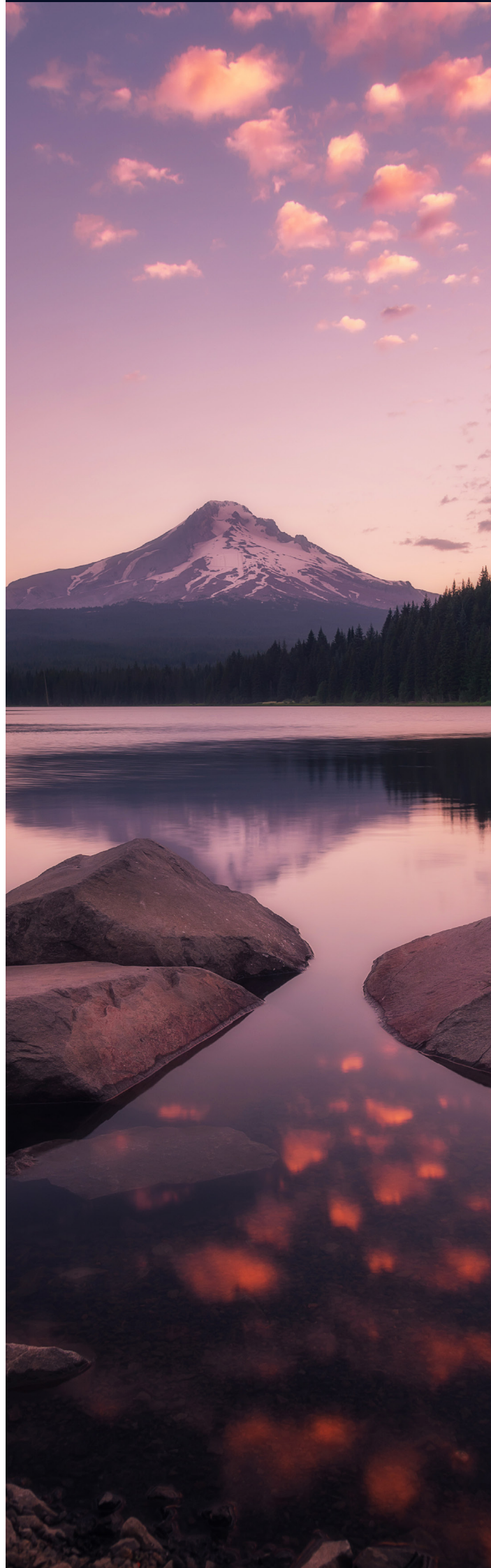




# Commitments, Ratings, Awards, and Certifications

Our strategy is influenced by our commitments, regulatory obligations, and international standards. NTT DATA has set high standards for our sustainability progress. We view our participation in prestigious sustainability rating platforms as proof of this dedication. Here are some of our top ratings, initiatives, and awards.

We operate data centers in more than 20 countries, and each location comes with its own set of governmental regulations and environmental conditions; as a result, local climate targets and delivery dates will vary. We count on internationally recognized certifications, ratings and externally validated reporting, to ensure that our products are compliant.





# Commitments & Initiatives



NTT DATA re-obtained **approval for its Net-Zero targets** from SBTi after updating its Net-Zero Vision 2040 in 2024

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NTT DATA signed the commitment to the **Business Ambition for 1.5°C campaign** in 2021

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NTT DATA signed the **declaration of support** for the **United Nations Global Compact (UNGC)** in 2022

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NTT DATA joined the **World Business Council for Sustainable Development (WBCSD)** in 2025

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NTT DATA Inc. signed the **Climate Pledge** (an initiative co-founded by Amazon and Global Optimism) in 2025

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NTT Ltd. declared their **climate related governance, risks, metrics and targets** in **NTT Ltd. 2023 TCFD report**

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NTT DATA joined the **forum for Nature-related Financial Disclosures (TNFD)** in 2023

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Global Data Centers **adheres** to the **EU Climate Neutral Data Centre Pact (CNDCP)** since 2021

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## Ratings



NTT DATA selected as a CDP **Climate Change “A List” company** for third consecutive year.

NTT DATA selected as a **CDP Supplier Engagement Leader** for the third consecutive year, recognizing top performance in its Supplier Engagement Assessment. This honor reflects our collaboration with global suppliers to visualize and reduce GHG emissions.

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In 2025, NTT DATA earned an overall score of 71, securing a Silver Medal and placing us in the top 15% of rated organizations. Highlights include scoring 95 points in Environment, 62 points in Labor & Human Rights, 61 points in Ethics, and 74 points in Sustainable Procurement.

## Awards



NTT Global Data Centers has been awarded the Commendation for Significant Achievement in Environment Management (Service Sector) by the CII-ITC Centre of Excellence for Sustainable Development in India.

## Certifications



### ISO 50001 Certified

VIE1 (Austria)

BER1, BER2, FRA1, FRA2, FRA3, FRA4, HAM1, MUC1, MUC2, RHR1 (Germany)

BLR2, BLR3, BLR3X, BOM2, BOM3, BOM4 & 4A, BOM5, BOM6, BOM7, CNN1, CNN2, DEL1, NAV1 (India)

AMS1 (Netherlands)

JOH1 (South Africa)

MAD1 (Spain)

ZRH1 (Switzerland)

BKK2 (Thailand)

LON1, HH2, HH3, HH4, SL2, SL3 (U.K.)

CH1, PH1 (U.S.)





## ISO 14001 Certified

BLR2, BLR3, BLR3X, BOM2, BOM3, BOM4 & 4A, BOM5, BOM6, BOM7, CNN1, CNN2, DEL1, NAV1 (India)  
LON1, HH2, HH3, HH4, SL2, SL3 (U.K.)

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## Environmental Design

### **LEED Platinum Certified (Leadership in Energy and Environmental Design)**

VIE1 (Austria)

FRA3, MUC2, RHR1 (Germany)

### **LEED Gold Certified**

SGN (Singapore)

### **LEED Silver Certified**

JKT3 (Indonesia)

CBJ3 (Malaysia)

### **LEED Certified**

PH1, TX1 (U.S.)

### **BREEAM (Building Research Establishment Environmental Assessment Method) Excellent Certified**

LON1 (U.K.)

### **IGBC (Indian Green Building Council) Platinum Certified**

BLR3, NAV1, CNN2 (India)

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## Energy Star Certified

VA1, VA2, VA3, VA4, VA5, CA1, CA2, SV1 (U.S.)

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# Do Different



## Setting Ourselves Up to Succeed

Achieving true sustainability requires more than just efficiency improvements and alternative solutions—it demands bold innovation and a willingness to rethink the status quo. Through our Do Different approach, we are pioneering transformational strategies that redefine how data centers operate, integrating next-generation technologies, circular economy principles, and breakthrough decarbonization solutions. By redesigning infrastructure, exploring non-traditional energy sources, and leveraging emerging innovations, we are setting a new industry standard for sustainable operations and long-term resilience.

Looking ahead, we are committed to embedding sustainability even deeper into our business strategy. This means setting ambitious goals, continuously refining our approach, and innovating to reduce our environmental footprint while creating meaningful benefits for our people, communities, clients, and stakeholders.

We are proud of our achievements so far, but this is just the beginning. The road ahead presents complex challenges, but also immense opportunities. How we navigate these will not only shape our own future but also determine our broader impact on the world.

Real change demands clarity, responsibility, and transparency. We are committed to openly sharing our sustainability efforts—both successes and setbacks—because tackling climate challenges requires accountability. Our aggressive targets will put us ahead of the Paris Agreement, not for recognition, but because it's what's necessary to drive real, industry-wide change.

At NTT GDC, we're not just envisioning a more sustainable tomorrow—we're building it. We're rolling up our sleeves, taking action, and rallying our clients, partners, and communities to join us in shaping a more sustainable future.

## A truly digital future with AI

As AI adoption accelerates, so do the demands on data centers. By scaling our advanced cooling technologies, accelerating renewable energy procurement, and deepening partnerships across the sustainability ecosystem, we're enabling high-density AI workloads while maintaining our commitment to responsible, low-emission operations. The digital future must be sustainable, and we are leading the charge to ensure that innovation and environmental responsibility go hand in hand.



## **Do Different - Innovative & Transformational Changes**

### **Scope ①**

- Research and deploy non-refrigerant cooling solutions for data centers.
- Research and implement alternative backup solutions.

### **Scope ②**

- Expand deployment of direct liquid cooling technologies to minimize cooling-related emissions.
- Enhance AI-driven monitoring systems for predictive energy and water optimization.

### **Scope ③**

- Utilize waste heat from data centers to provide heating solutions for local communities.
- Develop Net-Zero data center designs for future facilities.





## Success story:

# Waste heat recovery in Berlin

Technically, heat generated at our data centers is being removed continuously through a closed-loop water circuit. The heated air is first fed through a heat exchanger to transfer the heat from air to water. The heated water then transmits the energy to an external closed-loop water circuit via another heat exchanger. Within the external system, the temperature of the water will be increased, typically via a heat pump. The water is then delivered to the end customer, either for local heating or as warm water.

In this project implemented in FY22 together with our partner GASAG and the City of Berlin in Germany, the carbon-free excess heat provided by the Berlin 2 Data Center will heat more than 1,000 buildings in the neighboring 385,000m<sup>2</sup> Marienpark Berlin commercial district and supply them also with hot water. This heat utilization project can serve up to 2MW of heat continuously per year. In the future, we plan to extract up to 34MW of thermal output of the campus in total.

[Watch Video](#) →



## Success story: Keeping cool with AI

The rapid adoption of artificial intelligence, and the enormous amount of computing power that AI requires, are pushing the boundaries for data centers when it comes to power density and the need to develop new cooling technologies.

In our Navi Mumbai Data Center in India, we've begun deploying liquid immersion cooling (LIC) and direct contact liquid cooling (DLC) in collaboration with our clients and partners. The servers are immersed in a dielectric synthetic oil that is non-conductive, letting us manage heat loads higher than 20kW per rack. Switching to LIC and DLC has improved the facility's energy efficiency by almost 30%, resulting in a PUE of 1.27 (hybrid).

[Watch Video →](#)



# Our Sustainability Structure

Where the head goes, the tail follows. That's why we've created a new Sustainability function within NTT GDC to lead our efforts with clarity and vision. Alongside NTT DATA's Sustainability committee, and with support from global task forces, the Sustainability function will ensure that our planet- and people-first practices are woven throughout our organization so that we achieve our Net-Zero goals.

We've already taken significant steps to manage sustainability risks better. (You can read more about this in the [2023 TCFD report](#) from NTT Ltd.). In light of the recent integration of NTT Ltd. into NTT DATA, we've implemented a new governance structure that will be reflected in the next TCFD report.

## Our Sustainability function

Our Sustainability function is responsible for driving compliance, setting strategy, and communicating with all of our relevant stakeholders (regulators, investors, clients, market participants, and employees) as well as monitoring performance and managing the sustainability program.

We've created a series of task forces within our global sustainability program whose purpose is to drive the reduction of Scope 1, 2, and 3 emissions and manage other ESG responsibilities. They currently focus on the following topics:

- Renewable and low-carbon energy
- Energy efficiency
- Water efficiency
- Fuel management
- F-Gas management
- Waste management
- Heat management
- Supply chain
- Innovation

The Sustainability function and the task force leaders jointly determine annual global emission reduction targets for NTT GDC.

## Measurement practices

NTT GDC gauges our performance by measuring environmental data monthly. We create a data visualization of energy consumption, renewable energy, water, waste, fuel, fluorinated gases (F-Gases), and other activity data, and map their corresponding emissions to Scope 1, 2, and 3. We also track KPIs like power usage effectiveness (PUE), water usage effectiveness (WUE), and renewable energy factor (REF). We identify trends and document or resolve anomalies as part of our robust monthly governance performance process.

**The following documents are also relevant to our new Sustainability function:**

[Sustainability Policy](#)

[Code of Business Ethics](#)

[Supplier Code of Conduct](#)

[Modern Slavery Statement](#)

**NTT GDC also recognizes the importance of the following principles and guidelines and has incorporated relevant aspects into its Employee and Supplier Codes of Conduct:**

The UN Guiding Principles on Business and Human Rights

The OECD Guidelines for Multinational Enterprises

The International Labour Organisation's Core Conventions

The International Bill of Human Rights





# Giving Back

We're proud of our achievements in both Corporate Social Responsibility (CSR) and Diversity, Equity and Inclusion (DEI). We're an engaged member of the communities where we operate, and we give back through a combination of environmental and educational projects and donations. Our people are our most important asset, and we invest heavily in programs that support mental and physical well-being and foster inclusion. We want all employees to feel a sense of belonging, to know they're valued for their differences, and to be empowered to participate and contribute freely.

## Corporate social responsibility and diversity, equity, and inclusion

Our People Positive approach is simple: we treat people fairly, and we recognize, honor, and celebrate individual differences. Here's how:

- We collaborate with community members, schools, nonprofit organizations, and local authorities; hiring locally; and adhering to high standards in all of the ways we do business.
- We want everyone at NTT GDC to make meaningful contributions, and that means ensuring they feel valued and respected and have equal opportunities for advancement and success.
- NTT GDC has established a Diversity, Equity, and Inclusion (DEI) program to build an inclusive corporate culture, empower employees, foster innovative thinking, and help our people and our business succeed.

## Building our talent pipeline

Our employees are involved in a variety of projects that foster diversity, equity, and inclusion, and help our communities by giving students access to job opportunities through tech training and apprenticeships.





## Success story: Hands-on learning

In Dagenham, in East London, England, we provide hands-on experience and employment opportunities for students at the Brook Sixth Form Academy. In 2023, NTT GDC engaged students in active learning projects that gave them insights into data center operations with an opportunity to apply to the NTT DATA apprenticeship program. In 2024 the collaboration was expanded to include T-level placements, helping students gain vocational skills and qualify for our apprenticeship program.

**To learn more about this project, please see our [case study](#).**

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## Success story: Our new apprenticeship program

NTT GDC launched its first apprenticeship programs in London and Frankfurt in August 2023. These programs combine practical on-the-job training and studying to prepare participants for entry-level technical roles within 2–3 years. Partnering with local colleges has enhanced the diversity of our existing teams, improved in-house talent development, and boosted application success rates.

**To learn more about this project, please see our [case study](#).**

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## NTT GDC volunteers at work

Watch Our Miyawaki Forest  
Project Success Story →

Watch Our Water Conservation  
Project Success Story →

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