

Fiscal 2024 Corporate Citizenship Report Executive Summary

Powering Progress: Kyndryl's 2024 Corporate Citizenship Report Executive Summary

In our second fiscal year, Kyndryl continued to strive for a more sustainable and inclusive future. Our [2024 Corporate Citizenship Report](#) details how we are building on a strong foundation and accelerating toward long-term business goals as we work to deliver value to our stakeholders through environmental stewardship, social inclusivity and ethical governance.

As the world's largest IT infrastructure services provider with \$16 billion in revenue in fiscal 2024, we are responsible for serving thousands of enterprise customers in more than 60 countries. Together, our 80,000 employees — who we call Kyndryls — design, build, manage and modernize the complex, mission-critical information systems that the world depends on every day. We fuel a culture of innovation and nurture trusted partnerships to meet customers at any point in their technological transformations.

Our corporate citizenship strategy, aligned with our strategic business priorities and the United Nations Sustainable Development Goals, enables us to provide differentiated services and drive business outcomes for our company and our customers. In fiscal 2024, we advanced our corporate citizenship strategy in line with our commitment to three core elements: environment, people and trust.

Environment

In fiscal 2024, reflecting our commitment to become a sustainability leader, we focused on managing our environmental impacts, building our supply chain resiliency and meeting regulatory, customer and investor requirements. We achieved reductions in scope 1 and 2 greenhouse gas (GHG) emissions, 9% and 8% respectively, and reduced energy consumption by executing our datacenter optimization strategy and improving our energy efficiency. We've also continued to prioritize waste and water management, diverting 99.99% of IT electronic waste from landfills and achieving a 9% reduction in water consumption in water-stressed areas. Additionally, our membership in the Responsible Business Alliance and use of the EcoVadis platform have enabled us to support a socially and environmentally responsible supply chain.

In our short history as an independent company, we've published our GHG emissions baseline with limited third-party assurance, received approval from the Science Based Targets initiative for our 2040 net-zero goal and obtained global ISO 14001 and 50001 certifications for our integrated Environmental and Energy Management System, demonstrating our commitment to adopting best practices and following global standards. We also provided internal education and training, enabling our employees to help us meet our environmental targets with a Kyndryl-specific sustainability training course.

For our customers, we launched sustainability services designed to help them achieve their environmental and business goals. As we grow our sustainability advisory services, our team of consultants draws from our IP, deep expertise and existing capabilities — such as cloud services, security and resiliency services, digital workplace services, and applications, data and AI — to solve sustainability challenges and identify opportunities for our customers.

People

As a people-centric company, we are focused on supporting Kyndryls and the communities where we live and work. We prioritize attracting and retaining talent, offering skills development and driving inclusive employee engagement. We also support well-being, health and safety, social impact, human rights and inclusion across the company. Through our differentiated culture—called The Kyndryl Way—we attract, retain, develop, motivate and care for a highly skilled workforce that supports our ability to deliver for customers.

In the last fiscal year, we transformed our core human capital technology and processes to prioritize developing our people’s skills and careers. We empowered Kyndryls to seize development opportunities by providing transparency around career progression and access to resources designed to advance market-valued skills.

We also established Kyndryl Be Well, our global well-being strategy that enables Kyndryls to thrive. We continued to foster an inclusive culture through our 70+ Kyndryl Inclusion Networks (KINs) around the world. And we delivered our first grants to 11 non-profits from seven countries to address critical societal issues through the Kyndryl Foundation, our company’s philanthropic arm.

As reported in our fiscal 2024 Annual Engagement Survey, our employee engagement score remains above industry average and our Empathy and Inclusion Index—an aggregate of workplace trust, respect and belonging measurements—is near best in class.

Trust

Our trust program is centered around building integrity, accountability and governance. Each day, with oversight from a diverse and experienced Board of Directors, we strive to maintain and enhance the trust that is critical in our efforts to deliver value to our customers, shareholders, partners and communities.

We have incorporated corporate citizenship goals as part of the Annual Incentive Plan for executive compensation to drive progress on advancing our corporate citizenship strategy. Through our Code of Conduct, anti-corruption and advocacy policies, we set high standards for ethical conduct across our business that support our long-term success. In fiscal 2024, we achieved a 100% completion rate for our Code of Conduct and cybersecurity trainings for eligible employees. We continued to monitor and include our corporate citizenship strategy in our comprehensive and proactive Enterprise Risk Management program. And we shared how we are enabling AI opportunities while striving to manage risks as part of our Responsible AI principles and robust AI Governance framework.

We will continue to promote corporate citizenship policies and programs that align with best practices, climate science, applicable regulations and positive outcomes for our people, customers, society and the environment. Our strategy is a roadmap to help us achieve our goals and commitments.

For more on our corporate citizenship strategy, see our full [2024 Corporate Citizenship Report](#).



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