

Iron Mountain 2016 Status Report

TRUST



2016 Corporate Responsibility Update

A little over three years ago we set out a goal to know, share and address the environmental and social impacts of our global business and we released our first report against the Global Reporting Initiative (GRI) framework.

With this status update we're releasing our 2016 key performance indicator results. Shortly, we'll publish more information about our efforts, including the results of a formal Environmental, Social, Governance (ESG) stakeholder materiality assessment as well as progress on establishing long term goals on our most material issues.

2016 Highlights and Updates:

- Iron Mountain has become a signatory to the United Nations Global Compact – joining over 12,000 companies in 170 countries to show our commitment to responsible business practices.
- Progress on buying more of our North American electricity supply from new renewable energy sources. In 2016 we closed Wind and Solar contracts which will eventually supply over 160,000 MWhrs per year. This would make Iron Mountain one of the top 25 buyers of green power among the Fortune 500 according to the EPA Green Power Partnership.
- Continuing our commitment to inclusion and diversity and moving toward our 2020 goal of increasing representation of women in leadership positions to 30% (Director and above, North America) we increased the number of women in Director and above roles from 22% to 24% in 2016. Our Board of Directors now includes 25% representation of women, which is greater than the Fortune 1000 average of 18.9%.
- Mountaineers contributed over 56,000 hours of volunteerism in our communities. While a big number, it's the first time we're reporting a yr/yr reduction in volunteerism and we're evaluating programing changes as a result.

2016 Corporate Responsibility Update (cont'd)

Integration of Recall and new baseline

In 2016 Iron Mountain acquired Recall, a global competitor and the largest acquisition in our history. Iron Mountain has absolute goals for environmental and social performance which means we are driving reductions in impact despite growing the business. Normally this means we absorb the increased footprint of acquisitions and still must meet our targets. However, ReCall was about 25% of our global footprint and they had a strong track record of reliable reporting to the GRI standard. As a result we made the decision to combine the operations and combine the reported impacts from the two separate GRI reports to create a new 2015 baseline for the combined organization. Moving forward, we'll be reporting reductions and progress against the new 2015 baseline, starting with the data and comparisons in this report.

Corporate Responsibility Data

2016



Our People 2016

	No of employees	No of male employees	% male employees	No of female employees	% female employees	% females in junior management positions (1)	% females in top management positions (2)	% females in management positions in revenue generating (sales)	Gender pay equity - female to male average compensation
GLOBAL	24,000	16,860.00	74.22	5,472.00	25.78	27.48	26.09	25.64	
ASIA-PACIFIC									
EUROPE									
UNITED KINGDOM	1,728	1,264	73.15	464	26.85				1.08:1.00
NORTH AMERICA	10,302	7,798	75.69	2,504	24.31				
CANADA	1,223	932	76.21	291	23.79				1.00:1.00
UNITED STATES	9,079	6,866	75.63	2,213	24.37				1.03:1.00
LATIN AMERICA									
SOUTH AFRICA AND MIDDLE EAST									

(1) Supervisor and Management level

(2) EVP and SVP positions

Our People 2016 (cont'd)

	Safety - LTIR	Engagement - survey results 2015 (not conducted in 2016 and 2017 due to Recall acquisition) (4)	% of employees covered by independent trade union or collective bargaining agreement	Total employee turnover rate (%)	Voluntary employee turnover rate (%)	Absentee rate (ex overtime) (%)	Training - average hours per employee
GLOBAL		83	6.79	21.5	11.5		
ASIA-PACIFIC		n/a	-				
EUROPE			-				
UNITED KINGDOM							
NORTH AMERICA	5.3		6.79			1.29	119
CANADA							
UNITED STATES							
LATIN AMERICA		n/a	-				
SOUTH AFRICA AND MIDDLE EAST		n/a	-				

(4) In 2015, NA wanted to focus on our People Managers. We only surveyed on a subset of the survey questions. All North America employees and UK employees reporting to a North America manager were eligible to participate in the survey.

Our People 2016 (cont'd)

Permanent employees by race/ethnicity - United States (3)	
	Total
White	4,877
Two or more races	69
Other/Not disclosed	203
Native Hawaiian or other Pacific Islander	45
Hispanic or Latino	1,626
Black or African American	1,893
Asia	342
American Indian or Alaska Native	24

Return to Work and Retention Rate (parental leave - headcount) - United States		
	Male	Female
Employees entitled to parental leave	5682	2056
Employees who went on parental leave in 2016	174	72
Employees whose parental leave ended in 2016	136	61
Of these, how many returned to work in 2016	174	67
Of employees scheduled to return to work in 2015, how many are still employed at IM 12 months after return in 2016	146	60

Disability status - United States (3)	
Yes	145
No	2,108
Did not disclose	6,357

Veteran status - United States (3)	
Yes	361
No	1,771
Did not disclose	6,298

(3) Outside of the United States, we do not ask for this information. Employees in the United States made up 38% of our total workforce in 2016.

Our Planet Data 2016

GHG emissions (t CO₂e)

	%age of global sq ft as at 31 Dec 2016	Scope 1	Scope 2 (1)	Scope 3 (2)	Total
GLOBAL	100.0	167,279.0	159,778.0	28,769.0	355,826
ASIA-PACIFIC	9.2	6,722.0	10,997.0		
AUSTRALIA	3.8	1,190.0	6,520.0		
EUROPE	17.7	7,931.0	12,651.0		
UNITED KINGDOM	5.1	4,046.0	9,173.0		
NORTH AMERICA	65.1	151,967.0	135,559.0		
LATIN AMERICA	7.7	658.0	572.0		
SOUTH AFRICA AND MIDDLE EAST	0.4	0.0	0.0		

(1) 'Location--based' emissions. 'Market-based' emissions were 155,649 tCO₂e for 2016.

(2) Includes line loss, business air travel, business car hire, some private car mileage and some outsourced transport data for the first time in 2016. This will be extended in 2017.

Our Planet Data 2016 (cont'd)

	%age of global sq ft as at 31 Dec 2016	Electricity (bought from a third party supplier) (MWh)	Electricity (from a renewable resource) (MWh)	Heating (MWh)	Transport (own fleet) (MWh)
GLOBAL	100.0	339,817.0	8,784.0	285,817.0	338,254.0
ASIA-PACIFIC	9.2	16,538.0	0.0	3,806.0	23,057.0
AUSTRALIA	3.8	8,013.0	0.0	3,806.0	1,649.0
EUROPE	17.7	38,923.0	0.0	12,667.0	19,531.0
UNITED KINGDOM	5.1	19,846.0	0.0	4,761.00	10,811.00
NORTH AMERICA	65.1	281,847.0	8,784.0	269,344.0	293,184.0
LATIN AMERICA	7.7	2,509.0	0.0	0.0	2,482.0
SOUTH AFRICA AND MIDDLE EAST	0.4	0.0	0.0	0.0	0.0

Our Planet Data 2016 (cont'd)

	%age of global sq ft as at 31 Dec 2016	Recycling and Reuse - Corrugate or cardboard (t)	Recycling and Reuse - Paper (t)	Recycling - other (not specified) (t)	Waste - General or Non- Hazardous (t)	Disposal of customer products - paper and corrugate (t)	Disposal of customer products - film (t)	Disposal of customer products - electronics (t)	Disposal of customer products - other (t)	Water Consumed - From Water Utility (ML) (3)
GLOBAL	100.0	10,617.7	44,697.3	44,890.3	1,742,250.6	501,981.5	767.4	9,445.6	136.0	252.1
ASIA-PACIFIC	9.2	1,208.3	30,475.2	1.7	20,626.3					14.7
AUSTRALIA	3.8	1,113.0	27,618.0		14,907.2	27,236.0		60.0		5.6
EUROPE	17.7	5.6	13,964.0	624.2	273.1					172.5
UNITED KINGDOM	5.1		13,892.00	619.30	94.94	13,588.50		43.80		167.75
NORTH AMERICA	65.1	9,403.8	218.9	44,264.4	1,721,328.4	461,157.0	767.4	9,341.8	136.0	34.5
LATIN AMERICA	7.7	0.0	39.2	0.0	22.8					10.4
SOUTH AFRICA AND MIDDLE EAST	0.4	0.0	0.0	0.0	0.0					0.0

(3) Water data is reported for approximately 26% of sites (by sq ft) in 2016. This will be extended in 2017.

Our Communities Data 2016

	Charitable donations	Scholarship Fund - no of scholarships	Scholarship fund - total value	Employee relief - total value	No of employee families helped	In-kind giving	Employee volunteering (hours) (1)
GLOBAL	\$545,000	209	\$308,000	\$93,518	23	\$49,298	52,236.0

ASIA-PACIFIC							810.0
EUROPE							452.0
NORTH AMERICA							50,974.0
LATIN AMERICA							
SOUTH AFRICA AND MIDDLE EAST							