Krystal Hosting Ltd
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Our commitment

We're committed to playing our part in limiting global warming to 1.5°C, in line with the Paris Agreement. This plan sets out what we're doing about our highest sources of emissions, with time-bound targets, named owners and public reporting.

It covers 2026 to 2029. We'll review progress every year and refresh the plan at least every three years, in line with B Lab Standards.

Where our emissions come from

We're a remote-first company with no office, so we have very little in the way of direct (Scope 1) emissions. For a technology business like ours, the impact sits in three places: the electricity our equipment and infrastructure uses, the hardware we buy and the energy our team uses working from home. These are the sources that matter most:

- Data centre / server electricity (Scope 2, or Scope 3 where we colocate): the power our servers, networking and cooling draw. Our single largest source.
- Hardware and purchased goods (Scope 3, Categories 1 and 2): the embodied emissions of the servers and network kit we buy and rack, the laptops our team uses and the services we purchase.
- Home working energy (Scope 3): with no office, a real share of our footprint is the energy our team uses at home. It's something we influence through information and support rather than control.
- Business travel (Scope 3, Category 6): trains, car journeys and hotel stays. We rarely fly for work
- End-of-life hardware / e-waste (Scope 3, Category 5): the responsible treatment of equipment when we retire it.

Our targets and actions

Every target below is specific and time-bound, with an owner and the resources to deliver it. Immediate actions land within the next 12 months.

Target	Key actions	Resources	Responsible
Keep our hosting powered by renewable energy, and improve the quality of that supply where we choose our partners. Verify renewable matching across 100% of our data centre contracts every year, and publish our energy sourcing.	Confirm renewable matching across every data centre contract each year. Ask each provider whether their supply is PPA-backed or certificate-only, and get their generators and terms. When we choose, renew or add a data centre partner, prioritise PPA-backed or on-site generation and strong efficiency (PUE).	Head of Infrastructure, 3% FTE Sustainability Lead: 3% FTE contract data; renewable scorecard	CEO, CTO, Sustainability Lead

Target	Key actions	Resources	Responsible
Secure a renewable energy-mix disclosure from every provider by the end of 2027.			
Get the most out of the hardware we own, and buy less by buying smarter. Raise average server utilisation from 50-60% today to 60-70% by 2029, without compromising service. Buy at least 50% of our hardware refurbished each year. Reuse, resell or certified-recycle 100% of retired kit by 2028.	Push utilisation as far as we sensibly can through consolidation and higher virtualisation density, while protecting performance and redundancy. Reuse our own kit before buying new. Buy refurbished when appropriate. Hold our hardware vendors to credible environmental policies. Favour suppliers with published emissions data and reduction targets, Explore ARM-based or other efficient servers as costs allow. Recycle end-of-life kit through a certified IT asset disposition partner with chain-of-custody reporting.	Infrastructure team, 3% FTE Existing monitoring Asset register	CTO
Understand and reduce the impact of home working. Reach 100% team participation in an annual home-energy survey by 2027. Build basic carbon literacy across the team from Q1 2027. Grow the share of the team on a renewable home-energy tariff to 80% by 2029.	Run an annual, easy-to-complete home energy survey, and build participation through simplicity and light incentives. Give the team practical carbon literacy: where our footprint comes from, and simple ways to cut home energy like smart meters and tariff switching. Use the survey to see who isn't on a renewable home tariff, then help them switch. Report what we find back to the team each year.	People / HR lead, 3% FTE External carbon literacy training provider	Sustainability / HR Lead
Measure our footprint properly, then let the numbers drive our next targets. Build a complete, GHG Protocol-aligned footprint with a qualified carbon accountant by FY2027.	Work with a qualified carbon accountant to build a complete, GHG Protocol-aligned footprint: Scope 1 and 2, plus the Scope 3 that matters for a host, like data centre electricity, hardware, travel and home working. Make it a repeatable annual process and publish the results on our website each year from FY2027. Use the baseline to set science-based reduction targets, assessing the SBTi SME track.	Sustainability lead, 3% FTE Carbon accountant or accounting tool: £10,000 per year Data collection time: 30 hours	Sustainability Lead

Target	Key actions	Resources	Responsible
Publish an emissions report every year from FY2027. Set science-based reduction targets within 12 months of our first full footprint.			
Help our customers understand and reduce the footprint of their own hosting. Publish our energy sourcing and methodology by 2027 so customers can account for their hosting now. Work with an external carbon accountancy firm to build footprint reporting into our platform, and beta-launch account-level energy and carbon reporting for all customers by 2029.	Partner with a specialist carbon accountancy firm to define a sound, consistent methodology. Publish our energy sourcing and methodology in the meantime. Build account-level energy and estimated carbon reporting into the platform, and beta-launch it to customers. Pair the data with plain guidance on right-sizing, retiring idle services and leaner configurations.	Sustainability Lead: 3% FTE Product Lead: 3% FTE External carbon accountancy firm Existing usage and metering data	Sustainability / Product Lead

How do we govern this plan

The Board holds ultimate responsibility for the Climate Action Plan, reviewing progress every year and signing off on any major investment needed to deliver it. The board approved this plan on the

Polina Kuperman, Community & Social Impact Lead, owns day-to-day delivery, with progress reviewed at the leadership level each year before it reaches the board.

- We publish progress at least once a year on our website and in our impact report.
- We refresh this plan at least every three years, or sooner if our operations change materially. Next full review by August 2027.

Stakeholder engagement

Our team. We run an annual home-energy survey to understand how the team uses energy at home, then back it up with practical materials, tariff-switching support and light incentives to help people act on it. We're bringing in an external provider to build the team's carbon literacy from Q1 2027. At a company our size, the simplest way to get this right is to ask, so we'll keep listening to what the team actually wants to know and be trained on, and report back what we find each year.

Our customers. We keep customers across our data, our emissions and our progress. We'll publish our energy sourcing and methodology by 2027, then build account-level energy and carbon reporting into the platform, so customers can understand the footprint of their own hosting, not just ours.

Our data centre and hardware suppliers. We work in close partnership with our suppliers, staying on top of their REGOs, PPA terms and contracts so we always know exactly what we're buying. Every new partnership is vetted against our climate needs before we sign, and we hold existing suppliers to the same bar every year.

Our community and industry partners. We're aligning our giving strategy, including our 1% commitment, with climate action, backing research and grassroots organisations and reporting each year on where that money goes and why. We don't have all the answers, so we lean on the experts and partners around us, through Business Declares and beyond, to stay engaged on policy and make sure our own plans keep pace with what's changing.

Beyond our own footprint

Cutting our own emissions comes first. But the targets in this plan aren't the limit of what we can do. As an independent business, we can put money, influence and time behind climate action that reaches past our own operations. All of it sits alongside our own reductions, never instead of them.

Our giving. We'll align our giving strategy so our money backs projects focused on climate action. That means funding climate research, including new ways to remove carbon. It also means supporting the grassroots and civil society organisations already doing this work on the ground. We'll report what we fund each year, and why.

Our influence. We're part of Business Declares, and we'll do more with it. We'll turn shared commitments into joint action and back science-based climate policy. For a hosting company, cleaner grids matter more than almost anything else. So where we can, we'll support advocacy for faster grid decarbonisation.

Carbon credits. Where we use carbon credits, we'll choose high-integrity ones that put real finance into decarbonising economies in the Global South. Credits aren't a substitute for cutting our own emissions. They sit on top of the work in this plan, not in place of it.

A just transition. Climate action shouldn't land hardest on the people least able to carry it. As this plan develops, we'll look at who our choices affect, inside and outside the company, and act on what we find.

This document was created on the 2nd July 2026

This document was approved by the board on the 19th August