

# Kyndryl Fiscal 2024 Environment and People Data Book

This data book supports Kyndryl's [Fiscal 2024 Corporate Citizenship Report \(CCR\)](#) and includes key non-financial environmental and people data and performance disclosure metrics. All information is for the fiscal year (FY) noted. For more information on our environment and people programs, please see the [Environment](#), [People](#) and [Our Business](#) chapters of our CCR.

Additional environment, people and trust key performance disclosures and information is available on our [Non-financial Reporting Hub](#), including the following reports:

- [Fiscal 2024 TCFD Report](#)
- [Fiscal 2024 GRI Content Index](#)
- [Fiscal 2024 SASB Content Index](#)
- [Fiscal 2024 CDP Response](#)

# Environment

## GHG emissions, waste and water methodologies

To promote the accuracy and integrity of our environmental disclosures, we engaged ERM Certification and Verification Services Incorporated (ERM CVS) to perform a limited assurance engagement on scope 1 greenhouse gas (GHG) emissions, scope 2 GHG emissions, water and waste data for our fiscal year 2024 (April 1, 2023, to March 31, 2024). Details of the methodologies used and third-party assurance are provided below.

### Organizational boundary

Kyndryl's portfolio boundary applies to the company's scope 1 and 2 GHG emissions, energy, water and waste from our globally managed properties, using the operational control approach to define the boundary. This includes datacenters and non-datacenters (e.g., offices, warehouses, etc.) that are owned and operated, leased and operated, and serviced. Serviced sites are defined as locations that are operated by a third-party. The sites included within our organizational boundary are determined through internal systems which are utilized for tracking leases and assets. Our approach accounts for emissions of new properties entering the portfolio within the fiscal year on a monthly basis and excludes the emissions of any closed properties only for the period that they cease to operate. Data is reported following Kyndryl's fiscal year covering April 1 to March 31 of the following year. Overseen by the Senior Vice President of Global Citizenship and Sustainability, the Global Sustainability Group (GSG) is responsible for monitoring and reporting environmental data. GSG works collaboratively with other teams within Kyndryl including Real Estate and Data Center Services, Procurement, Logistics and Legal.

### Environmental data and metrics boundaries

Kyndryl considers the principles and guidance of the World Resources Institute (WRI) and the World Business Council for Sustainable Development's (WBCSD) Greenhouse Gas (GHG) Protocol to assess, calculate and report direct and indirect GHG emissions. Specifically, we follow the "GHG Protocol: A Corporate Accounting and Reporting Standard, Revised Edition," "GHG Protocol Scope 2 Guidance: An amendment to the GHG Protocol Corporate Standard," "GHG Protocol: Corporate Value Chain (Scope 3) Accounting and Reporting Standard," GRI 306: Waste 2020 and GRI 303: Water and Effluents 2018.

There is uncertainty in quantifying GHG emissions and other environmental data due to factors inherent in mathematical models, calculations and data collection. The models used are not always able to accurately measure the relationship between various inputs and the resulting GHG emissions, in part due to incomplete scientific knowledge and assumptions built into the model. Kyndryl works with and relies upon third parties to collect and provide relevant environmental data regarding third-party emissions. Therefore, the data provided in this report is subject to limitations, given the nature and the methods used for measurement.

### Scope 1 and 2

Kyndryl's GHG emissions include scope 1 emissions from operated facilities, fleet vehicle fuel-related emissions and fugitive releases from refrigerants at operated facilities. In fiscal 2023, the disclosed fleet-related emissions were specific to the U.S. only. However, due to improved data capture, our fiscal 2024 scope 1 emissions include global fleet-related emissions. Scope 1 fleet-related emissions include Kyndryl owned and leased vehicles only. Emissions from employee commuting activity are captured in scope 3 category 7.

Emissions from purchased electricity, hot water, chilled water and steam from operated facilities, as well as the emissions generated from the electricity required to power and support Kyndryl’s IT load in serviced datacenters, are included in Kyndryl’s scope 2 emissions. Other GHG emissions from serviced sites are captured as part of Kyndryl’s scope 3 category 1 (purchased goods and services) emissions. In fiscal 2023, scope 2 GHG emissions included a small percentage from serviced offices, but in fiscal 2024, these emissions were excluded from scope 2 as they are accounted for in scope 3.

Scope 1 and 2 emissions are inclusive of CO<sub>2</sub>, CH<sub>4</sub> and N<sub>2</sub>O (including biogenic emissions from renewable sources). PFCs, NF<sub>3</sub> and SF<sub>6</sub> were not found in Kyndryl’s operations, and biogenic CO<sub>2</sub> emissions from renewable sources were found to be insignificant in Kyndryl’s operations.

Kyndryl’s scope 1 and 2 emissions are provided in units of metric tons of carbon dioxide equivalent (mtCO<sub>2</sub>e). We calculated scope 1 and 2 emissions using Global Warming Potentials (GWPs) defined by the Intergovernmental Panel on Climate Change’s (IPCC) Sixth Assessment Report (AR 6, 100–year horizon), except for cases of purchased electricity where a subset of emission factors are provided with an embedded GWP. In such cases, the embedded GWP is applied without conversion to AR 6. GWP values related to fugitive releases of refrigerants are sourced from either WMO Scientific Assessment of Ozone Depletion<sup>1</sup> or the Refrigeration, Air Conditioning and Heat Pumps Technical Options Committee 2018 Assessment Report<sup>2</sup> CO<sub>2</sub>e emissions are calculated by multiplying actual or estimated energy/fuel usage or refrigerant gas loss by the relevant emission factor and/or GWP. All emission factors are reviewed annually.

### Scope 3

By using industry best practices, following the WRI/WBCSD GHG Protocol’s Corporate Value Chain (Scope 3) guidance and evaluating our business model, Kyndryl determined which scope 3 categories to include or exclude in our boundary as indicated by the table below. More information is provided in the section on [scope 3 methodology](#).

Table 1. Kyndryl scope 3 categories

Scope 3 approach	Scope 3 category	Status
Category 1	Purchased goods and services	Included
Category 2	Capital goods	Included
Category 3	Fuel and energy related activities, not included in scope 1 and 2	Included
Category 4	Upstream transport	Included
Category 5	Waste generated in operations	Included
Category 6	Business travel	Included
Category 7	Employee commuting	Included
Category 8	Upstream leased assets	Excluded
Category 9	Downstream transport	Excluded
Category 10	Processing of sold products	Excluded
Category 11	Use of sold products	Excluded
Category 12	End of life (EoL) treatment of sold products	Excluded
Category 13	Downstream leased assets	Excluded
Category 14	Franchises	Excluded
Category 15	Investments	Excluded

<sup>1</sup> WMO (World Meteorological Organization), Scientific Assessment of Ozone Depletion: 2018, Global Ozone Research and Monitoring Project – Report No. 58, 588 pp., Geneva, Switzerland, 2018

<sup>2</sup> Refrigeration, Air Conditioning and Heat Pumps Technical Options Committee 2018 Assessment Report as published by the United Nations Environment Programme

## Waste

Following the operational control approach, Kyndryl's waste boundary includes non-hazardous and hazardous waste from all operated sites — including datacenters and non-datacenters — and Kyndryl's electronic waste (e-waste) from managing IT assets, sometimes referred to as product end-of-life management (PELM) waste. Non-hazardous waste includes multiple waste streams such as mixed waste, organic waste, food waste and durable goods. Hazardous waste includes multiple waste streams such as refrigerants, batteries, aerosol cans and chemical waste.

## Water

Kyndryl's water use primarily comes from water used in our datacenters for cooling, humidification and operational purposes. Water usage in our offices is comparatively much smaller, and is limited to restrooms and other facilities. Water withdrawal, discharge and consumption at operated datacenters and offices, as well as water used to support Kyndryl's IT load in serviced datacenters, is included in Kyndryl's water boundary. We do not yet capture information related to sources of water withdrawal or the destination of water discharge due to the complexities involved, but we are currently working to do so.

## Methodology and emission factors

### Scope 1 and 2

Scope 1 emissions consist of:

- Stationary combustion of fossil fuels in stationary equipment and machinery at Kyndryl operated sites
- Mobile combustion of fossil fuels from Kyndryl's mobile fleet
- Fugitive refrigerant releases at Kyndryl operated sites

Scope 2 emissions relate to emissions from the generation of electricity, steam, hot water and chilled water purchased by Kyndryl for site operations and emissions generated from the electricity required to power and support Kyndryl's IT load in serviced datacenters.

### Stationary combustion

Fossil fuels from stationary combustion sources include natural gas, fuel oil #2, liquified petroleum gas (LPG) and diesel. Kyndryl collects data from third-party invoices. Missing natural gas data is either gap-filled based on the coincident month or most recent month if the coincident month is not available, or is estimated based on electricity consumption using an intensity factor. The intensity factor is based on actual data available for natural gas consumption per electricity consumption. To estimate missing fuel oil #2 or diesel for datacenters, we use electricity consumption at the sites and an intensity factor based on actual data available for the appropriate fossil fuel per electricity consumption. Kyndryl does not gap-fill or estimate missing data for LPG, and we do not gap-fill for fuel oil #2 or diesel. See Table 2 for complete details. Estimation accounts for approximately 20.3% of stationary combustion-related activity data and gap-filled data account for approximately 1.9% of stationary combustion-related activity data.

Table 2. Stationary combustion data

Fuel type	Actual data	Gap-filled data	Estimated data
<b>Natural gas</b>			
Datacenter	Yes	Yes – as needed, gap-filling is done using data from a similar month (e.g., March 2023 used for March 2024)	Yes – as needed, estimation is done using intensity factor specific to datacenters
Non-datacenter	Yes	Yes – as needed, gap-filling is done using data from a similar month (e.g., March 2023 used for March 2024)	Yes – as needed, estimation is done using intensity factor specific to non-datacenters
<b>Fuel oil #2</b>			
Datacenter	Yes	No – data is not reported in a set cadence, missing data must be estimated	Yes – as needed, estimation is done based on average monthly fuel oil use at the facility
Non-datacenter	Fuel oil #2 for backup electricity at non-datacenter facilities is negligible		
<b>Liquid petroleum gas (LPG)</b>			
Datacenter	Yes	No – all LPG use is reported	No – all LPG use is reported
Non-datacenter	LPG used at non-datacenter facilities is negligible		
<b>Diesel</b>			
Datacenter	Yes	No – data is not reported in a set cadence, missing data must be estimated	Yes – as needed, estimation is done based on average monthly diesel use at the facility
Non-datacenter	Diesel for backup electricity at non-datacenter facilities is negligible		

### Mobile combustion

Fleet fuel consumption is tracked by our Global Procurement Car Leasing, Car Rental and Compensation group. Fuel consumption (gasoline, diesel and compressed natural gas) and electricity consumption (for hybrid) on a yearly basis is assumed based on the typical consumption rate. In fiscal 2023, our disclosed fleet-related emissions were specific to the U.S. However, due to improved data capture in fiscal 2024, scope 1 emissions now include global fleet-related emissions.

### Fugitive refrigerant releases

For refrigerant releases, the type and loss amount are recorded in our Environmental Incident Reporting System. Refrigerant gas loss is calculated based on site-specific refrigerant management records. The calculation assumes that the period in which the refrigerant was refilled is the same as the period in which it was released.

### Purchased electricity, steam, hot water and chilled water

Data on purchased electricity, steam, hot water and chilled water consumed at Kyndryl sites is collected from third-party invoices. Missing electricity, steam and hot water data is either gap-filled or estimated based on the availability of data. Gap-filled data is based on the coincident month for utilized datacenters and other sites, or the most recent month if the datacenter is decreasing use due to closure. If the coincident month is not available, the most recent month is used. Estimated electricity data for datacenters is calculated using an intensity factor based on actual electricity consumption data per datacenter IT load multiplied by the IT load of the site requiring estimation. Intensity factors are calculated separately for operated datacenters and serviced datacenters. The intensity factor for non-datacenters is calculated based on actual electricity consumption per net rentable floor space. The intensity factor is then multiplied by the net rentable floor space of the non-datacenter requiring estimation. Estimated hot water data is calculated only for non-datacenters and based on an intensity factor calculated using actual hot water consumption data per electricity consumption, then multiplied by the electricity consumption of the non-datacenter requiring estimation. For purchased electricity, steam, hot water and chilled water related activities, estimation accounts for approximately 13.2% of data and gap-filling accounts for approximately 5.3% of data.

GHG emissions from purchased energy using the market-based method include renewable electricity sourced from energy contracts, property owners, or from retiring Guarantees of Origin (GOs) and Renewable Energy Credits (RECs). Renewable electricity applicable to the calendar year has been contracted for and will be retired within the fiscal year.

**Emission factors**

Emission factors applied by scope and source are as documented in Tables 3, 4 and 5 below.

**Table 3. Emission factors for energy**

Country	Purchased electricity - location-based	Purchased electricity - market-based	Natural gas	Liquefied petroleum gas (LPG) (stationary)	Fuel oil #2	Purchased steam	Purchased chilled water	Purchased hot water	Diesel (stationary)
<b>Australia</b>	Australian National Greenhouse Accounts Factors August 2023 Table 1; breakdown estimated based on electricity breakdown % from International Energy Agency 2023	Australian National Greenhouse Accounts Factors August 2023 Table 1; breakdown estimated based on electricity breakdown % from International Energy Agency 2023	Australian National Greenhouse Accounts Factors August 2023 Table 5	Australian National Greenhouse Accounts Factors August 2023 Table 8	(Diesel oil) Australian National Greenhouse Accounts Factors August 2023 Table 8	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Conversion from Purchased Electricity) U.S. EIA form 1605 (2010) Appendix N	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Diesel oil) Australian National Greenhouse Accounts Factors August 2023 Table 8
<b>Canada</b>	National Inventory Report 1990-2021 (2023) - Table A13-1 to A13-14 (Generation Intensity (g GHG / kWh electricity generated))	National Inventory Report 1990-2021 (2023) - Table A13-1 to A13-14 (Generation Intensity (g GHG / kWh electricity generated))	(Province-specific Marketable Natural Gas) National Inventory Report 1990-2021 (2023) - Table A6.1-1 and Table A6.1-3 (Residential, Construction, Commercial/Institutional, Agriculture)	(Refinery LPGs) National Inventory Report 1990-2012 (2014) - Table A8-4 and Table A8-5 (Latest Available)	(Light Fuel Oil - Forestry, Construction, Public Administration, Commercial/Institutional) National Inventory Report 1990-2021 (2023) - Table A6.1-5	U.S. Energy Star Portfolio Manager Technical Reference: Greenhouse Gas Emissions, August 2023 (figure 3); breakdown estimated based on electricity breakdown % from National Inventory Report 1990-2021 (2023) - Table A13-1 to A13-14 (Generation Intensity (g GHG / kWh electricity generated))	U.S. Energy Star Portfolio Manager Technical Reference: Greenhouse Gas Emissions, August 2023 (figure 3, assuming electric driven); breakdown estimated based on electricity breakdown % from National Inventory Report 1990-2021 (2023) - Table A13-1 to A13-14 (Generation Intensity (g GHG / kWh electricity generated))	U.S. Energy Star Portfolio Manager Technical Reference: Greenhouse Gas Emissions, August 2023 (figure 3); breakdown estimated based on electricity breakdown % from National Inventory Report 1990-2021 (2023) - Table A13-1 to A13-14 (Generation Intensity (g GHG / kWh electricity generated))	(Light Fuel Oil - Forestry, Construction, Public Administration, Commercial/Institutional) National Inventory Report 1990-2021 (2023) - Table A6.1-5

Table 3. Emission factors for energy (continued)

Country	Purchased electricity - location-based	Purchased electricity - market-based	Natural gas	Liquefied petroleum gas (LPG) (stationary)	Fuel oil #2	Purchased steam	Purchased chilled water	Purchased hot water	Diesel (stationary)
<b>Hong Kong, China</b>	International Energy Agency 2023	International Energy Agency 2023	WRI Stationary Combustion Tool V4.1, latest GWP applied	<a href="#">Hong Kong Carbon Accounting Guidelines, Table 1.1 - 1.3 (revised 2010)</a>	(Gas/Diesel oil) WRI Stationary Combustion Tool V4.1, latest GWP applied	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Conversion from Purchased Electricity) U.S. EIA form 1605 (2010) Appendix N	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	<a href="#">Hong Kong Carbon Accounting Guidelines, Table 1.1 - 1.3 (revised 2010)</a>
<b>Japan</b>	International Energy Agency 2023	International Energy Agency 2023	(Indigenous natural gas as proxy) National Greenhouse Gas Inventory Report of Japan 2023 Table 3-11, 3-23, 3-24	National Greenhouse Gas Inventory Report of Japan 2023 Table 3-11, 3-23, 3-24	(Gas/Diesel oil) WRI Stationary Combustion Tool V4.1, latest GWP applied	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Conversion from Purchased Electricity) U.S. EIA form 1605 (2010) Appendix N	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Gas oil or diesel oil (crude oil origin)) National Greenhouse Gas Inventory Report of Japan 2023 Table 3-11, 3-23, 3-24
<b>United Kingdom</b>	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	Association of Issuing Bodies European Residual Mixes 2023 (2022 year data) Version 1.0, Table 2: Residual Mixes 2022; breakdown estimated based on Electricity breakdown % from U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1, Gross Calorific Values used per document guidance	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1, Gross Calorific Values used per document guidance	(Gas Oil) U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1, Gross Calorific Values used per document guidance	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Conversion from Purchased Electricity) U.S. EIA form 1605 (2010) Appendix N	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Gas Oil) U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1, Gross Calorific Values used per document guidance
<b>United States, Puerto Rico, other U.S. territories</b>	EPA eGRID 2021 (Updated Jan. 2023)	EPA eGRID 2021 (Updated Jan. 2023)	EPA Emission Factors for GHG Inventories 2023, last modified Sept. 12, 2023	EPA Emission Factors for GHG Inventories 2023, last modified Sept. 12, 2023	EPA Emission Factors for GHG Inventories 2023, last modified Sept. 12, 2023	U.S. Energy Star Portfolio Manager Technical Reference: Greenhouse Gas Emissions, Aug. 2023 (figure 3); breakdown estimated based on electricity breakdown % from EPA eGRID 2021 (Updated Jan. 2023)	U.S. Energy Star Portfolio Manager Technical Reference: Greenhouse Gas Emissions, Aug. 2023 (figure 3, assuming electric driven); breakdown estimated based on electricity breakdown % from EPA eGRID 2021 (Updated Jan. 2023)	U.S. Energy Star Portfolio Manager Technical Reference: Greenhouse Gas Emissions, August 2023 (figure 3); breakdown estimated based on electricity breakdown % from EPA eGRID 2021 (Updated Jan. 2023)	(Distillate Fuel Oil #2 as Proxy) EPA Emission Factors for GHG Inventories 2023, last modified Sept. 12, 2023



Table 3. Emission factors for energy (continued)

Country	Purchased electricity - location-based	Purchased electricity - market-based	Natural gas	Liquefied petroleum gas (LPG) (stationary)	Fuel oil #2	Purchased steam	Purchased chilled water	Purchased hot water	Diesel (stationary)
<b>New Zealand</b>	Measuring Emissions: A Guide for Organisations - 2023 Emission Factors Workbook (Electricity used - 2022 year data) (published Aug. 2023)	Measuring Emissions: A Guide for Organisations - 2023 Emission Factors Workbook (Electricity used - 2022 year data) (published Aug. 2023)	Measuring Emissions: A Guide for Organisations - 2023 Emission Factors Workbook (2021 year data) (published Aug. 2023)	Measuring Emissions: A Guide for Organisations - 2023 Emission Factors Workbook (2021 year data) (published Aug. 2023)	(Light Fuel Oil) Measuring Emissions: A Guide for Organisations - 2023 Emission Factors Workbook (2021 year data) (published Aug. 2023) Table 3	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Conversion from Purchased Electricity) U.S. EIA form 1605 (2010) Appendix N	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	Measuring Emissions: A Guide for Organisations - 2023 Emission Factors Workbook (2021 year data) (published Aug. 2023) Table 3
<b>Mexico</b>	México Registro Nacional de Emisiones (2023 year data) (Published Feb. 29, 2024); breakdown estimated based on Electricity breakdown % from International Energy Agency 2023	México Registro Nacional de Emisiones (2023 year data) (Published Feb. 29, 2024); breakdown estimated based on electricity breakdown % from International Energy Agency 2023	Calculadora de emisiones para el Registro Nacional de Emisiones V8.1 Mzo. 2023	Calculadora de emisiones para el Registro Nacional de Emisiones V8.1 Mzo. 2023	(Gas/Diesel oil) WRI Stationary Combustion Tool V4.1, latest GWP applied	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Conversion from Purchased Electricity) U.S. EIA form 1605 (2010) Appendix N	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	Calculadora de emisiones para el Registro Nacional de Emisiones V8.1 Mzo. 2023
<b>Thailand</b>	Thailand Ministry of Energy Policy and Planning Office (2023 year data) (Published in 2024); breakdown estimated based on electricity breakdown % from International Energy Agency 2023	Thailand Ministry of Energy Policy and Planning Office (2023 year data) (Published in 2024); breakdown estimated based on electricity breakdown % from International Energy Agency 2023	WRI Stationary Combustion Tool V4.1, latest GWP applied	WRI Stationary Combustion Tool V4.1, latest GWP applied	(Gas/Diesel oil) WRI Stationary Combustion Tool V4.1, latest GWP applied	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Conversion from Purchased Electricity) U.S. EIA form 1605 (2010) Appendix N	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Gas/Diesel oil) WRI Stationary Combustion Tool V4.1, latest GWP applied
<b>Singapore</b>	Energy Market Authority - Singapore Energy Statistic 2023 (Table 2.4 - Average Operating Margin (OM) (kg CO <sub>2</sub> / kWh) - 2022 year data); breakdown estimated based on electricity breakdown % from International Energy Agency 2023	Energy Market Authority - Singapore Energy Statistic 2023 (Table 2.4 - Average Operating Margin (OM) (kg CO <sub>2</sub> / kWh) - 2022 year data); breakdown estimated based on electricity breakdown % from International Energy Agency 2023	WRI Stationary Combustion Tool V4.1, latest GWP applied	WRI Stationary Combustion Tool V4.1, latest GWP applied	(Gas/Diesel oil) WRI Stationary Combustion Tool V4.1, latest GWP applied	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Conversion from Purchased Electricity) U.S. EIA form 1605 (2010) Appendix N	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Gas/Diesel oil) WRI Stationary Combustion Tool V4.1, latest GWP applied

Table 3. Emission factors for energy (continued)

Country	Purchased electricity - location-based	Purchased electricity - market-based	Natural gas	Liquefied petroleum gas (LPG) (stationary)	Fuel oil #2	Purchased steam	Purchased chilled water	Purchased hot water	Diesel (stationary)
<b>Taiwan, China</b>	Energy Administration Taiwan, China - Electricity Carbon Emission Factor (2022 year data) (Published in 2023); breakdown estimated based on electricity breakdown % from International Energy Agency 2023	Energy Administration Taiwan, China - Electricity Carbon Emission Factor (2022 year data) (Published in 2023); breakdown estimated based on electricity breakdown % from International Energy Agency 2023	WRI Stationary Combustion Tool V4.1, latest GWP applied	WRI Stationary Combustion Tool V4.1, latest GWP applied	(Gas/Diesel oil) WRI Stationary Combustion Tool V4.1, latest GWP applied	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Conversion from Purchased Electricity) U.S. EIA form 1605 (2010) Appendix N	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Gas/Diesel oil) WRI Stationary Combustion Tool V4.1, latest GWP applied
<b>Switzerland</b>	Association of Issuing Bodies European Residual Mixes 2023 (2022 year data) Version 1.0, Table 5: Production Mix 2022; breakdown estimated based on electricity breakdown % from International Energy Agency 2023	International Energy Agency 2023	WRI Stationary Combustion Tool V4.1, latest GWP applied	WRI Stationary Combustion Tool V4.1, latest GWP applied	(Gas/Diesel oil) WRI Stationary Combustion Tool V4.1, latest GWP applied	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Conversion from Purchased Electricity) U.S. EIA form 1605 (2010) Appendix N	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Gas/Diesel oil) WRI Stationary Combustion Tool V4.1, latest GWP applied
<b>European Union</b>	European Environment Agency CO2-emission intensity from electricity generation Oct 2023 (2022 year data); breakdown estimated based on electricity breakdown % from International Energy Agency 2023	Association of Issuing Bodies European Residual Mixes 2023 (2022 year data) Version 1.0, Table 2: Residual Mixes 2022; breakdown estimated based on electricity breakdown % from International Energy Agency 2023	WRI Stationary Combustion Tool V4.1, latest GWP applied	WRI Stationary Combustion Tool V4.1, latest GWP applied	(Gas/Diesel oil) WRI Stationary Combustion Tool V4.1, latest GWP applied	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Conversion from Purchased Electricity) U.S. EIA form 1605 (2010) Appendix N	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Gas/Diesel oil) WRI Stationary Combustion Tool V4.1, latest GWP applied
<b>All other countries and territories</b>	International Energy Agency 2023	International Energy Agency 2023	WRI Stationary Combustion Tool V4.1, latest GWP applied	WRI Stationary Combustion Tool V4.1, latest GWP applied	(Gas/Diesel oil) WRI Stationary Combustion Tool V4.1, latest GWP applied	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Conversion from Purchased Electricity) U.S. EIA form 1605 (2010) Appendix N	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Gas/Diesel oil) WRI Stationary Combustion Tool V4.1, latest GWP applied

Table 4. Emissions for fleet vehicle fuel

Country	Purchased electricity - location-based	Gasoline (mobile)	Diesel (mobile)	Compressed natural gas (mobile)
<b>Australia</b>	Australian National Greenhouse Accounts Factors August 2023 Table 1; breakdown estimated based on electricity breakdown % from International Energy Agency 2023	(Automotive gasoline) Australian National Greenhouse Accounts Factors Aug. 2023 Table 8	(Using mobile Diesel Fuel CO2 EF, with Petroleum Products CH4 and N2O EFs as proxy) EPA Emission Factors for GHG Inventories 2023, last modified Sept. 12, 2023	N/A
<b>Japan</b>	International Energy Agency 2023	(Gasoline (crude oil origin)) National Greenhouse Gas Inventory Report of Japan 2023 Table 3-11, 3-23, 3-24	(Using mobile Diesel Fuel CO2 EF, with Petroleum Products CH4 and N2O EFs as proxy) EPA Emission Factors for GHG Inventories 2023, last modified Sept. 12, 2023	N/A
<b>United Kingdom</b>	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1	(Petrol average biofuel blend) U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1, Gross Calorific Values used per document guidance	(Using mobile Diesel Fuel CO2 EF, with Petroleum Products CH4 and N2O EFs as proxy) EPA Emission Factors for GHG Inventories 2023, last modified Sept. 12, 2023	N/A
<b>India</b>	International Energy Agency 2023	(Motor Gasoline) WRI Stationary Combustion Tool V4.1, latest GWP applied	(Using mobile Diesel Fuel CO2 EF, with Petroleum Products CH4 and N2O EFs as proxy) EPA Emission Factors for GHG Inventories 2023, last modified Sept. 12, 2023	U.K. Government GHG Conversion Factors for Company Reporting 2023 V1.1, Gross Calorific Values used per document guidance
<b>European Union</b>	European Environment Agency CO2-emission intensity from electricity generation Oct. 2023 (2022 year data); breakdown estimated based on Electricity breakdown % from International Energy Agency 2023	(Motor Gasoline) WRI Stationary Combustion Tool V4.1, latest GWP applied	(Using mobile Diesel Fuel CO2 EF, with Petroleum Products CH4 and N2O EFs as proxy) EPA Emission Factors for GHG Inventories 2023, last modified Sept. 12, 2023	N/A
<b>All other countries and territories</b>	International Energy Agency 2023	(Motor Gasoline) WRI Stationary Combustion Tool V4.1, latest GWP applied	(Using mobile Diesel Fuel CO2 EF, with Petroleum Products CH4 and N2O EFs as proxy) EPA Emission Factors for GHG Inventories 2023, last modified Sept. 12, 2023	N/A

**Table 5. Emission factors for refrigerants**

Refrigerant	References
R-134A	WMO Scientific Assessment of Ozone Depletion: 2018, Global Ozone Research and Monitoring Project—Report No. 58, pp A.21, Table A-1.
R-407C	2018 UNEP Technical Options Committee Refrigeration, Air Conditioning and Heat Pumps Assessment Report, pp 57, Table 2.I-1
R-410A	2018 UNEP Technical Options Committee Refrigeration, Air Conditioning and Heat Pumps Assessment Report, pp 57, Table 2.I-1
R-507A	2018 UNEP Technical Options Committee Refrigeration, Air Conditioning and Heat Pumps Assessment Report, pp 60, Table 2.I-1
HCFC-22	WMO Scientific Assessment of Ozone Depletion: 2018, Global Ozone Research and Monitoring Project—Report No. 58, pp A.5, Table A-1.

### Scope 3

We are committed to high standards of data accuracy and plan to share our third-party assured fiscal 2024 scope 3 GHG emissions data, as well as any accuracy restatements, by the end of fiscal 2025 (March 31, 2025).

We are updating our methodologies based on best practices and lessons learned from our first year of emissions calculations. As a result of this, our 2023 third-party assured scope 3 emissions serve as an estimate for 2024 emissions disclosures across all Kyndryl applicable categories.

The below information contains our fiscal 2023 methodology for data collection, analysis and estimation for each applicable category. For more information on our fiscal 2023 scope 3 emissions, including our letter of assurance, see our [Fiscal 2023 Data Book](#).

#### **Purchased goods and services (category 1) and capital goods (category 2)**

To calculate Kyndryl’s category 1 and 2 emissions, we used a spend-based method in line with the GHG Protocol’s Technical Guidance for Calculating Scope 3 Emissions. We collected data

on the economic value/amount spend of purchased goods and services and capital goods, and then multiplied this amount by the relevant environmentally extended input-output (EEIO) emission coefficients from the EPA Supply Chain dataset.

#### **Fuel and energy related activities (category 3)**

Kyndryl’s category 3 emissions are composed of emissions from transmission and distribution (T&D) losses and upstream emissions of direct and indirect energy and fuel. We calculated T&D losses by multiplying the compiled purchased electricity data (methodology described above in the section on [scope 1 and 2 emissions](#)) by the appropriate grid loss coefficients (derived from multiple sources such as the U.S. EPA e-Grid and International Energy Agency (IEA), following the industry average data method) depending on the location of the sites. The upstream emissions of direct and indirect energy and fuel were calculated based on the well-to-tank (WTT) approach. Compiled electricity and fuel consumption data (methodology described above in the section on [scope 1 and 2 emissions](#)) was

multiplied by WTT emission factors, which were obtained from the United Kingdom Government’s Department of Business, Energy and Industrial Strategy (U.K. GOV BEIS).

#### **Upstream transportation and distribution (category 4)**

We used the well-to-wheel (WTW) method to measure Kyndryl’s category 4 emissions for the full life cycle analysis of transportation, including:

- Raw material extraction to use
- Outsourced logistics services used to transport or distribute products from tier 1 suppliers to Kyndryl facilities
- Transport between Kyndryl’s own facilities

As emissions related to this category are minimal, they were not covered under the third-party assurance process in fiscal 2023. Emissions calculations were conducted by a Kyndryl transportation service provider covering approximately 60% of Kyndryl’s total transportation and then extrapolated to estimate total category 4 emissions.

### Waste generated in operations (category 5)

Kyndryl's category 5 emissions come from general waste generated from operations and wastewater treatment. The waste-type specific measurement basis was followed using the U.S. Environmental Protection Agency's (EPA) Waste Reduction Model (WARM) to determine disposal methods and corresponding emissions. We assessed, categorized and harmonized collected waste data based on the EPA's disposal methods and material type, and applied corresponding emission factors to calculate emissions. Emissions from wastewater treatment were calculated based on Kyndryl's activity data related to water withdrawal and discharge, and applying the U.K. GOV BEIS emission factors (2022).

### Business travel (category 6)

Kyndryl's emissions from business travel activities were calculated using a hybrid approach, including distance and spend-based methods. Supplier-specific emissions data was collected from Kyndryl's main business travel service provider. Emissions calcula-

tions conducted by the supplier used a distance-based method and U.K. Defra (Department for Environment, Food & Rural Affairs) emission factors. Business-related emissions occurring outside of Kyndryl's main business travel service provider were estimated with the spend-based method using EPA emission factors.

### Employee commuting (category 7)

The average method was used to estimate the emissions from employee commuting based on average data on commuting patterns of employees between their homes and their worksites. Quantis' average emission factor (2021) for employee commuting was multiplied by Kyndryl's total number of employees and the workplace indicator to estimate emissions from employee commuting.

### Upstream leased assets (category 8)

An analysis of fiscal year source spend data indicated two types of leased assets – auto leases and IT equipment leases. Emissions corresponding to both types of assets were included in scope 2 and scope 3 (categories 1 and 2)

based on how Kyndryl currently collects this data. Fuel-related emissions from leased vehicles are included in our scope 1 GHG emissions.

### End-of-life treatment of sold products (category 12)

Due to the current processes and disposal methods in place, all product end-of-life management (PELM) is treated similarly to operational waste. Insignificant quantities of electronic equipment sold to customers are collected as waste and processed by a third-party logistics and waste processing contractor. However, the actual quantity of this electronic equipment waste is not available, as this waste is included and reported under PELM waste, which also includes waste collected from our facilities. Emissions corresponding to PELM are therefore included under scope 3 category 5.

### Excluded categories

Categories 9, 10, 11, 13, 14 and 15 are excluded as Kyndryl is not a product manufacturing company and does not own franchises or downstream leased assets.

### Waste

Kyndryl collects data on both hazardous and non-hazardous waste. Hazardous waste includes refrigerants, batteries, aerosol cans and chemical waste. Non-hazardous waste includes mixed waste, organic waste, food waste and durable goods. Facilities waste data is collected where available at Kyndryl owned and leased sites that we operated within a fiscal year. Facilities waste data is not collected at serviced sites, as we do not have any financial or operational control over waste management. Where non-hazardous waste data is unavailable, we estimate using a proxy factor based on average waste generated at sites per electricity load (for datacenters) or average waste generated at sites per square meter (for offices and other non-datacenter sites). Because all hazardous waste data must be reported, no estimates are required. For IT electronic waste (also referred to as product end-of-life management or PELM waste), which comes from owned and leased sites that operated within a fiscal year as well as serviced sites, our logistics and waste service providers provide quarterly data.

## Water

Kyndryl collects water data where available at our owned and leased sites operated within a fiscal year. Serviced datacenters are included within our water boundary to ensure that we take responsibility for the water required to run the IT equipment that we operate, including in these sites. Serviced non-datacenters are not included in our water boundary, as Kyndryl does not have any financial or operational control over water management. Water data includes water withdrawn (for supply to the site) and wastewater discharged from each facility within scope of the boundary. The difference between the two amounts is calculated as water consumption. For sites with datacenters where data on water withdrawn is not available, a proxy factor (water withdrawn in relation to electricity, calculated using Kyndryl actual data) is used to estimate water withdrawn. For non-datacenters (e.g., offices), a proxy factor (water withdrawn in relation to building square meters, calculated using Kyndryl actual data) is used to estimate water withdrawn. In instances where wastewater discharge data is not available for sites with datacenters,

a proxy factor (wastewater discharged in relation to water withdrawn, calculated using Kyndryl actual data) is used to estimate wastewater discharge data using actual or estimated water withdrawn data. For non-datacenters, it is assumed that 90% of water withdrawn is discharged as wastewater, as there is minimal cooling or any other operations occurring at these sites that would result in material water consumption. For sites with partial actual data, missing data is either gap-filled based on the previous year's data for the corresponding month or, for sites with no data from previous years, estimated based on available data for that site.

# Independent environmental assurance report

Engagement summary																																																			
Scope of our assurance engagement	Whether the fiscal year 2024 data for the following selected disclosures are fairly presented in the Report, in all material respects, in accordance with the reporting criteria.																																																		
	<table border="1"> <thead> <tr> <th>Metric</th> <th>Unit</th> </tr> </thead> <tbody> <tr> <td colspan="2"><b>Greenhouse Gas Emissions – Scope 1 &amp; 2</b></td> </tr> <tr> <td>Scope 1 GHG emissions</td> <td>metric tons of CO<sub>2</sub>e</td> </tr> <tr> <td>Scope 2 GHG emissions (location-based)</td> <td>metric tons of CO<sub>2</sub>e</td> </tr> <tr> <td>Scope 2 GHG emissions (market-based)</td> <td>metric tons of CO<sub>2</sub>e</td> </tr> <tr> <td colspan="2"><b>Waste</b></td> </tr> <tr> <td>Waste Streams (excluding PELM*) Hazardous Waste – Diverted</td> <td>metric tons</td> </tr> <tr> <td>Waste Streams (excluding PELM*) Hazardous Waste – Disposed</td> <td>metric tons</td> </tr> <tr> <td>Waste Streams (excluding PELM*) Non-Hazardous Waste – Diverted</td> <td>metric tons</td> </tr> <tr> <td>Waste Streams (excluding PELM*) Non-Hazardous Waste – Disposed</td> <td>metric tons</td> </tr> <tr> <td>PELM* Hazardous Waste – Diverted</td> <td>metric tons</td> </tr> <tr> <td>PELM* Hazardous Waste – Disposed</td> <td>metric tons</td> </tr> <tr> <td>PELM* Non-Hazardous Waste – Diverted</td> <td>metric tons</td> </tr> <tr> <td>PELM* Non-Hazardous Waste – Disposed</td> <td>metric tons</td> </tr> <tr> <td>Total Hazardous Waste – Diverted</td> <td>metric tons</td> </tr> <tr> <td>Total Hazardous Waste – Disposed</td> <td>metric tons</td> </tr> <tr> <td>Total Non-Hazardous Waste – Diverted</td> <td>metric tons</td> </tr> <tr> <td>Total Non-Hazardous Waste – Disposed</td> <td>metric tons</td> </tr> <tr> <td colspan="2"><b>Water</b></td> </tr> <tr> <td>Total Water Discharge</td> <td>megaliters</td> </tr> <tr> <td>Total Water Withdrawn</td> <td>megaliters</td> </tr> <tr> <td>Total Water Consumption</td> <td>megaliters</td> </tr> <tr> <td>Total Water Discharge in High Water Stress Areas</td> <td>megaliters</td> </tr> <tr> <td>Total Water Withdrawn in High Water Stress Areas</td> <td>megaliters</td> </tr> <tr> <td>Total Water Consumption in High Water Stress Areas</td> <td>megaliters</td> </tr> </tbody> </table>	Metric	Unit	<b>Greenhouse Gas Emissions – Scope 1 &amp; 2</b>		Scope 1 GHG emissions	metric tons of CO <sub>2</sub> e	Scope 2 GHG emissions (location-based)	metric tons of CO <sub>2</sub> e	Scope 2 GHG emissions (market-based)	metric tons of CO <sub>2</sub> e	<b>Waste</b>		Waste Streams (excluding PELM*) Hazardous Waste – Diverted	metric tons	Waste Streams (excluding PELM*) Hazardous Waste – Disposed	metric tons	Waste Streams (excluding PELM*) Non-Hazardous Waste – Diverted	metric tons	Waste Streams (excluding PELM*) Non-Hazardous Waste – Disposed	metric tons	PELM* Hazardous Waste – Diverted	metric tons	PELM* Hazardous Waste – Disposed	metric tons	PELM* Non-Hazardous Waste – Diverted	metric tons	PELM* Non-Hazardous Waste – Disposed	metric tons	Total Hazardous Waste – Diverted	metric tons	Total Hazardous Waste – Disposed	metric tons	Total Non-Hazardous Waste – Diverted	metric tons	Total Non-Hazardous Waste – Disposed	metric tons	<b>Water</b>		Total Water Discharge	megaliters	Total Water Withdrawn	megaliters	Total Water Consumption	megaliters	Total Water Discharge in High Water Stress Areas	megaliters	Total Water Withdrawn in High Water Stress Areas	megaliters	Total Water Consumption in High Water Stress Areas	megaliters
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	Our assurance engagement does not extend to information in respect of earlier periods or to any other information included in the Report.																																																		
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Reporting period	April 1, 2023 – March 31, 2024																																																		
Reporting criteria	<ul style="list-style-type: none"> <li>The GHG Protocol Corporate Accounting and Reporting Standard WBCSD/WRI Revised Edition 2015) for Scope 1 and Scope 2 GHG emissions</li> <li>GHG Protocol Scope 2 Guidance (An amendment to the GHG Protocol Corporate Standard (WRI 2015) for Scope 2 GHG emissions</li> <li>World Resource Institute Aqueduct Water Risk Atlas (4.0)</li> <li>Kyndryl's reporting criteria as explained in Kyndryl's Fiscal Year 2024 Data Book</li> </ul>																																																		

Assurance standard and level of assurance	<ul style="list-style-type: none"> <li>GRI Sustainability Reporting Standards and Principles:                             <ul style="list-style-type: none"> <li>GRI 306: Waste 2020</li> <li>GRI 303: Water and Effluents 2018</li> </ul> </li> </ul>
	<p>We performed a limited assurance engagement, in accordance with the International Standard on Assurance Engagements ISAE 3000 (Revised) 'Assurance Engagements other than Audits or Reviews of Historical Financial Information' issued by the International Auditing and Assurance Standards Board.</p> <p>The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement and consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.</p>
Respective responsibilities	<p>Kyndryl is responsible for preparing the Report and for the collection and presentation of the information within it, and for the designing, implementing and maintaining of internal controls relevant to the preparation and presentation of the Report.</p> <p>ERM CVS' responsibility is to provide a conclusion to Kyndryl on the agreed scope based on our engagement terms with Kyndryl, the assurance activities performed and exercising our professional judgement.</p>
Our conclusion	<p>Based on our activities, as described below, nothing has come to our attention to indicate that the fiscal year 2024 data and information for the disclosures listed under 'Scope' above are not fairly presented in the Report, in all material respects, in accordance with the reporting criteria.</p>
Our assurance activities	<p>Considering the level of assurance and our assessment of the risk of material misstatement of the Report a multi-disciplinary team of sustainability and assurance specialists performed a range of procedures that included, but was not restricted to, the following:</p> <ul style="list-style-type: none"> <li>Evaluating the appropriateness of the reporting criteria for the Report;</li> <li>Interviewing relevant staff to understand and evaluate the management systems and processes (including internal review and control processes) used for collecting and reporting the selected disclosures;</li> <li>Reviewing of a sample of qualitative and quantitative evidence supporting the reported information at a corporate level;</li> <li>Performing an analytical review of the year-end data submitted by all locations included in the consolidated fiscal year 2024 group data for the selected disclosures which included testing the completeness and mathematical accuracy of conversions and calculations, and consolidation in line with the stated reporting boundary;</li> <li>Conducting one in-person visit (Barrie, Canada) and three virtual visits at Kyndryl facilities (Boulder, United States, Kelsterbach, Germany, and Pero Milan, Italy) to review local reporting processes and consistency of reported annual data with selected underlying source data for each indicator. We interviewed relevant staff, reviewed site data capture and reporting methods, checked calculations, and assessed the local internal quality and assurance processes.</li> <li>Evaluating the conversion and emission factors and assumptions used; and</li> <li>Reviewing the presentation of information relevant to the scope of our work in the Report to ensure consistency with our findings.</li> </ul>

The limitations of our engagement	<p>The reliability of the assured information is subject to inherent uncertainties, given the available methods for determining, calculating or estimating the underlying information. It is important to understand our assurance conclusions in this context.</p>
Our independence, integrity and quality control	<p>ERM CVS is an independent certification and verification body accredited by UKAS to ISO 17021:2015. Accordingly, we maintain a comprehensive system of quality control, including documented policies and regulatory requirements with ethical requirements, professional standards, and applicable legal and regulatory requirements. Our quality management system is at least as demanding as the relevant sections of ISQM-1 and ISQM-2 (2022).</p> <p>ERM CVS applies a Code of Conduct and related policies to ensure that its employees maintain integrity, objectivity, professional competence and high ethical standards in their work. Our processes are designed and implemented to ensure that the work we undertake is objective, impartial and free from bias and conflict of interest. Our certified management system covers independence and ethical requirements that are at least as demanding as the relevant sections of the IESBA Code relating to assurance engagements.</p> <p>ERM CVS has extensive experience in conducting assurance on environmental, social, ethical and health and safety information, systems and processes, and provides no consultancy related services to Kyndryl in any respect.</p>
	
	<p>September 13, 2024 Malvern, PA</p> <p>ERM Certification &amp; Verification Services Incorporated <a href="http://www.ermcvs.com">www.ermcvs.com</a>   <a href="mailto:post@ermcvs.com">post@ermcvs.com</a></p>

# Kyndryl environmental targets and performance

## Environmental targets

Kyndryl is committed to reaching net-zero GHG emissions by 2040. This includes our near-term commitment to reduce absolute scope 1, 2 and 3 GHG emissions 50% by fiscal 2030 from our fiscal 2023 base year. Within this near-term target, we committed to reducing absolute scope 1 and 2 GHG emissions 75% by fiscal 2030 from our fiscal 2023 base year and reducing absolute scope 3 GHG emissions from purchased goods and services, capital goods, and fuel and energy related activities within the same timeframe. The [Science Based Targets initiative](#) (SBTi) has validated Kyndryl's net-zero science-based target by 2040 and near-term science-based emissions reduction targets. Kyndryl is committed to making absolute emission reductions in line with SBTi's guidance and requirements in both the near- and long-term. In line with SBTi's guidance and consistent with our intended reduction methods, our goals are based on our market-based emissions.

Kyndryl's emissions reduction plan includes an integrated financial and emissions model that details the steps and actions needed to reach our goals. We continue to update and review this model and our GHG management program to best support our efforts. Our emissions reduction plan focuses on our internal emissions, mainly from our datacenter operations, and our value chain emissions.

Our additional environmental targets include:

- In line with SBTi requirements, annually reducing our scope 1 and 2 emissions by at least 4.2%
- In line with SBTi requirements, annually reducing our scope 3 emissions by at least 2.5%
- Obtaining 100% of our purchased electricity from renewable sources
- Diverting 100% of our IT e-waste from landfills by 2030
- Reducing our water consumption in high water-stressed area<sup>3</sup> by 30% by 2030, against our fiscal 2023 baseline

<sup>3</sup> Water stress includes sites within our water boundary located in extremely high (>80%) and high (40-80%) water-stressed areas, obtained through World Resources Institute Aqueduct 4.0 Water Risk Atlas Metadata.



## Environmental performance

Environmental performance data and metrics information are for the fiscal year, April 1 to March 31, as noted in each table. Refer to the sections on [GHG emissions, waste and water methodologies](#), and our [independent assurance report](#) for more information on boundaries for the performance metrics.

**Table 6. Sustainability training**

Kyndryl continues to develop education and training programs that enable our employees to help us and our customers meet environmental and net-zero goals. Our bespoke Mission Net-Zero course is critical to building a culture that values and actively pursues environmental stewardship, leading to long-term benefits for our company, people and the planet. We track course completions to understand engagement and identify improvement opportunities. Kyndryl aims to have 21,000 Kyndryls complete the course by the end of fiscal 2025 — a 50% increase in completion from fiscal 2024.

Metric	FY 2024
Total number of employees that have completed training	14,000
Percent of employees that have completed training	17.5%

<sup>4</sup> Individual values may not add up to totalized values based on rounding

<sup>5</sup> mtCO2e = metric tons of carbon dioxide equivalent

<sup>6</sup> Values for fiscal 2023 may differ slightly from those reported in our Fiscal Year 2023 Corporate Citizenship Report based on differences in rounding

**Table 7: Total GHG emissions<sup>4</sup>**

Metric (mtCO2e) <sup>5</sup>	FY 2023 <sup>6</sup> (base year)	FY 2024 <sup>7</sup>
<b>Scope 1 GHG emissions (mtCO2e)</b> Direct GHG emissions from stationary combustion, mobile combustion and fugitive releases of refrigerants	37,316	33,890
<b>Scope 2 GHG emissions (location-based) (mtCO2e)</b> Indirect GHG emissions from the generation of electricity, steam, hot water and chilled water purchased by Kyndryl for operated and serviced sites using the location-based method	399,182	387,081
<b>Scope 2 GHG emissions (market-based) (mtCO2e)</b> Indirect GHG emissions from the generation of electricity, steam, hot water and chilled water purchased by Kyndryl for operated and serviced sites using the market-based method	281,013	258,113
<b>Scope 3 GHG emissions (mtO2e)</b> Indirect GHG emissions from upstream and downstream value chain activities	725,572	725,572 <sup>8</sup>
<b>Total emissions – scope 1 and 2 (location-based)</b>	436,498	420,971
<b>Total emissions – scope 1 and 2 (market-based)</b>	318,329	292,002
<b>Total emissions – scope 1, 2 and 3 (location-based)</b>	1,162,070	1,146,543
<b>Total emissions – scope 1, 2 and 3 (market-based)</b>	<b>1,043,901</b>	<b>1,017,574</b>

<sup>7</sup> Fiscal 2024 scope 1, scope 2 location-based and scope 2 market-based greenhouse gas emissions received limited assurance from ERM CVS. Please see the assurance report on page 15 of this document for more information.

<sup>8</sup> We are updating our methodologies based on best practices and lessons learned from our first year of emissions calculations. As a result of this, our fiscal 2023 scope 3 emissions, which received third-party assurance except for category 4, serve as an estimate for 2024 emissions disclosures across all Kyndryl applicable categories. We plan to share our third-party assured fiscal 2024 scope 3 emissions data, as well as any accuracy restatements, by the end of fiscal 2025 (March 31, 2025).

Table 8: Scope 1 and 2 GHG emissions breakdown<sup>4</sup>

Scope	Metric	FY 2023 (base year)	FY 2024
<b>Scope 1 GHG emissions (facilities)</b>	mtCO2e	31,431	20,144
Direct GHG emissions from stationary combustion	% of scope 1 and 2 emissions <sup>9</sup>	9.9%	6.9%
	% of total emissions <sup>10</sup>	3.0%	2.0%
<b>Scope 1 GHG emissions (refrigerant)</b>	mtCO2e	5,859	8,334
Direct GHG emissions from fugitive releases of refrigerants	% of scope 1 and 2 emissions <sup>9</sup>	1.8%	2.9%
	% of total emissions <sup>10</sup>	0.6%	0.8%
<b>Scope 1 GHG emissions (fleet)</b>	mtCO2e	25	5,412
Direct GHG emissions from mobile combustion	% of scope 1 and 2 emissions <sup>9</sup>	0.002%	1.9%
	% of total emissions <sup>10</sup>	0.000%	0.5%
<b>Scope 2 GHG emissions (location-based)</b>	mtCO2e	399,182	387,081
Indirect GHG emissions from the generation of electricity, steam, hot water and chilled water purchased by Kyndryl for operated and serviced sites using the location-based method			

Table 8: Scope 1 and 2 GHG emissions breakdown (continued)

Scope	Metric	FY 2023 (base year)	FY 2024
<b>Scope 2 GHG emissions (market-based, operated sites)</b>	mtCO2e	236,366	169,393
Indirect GHG emissions from the generation of electricity, steam, hot water and chilled water purchased by Kyndryl for operated sites using the market-based method	% of scope 1 and 2 emissions <sup>9</sup>	74.3%	58.0%
	% of total emissions <sup>10</sup>	22.6%	16.7%
<b>Scope 2 GHG emissions (market-based, serviced data sites)</b>	mtCO2e	44,647	88,720
Indirect GHG emissions from the generation of electricity, steam, hot water and chilled water purchased by Kyndryl for serviced sites (i.e., third-party operated) using the market-based method	% of scope 1 and 2 emissions <sup>9</sup>	14.0%	30.4%
	% of total emissions <sup>10</sup>	4.3%	8.7%
<b>Total scope 1 and 2 (market-based)</b>	mtCO2e	318,329	292,002
	% of total emissions <sup>10</sup>	30.5%	28.7%

<sup>9</sup> Refers to summation of scope 1 and scope 2 market-based emissions

<sup>10</sup> Total emissions reference the summation of scope 1, scope 2 market-based and scope 3 emissions.

Table 9: Scope 3 GHG emissions breakdown<sup>8</sup>

Scope 3 category	Metric	FY 2023 (Base year)	FY 2024
<b>Category 1</b> Purchased goods and services	mtCO2e	390,206	390,206
	% of scope 3 emissions	53.8%	53.8%
	% of total emissions <sup>10</sup>	37.4%	37.4%
<b>Category 2</b> Capital goods	mtCO2e	58,619	58,619
	% of scope 3 emissions	8.1%	8.1%
	% of total emissions <sup>10</sup>	5.6%	5.6%
<b>Category 3</b> Fuel and energy related activities	mtCO2e	138,568	138,568
	% of scope 3 emissions	19.1%	19.1%
	% of total emissions <sup>10</sup>	13.3%	13.3%
<b>Category 4</b> Upstream transportation and distribution	mtCO2e	1,115	1,115
	% of scope 3 emissions	0.2%	0.2%
	% of total emissions <sup>10</sup>	0.1%	0.1%

Table 9: Scope 3 GHG emissions breakdown (continued)

Scope 3 category	Metric	FY 2023 (Base year)	FY 2024
<b>Category 5</b> Waste generated in operations	mtCO2e	2,022	2,022
	% of scope 3 emissions	0.3%	0.3%
	% of total emissions <sup>10</sup>	0.2%	0.2%
<b>Category 6</b> Business travel	mtCO2e	32,429	32,429
	% of scope 3 emissions	4.5%	4.5%
	% of total emissions <sup>10</sup>	3.1%	3.1%
<b>Category 7</b> Employee commuting	mtCO2e	102,613	102,613
	% of scope 3 emissions	14.1%	14.1%
	% of total emissions <sup>10</sup>	9.8%	9.8%
<b>Total scope 3</b>	metric tons CO2e	725,572	725,572
	% of scope 3 emissions	100.0%	100.0%
	% of total emissions <sup>10</sup>	69.5%	69.5%

Table 10: GHG emissions intensity

Metric	FY 2023 (base year)	FY 2024
<b>Total scope 1 and 2 GHG emissions intensity (revenue<sup>11</sup>)</b> (market-based) mtCO2e / millions USD	18.7	18.2
<b>Total scope 1 and 2 GHG emissions intensity (employee<sup>12</sup>)</b> (market-based) mtCO2e / employee	3.5	3.7

<sup>11</sup> Kyndryl's fiscal 2023 revenue can be found on page 30 of our [2023 Annual Report](#) on Form 10-K. Kyndryl's fiscal 2024 revenue can be found on page 31 of our [2024 Annual Report](#) on Form 10-K.

<sup>12</sup> Kyndryl's fiscal 2023 headcount can be found on page 12 of our [2023 Annual Report](#) on Form 10-K. Kyndryl's fiscal 2024 headcount can be found on page 12 of our [2024 Annual Report](#) on Form 10-K.

Table 11: Energy consumption and intensity

Metric	FY 2023 (base year)	FY 2024
Scope 1 total energy (MWh)	174,770 <sup>13</sup>	138,828
Scope 2 total energy (MWh)	1,495,792	1,444,320
Purchased electricity (MWh)	1,442,478	1,400,119
Total percentage grid electricity <sup>14</sup>	86.3%	88.4%
Total percentage renewable electricity <sup>15</sup>	50.7%	51.4%
Heating, cooling and steam (MWh)	53,314	44,201
Total scope 1 and 2 energy consumption (MWh)	1,670,562	1,583,148
Average datacenter power usage effectiveness (PUE)	1.8	1.8
Energy intensity by revenue <sup>11</sup> (MWh / million USD)	98.1	98.6

<sup>13</sup> Previously reported value in Fiscal Year 2023 Corporate Citizenship Report (174,664 MWh) has been updated here to include fleet emissions-related energy

<sup>14</sup> Total Percent Grid Electricity calculated according to SASB disclosure TC-SI-130a.1

<sup>15</sup> Determination of our renewable energy sources and percent is aligned with guidance from RE100 and includes grid electricity only where permissible by RE100.

Table 12: Scope 1 and 2 emissions by geography (market-based)

Geography	FY 2023 (base year)	FY 2024
Asia Pacific (mtCO2e)	113,824	100,798
Europe, the Middle East and Africa (mtCO2e)	73,363	67,862
North America (mtCO2e)	113,876	110,763
Latin America (mtCO2e)	17,266	12,580

Table 13: Facility waste metrics<sup>4, 16</sup>

Metric		FY 2023 <sup>17</sup> (base year)	FY 2024
<b>Facility waste diverted<sup>18</sup></b>			
Non-hazardous waste diverted (excluding PELM <sup>19</sup> (metric tons))	Recycle	Not disclosed	659.0
	Compost	Not disclosed	78.0
	<b>Subtotal</b>	<b>2,415.7</b>	<b>737.1</b>
Hazardous waste diverted (excluding PELM <sup>19</sup> (metric tons))	Recycle	Not disclosed	836.7
	<b>Subtotal</b>	<b>1,119.6</b>	<b>836.71</b>

<sup>16</sup> Fiscal 2023 data was not assured by a third-party. For fiscal 2024, ERM CVS has assured the waste metrics. Please see the assurance report on page 15 of this document for more information.

<sup>17</sup> In fiscal 2024, Kyndryl improved data reporting methods to include more detailed waste data. Waste data in fiscal 2023 designated with 'Not disclosed' indicates categories where data was compiled prior to this improvement.

<sup>18</sup> Following GRI 2021 standards, Kyndryl categorizes waste that it is either reused, recycled or composted as waste diverted from disposal and waste that is either sent to the landfill, incinerated (either with or without energy recovery) or otherwise disposed of as waste directed to disposal.

Table 13: Facility waste metrics (continued)

Metric		FY 2023 <sup>17</sup> (base year)	FY 2024
<b>Total facility waste diverted</b> (excluding PELM <sup>19</sup> ) (metric tons)		3,535.3	1,573.8
<b>Facility waste disposed<sup>18</sup></b>			
Non-hazardous waste disposed (excluding PELM <sup>19</sup> ) (metric tons)	Waste to energy	Not disclosed	232.7
	Incineration	Not disclosed	25.3
	Landfill	Not disclosed	323.3
	Other <sup>20</sup>	Not disclosed	1.0
<b>Subtotal</b>		<b>1,413.2</b>	<b>582.3</b>
<b>Hazardous waste disposed</b> (excluding PELM <sup>19</sup> ) (metric tons)	Waste to energy	Not disclosed	1.2
	Incineration	Not disclosed	4.1
	Landfill	Not disclosed	0.0
	Other <sup>21</sup>	Not disclosed	3.0
<b>Subtotal</b>		<b>12.9</b>	<b>8.3</b>
<b>Total facility waste disposed</b> (excluding PELM <sup>19</sup> ) (metric tons)		1,426.1	590.6
<b>Total facility waste</b>		<b>4,961.3</b>	<b>2,164.4</b>

<sup>19</sup> PELM – Product end of life management (IT electronic waste)

<sup>20</sup> Includes fuel blending and chemical treatment.

<sup>21</sup> Includes aqueous and chemical treatment, fuel blending and pyrolysis.

Table 14: Product end of life management (PELM) – IT electronic waste<sup>4,16</sup>

Metric		FY 2023 (base year)	FY 2024
<b>IT electronic waste diverted<sup>18</sup></b>			
Non-hazardous waste diverted (metric tons)	Recycle	1,833.1	1,871.0
	<b>Subtotal</b>	<b>1,833.1</b>	<b>1,871.0</b>
Hazardous waste diverted (metric tons)	Recycle	42.4	54.3
	Resale	12.8	16.1
	<b>Subtotal</b>	<b>55.2</b>	<b>70.4</b>
<b>Total IT electronic waste diverted (metric tons)</b>		<b>1,888.3</b>	<b>1,941.4</b>
<b>IT electronic waste disposed<sup>18</sup></b>			
Non-hazardous waste disposed (metric tons)	Waste to energy	88.1	87.9
	Incineration	44.0	48.9
	Landfill	0.6	0.01
	<b>Subtotal</b>	<b>132.7</b>	<b>136.8</b>
Hazardous waste disposed (metric tons)	Waste to energy	0.0	0.0
	Incineration	0.3	0.3
	Landfill	0.0	0.0
	<b>Subtotal</b>	<b>0.3</b>	<b>0.3</b>
<b>Total IT electronic waste disposed (metric tons)</b>		<b>133.0</b>	<b>137.1</b>
<b>Total IT electronic waste</b>		<b>2,021.3</b>	<b>2,078.5</b>

Table 15: Waste totals (facility plus IT electronic waste)<sup>16</sup>

Metric	FY 2023 <sup>xx</sup> (base year)	FY 2024
<b>Non-hazardous waste (metric tons)</b>		
Diverted <sup>18</sup>	4,248.8	2608.1
Disposed <sup>18</sup>	1,545.9	719.1
<b>Subtotal</b>	<b>5,794.7</b>	<b>3,327.2</b>
<b>Hazardous waste (metric tons)</b>		
Diverted <sup>18</sup>	1,174.8	907.1
Disposed <sup>18</sup>	13.2	8.6
<b>Subtotal</b>	<b>1,188.0</b>	<b>915.7</b>
<b>Total (metric tons)</b>	<b>6,982.7</b>	<b>4,242.9</b>

Table 16: Water usage<sup>22</sup>

Metric	FY 2023 <sup>23</sup> (base year)	FY 2024
<b>Water withdrawal (megaliters)</b>		
Withdrawal in high water-stressed <sup>3</sup> areas	926	801
Percentage withdrawal in high water-stressed areas	43%	41%
Total withdrawal—all facilities	2,163	1,958
<b>Water discharge (megaliters)</b>		
Discharge in high water-stressed <sup>3</sup> areas	317	249
Percentage discharge in high water-stressed areas	38%	35%
Total discharge—all facilities	837	721
<b>Water consumption (megaliters)</b>		
Consumption in high water-stressed <sup>3</sup> areas	609	551
Percentage consumption in high water-stressed areas	46%	45%
Total consumption—all facilities	1,326	1,237
<b>Water intensity (water consumption/revenue<sup>1</sup>)</b> m <sup>3</sup> / million USD	77.9	77.1

<sup>22</sup> Fiscal 2023 data was not assured by a third-party. Fiscal 2024 water metrics for all facilities and water metrics for high water-stressed areas for water withdrawal, discharge and consumption were assured by ERM CVS. Please see the assurance report on page 15 of this document for more information.

<sup>23</sup> The reported water data for fiscal 2023 has been recalculated for improved accuracy based on the updated methodology and boundary previously described in the water section. We have revised fiscal 2023 total water withdrawals, water discharges, and water consumption values for all Kyndryl facilities in scope and for Kyndryl facilities in high water-stressed areas. In our Fiscal Year 2023 Corporate Citizenship Report, we reported total water withdrawal for all Kyndryl facilities as 1,992,363 m<sup>3</sup> and in high water-stressed areas as 821,642 m<sup>3</sup>, total water discharges for all Kyndryl facilities as 774,626 m<sup>3</sup> and in high water-stressed areas as 339,294 m<sup>3</sup>, and total water consumption for all Kyndryl facilities as 1,217,737 m<sup>3</sup> and in high water-stressed areas as 482,348 m<sup>3</sup>. Table 16 includes the revised values for fiscal 2023.

# People performance

People performance data and metrics information are for the fiscal year, April 1 to March 31, as noted in each table, unless otherwise specified. For more information on our people efforts, please see the [People](#) chapter of our CCR.

**Table 17: Employee engagement**

Kyndryl has maintained our high level of employee engagement and continues to be above industry average levels, specifically for our Empathy and Inclusion Index score and annual employee engagement score. We also continue to achieve near best-in-class results on our Empathy and Inclusion Index.

Metric	FY 2023	FY 2024
Annual employee engagement participation rate	78.0%	78.0%
Empathy and Inclusion Index score <sup>24</sup>	85.7% <sup>25</sup>	85.1% <sup>26</sup>
Annual employee engagement score	75.5%	74.2% <sup>27</sup>

<sup>24</sup> Empathy and Inclusion Index score is an aggregate of Kyndryl workplace trust, respect and belonging measurements.

<sup>25</sup> Previously reported number for fiscal 2023 has been updated for accuracy.

<sup>26</sup> Industry comparisons are taken from the average engagement scores of 6,000+ companies across industries worldwide. Industry benchmark comparison for Empathy and Inclusion Index score is 81.0%.

<sup>27</sup> Industry comparisons are taken from the average engagement scores of 6,000+ companies across industries worldwide. Industry benchmark comparison is 73.3% for annual employee engagement score.

**Table 18: Employee health and safety**

Kyndryl is considered low risk and is partially exempt from keeping an OSHA 300 log in the U.S. We track global recordable injuries and illnesses, but we are not legally required to do so. We strive for a healthy and safe workplace for all Kyndryl employees.

Metric		FY 2024
Global headcount covered by an ISO 45001 compliant Health and Safety Management System (HSMS) <sup>28</sup>	Number	80,000 <sup>29</sup>
	Percent	100.0%
Recordable work injuries	Number	30.0
	Total recordable incident rate (TRIR) <sup>30</sup>	0.038 <sup>31</sup>

<sup>28</sup> Kyndryl's HSMS is compliant with ISO 45001 and is anticipated to be recommended for certification by current fiscal year end.

<sup>29</sup> Headcount as reported in our fiscal [2024 Annual Report](#).

<sup>30</sup> Total Recordable Injury Rate (TRIR) is presented as a rate per 200,000 worker-hours per year (the equivalent of hours worked in one year by 100 employees).

<sup>31</sup> The count of injuries globally is low overall and far below the industry benchmark (0.30) per the U.S. Bureau of Labor Statistics.



**Table 19: Representation**

In the table below, we include gender data across our enterprise. To expand the data we're able to report and to advance our culture of inclusion and empathy, Kyndryl launched a Self-Disclosure campaign called See Me @Kyndryl. The campaign asks Kyndryls to voluntarily disclose information regarding their identity, including gender expression/identity. So far, we've launched the See Me @Kyndryl Self-Disclosure campaign in Australia, India, Ireland, the U.S., the U.K., Brazil and New Zealand, with plans to expand into more countries in late 2024. To learn more about See Me @Kyndryl, see the [inclusion, diversity and equity section](#) of our CCR.

Metric		FY 2023	FY 2024
<b>Total global headcount</b>		90,000 <sup>32</sup>	80,000 <sup>33</sup>
<b>Total headcount by gender (% employees by gender – enterprise)</b>	Women <sup>34</sup>	29.3% <sup>35</sup>	29.6%
	Men	70.7% <sup>35</sup>	70.4%
<b>Board of Directors</b>	Women	30.0% <sup>36</sup>	30.0% <sup>37</sup>
	Men	70.0% <sup>36</sup>	70.0% <sup>37</sup>
<b>Executives (% of Execs by gender – enterprise)</b>	Women	29.0% <sup>35</sup>	28.4%
	Men	71.0% <sup>35</sup>	71.5%
<b>C-Suite executives (CEO and direct reports)</b>	Women	Not disclosed	36.4%
	Men	Not disclosed	63.6%
<b>Non-executive managers</b>	Women	Not disclosed	25.8%
	Men	Not disclosed	74.2%

<sup>32</sup> Headcount as reported in our fiscal [2023 Annual Report](#).

<sup>33</sup> Headcount as reported in our fiscal [2024 Annual Report](#).

<sup>34</sup> Kyndryl's enterprise percent of women is substantially above the IT Services average of 25%, as reported by Talent Neuron.

<sup>35</sup> Previously reported number for fiscal 2023 has been updated for accuracy.

<sup>36</sup> As reported in Kyndryl's [2023 Proxy Statement](#).

<sup>37</sup> As reported in Kyndryl's [2024 Proxy Statement](#).

**Table 20: U.S. employees by ethnicity / race (calendar year)<sup>38</sup>**

At Kyndryl, U.S. people of color representation is 4.6 points above the industry benchmark of 27.5%, as reported by Talent Neuron. In addition, executive people of color representation is 3.9 points above the IT Services benchmark of 24.6%, also reported by Talent Neuron. U.S. people of color representation includes all categories of ethnicity and race, except white.

Metric	2022	2023
<b>Percent of U.S. employees by ethnicity / race</b>		
Asian	14.8%	15.4%
Black / African American	8.3% <sup>39</sup>	8.5%
Hawaiian Natives / Pacific Islanders	0.3% <sup>39</sup>	0.2%
Hispanic	6.7%	6.9%
Native American / Alaskan Natives	0.6% <sup>39</sup>	0.6%
Two or more races	0.3% <sup>39</sup>	0.5%
<b>Percent of U.S. executives<sup>40</sup> by ethnicity / race</b>		
Asian	13.7% <sup>39</sup>	14.4%
Black / African American	4.6%	4.3%
Hawaiian Natives / Pacific Islanders	0.0% <sup>39</sup>	0.0%
Hispanic	7.6% <sup>39</sup>	7.6%
Native American / Alaskan Natives	0.5% <sup>39</sup>	0.8%
Two or more races	0.5% <sup>39</sup>	1.4%

<sup>38</sup> The data above is from Kyndryl's unofficial submission of U.S. EEO-1 data as of December 31 for the years indicated. The data includes all active and inactive full-time and part-time employees in the Kyndryl US organization for the reporting period. Some data may differ slightly from the representation and hiring trends tables shown, due to EEO-1 reporting criteria. Kyndryl's 2023 EEO-1 report is accessible on our [Non-financial Reporting Hub](#).

<sup>39</sup> Previously reported number for fiscal 2023 has been updated for accuracy.

<sup>40</sup> At Kyndryl, executives are defined as vice presidents, senior vice presidents and C-level officers.

**Table 21: Kyndryl volunteering program**

At Kyndryl, we believe we must recognize, support and provide opportunities for volunteer efforts that create positive change and empower our workforce. We scaled participation in Deed, our platform that allows all Kyndryls to volunteer or donate to more than 2 million nonprofits across our social impact priority areas. To learn more about our volunteer initiatives, see the [Social Impact](#) section of our CCR.

Metric	FY 2023	FY 2024
Employees registered on our employee giving and volunteer platform, Deed	25,000+	25,000+
Percent of employees registered on the platform	28%	31%
Employee volunteer campaigns and events	50+ campaigns events not disclosed	50+ campaigns 350+ volunteer events
Nonprofit organizations supported through Deed	870+	480+
Deed volunteer hours logged globally	17,000+	31,000



This report was not printed.

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