BUSINESS CONTINUITY - PANDEMIC RESPONSE
FREQUENTLY ASKED QUESTIONS

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SUSPECTED CASE

- **What is Interxion's response if individuals show flu-like symptoms while onsite?**
  - In the event that an individual is or becomes symptomatic on site, Interxion has defined protocols which include isolating the individual in a pre-defined area, notifying management and assisting the individual to leave the site and seek medical attention immediately.
  - The individual that presents symptoms would leave the isolated area using a route that would minimize exposure to others while exiting symptomatic persons from the site. Once a person has been removed from the site, a thorough cleaning of the isolation area, exit path and other areas where the person may have travelled will be performed.
  - Interxion's site management will contact its regional management team and advise the main point of contact for the customer or supplier to be informed of the incident.
  - We also request our customers and vendors to proactively reach out to Interxion's site management team should they become aware of a suspected COVID-19 case or are aware of an employee or vendor who may have been in contact with another party who tested positive for COVID-19 where permissible.

CONFIRMED CASE

- **What will happen in the event that there is a confirmed case associated with the facility?**
  - We are recommending only essential personnel who have been tested or have not entered the facility within the past 14 days and have not exhibited any flu-like symptoms re-enter the facility. Customers are asked to coordinate access for their essential personnel in advance with site management to ensure minimal disruption.

- **What is the next step of disinfection if and when there is a confirmed case in the premises?**
  - In confirmed cases, we will implement a deep cleaning per public health guidelines. See the section titled Environmental Cleaning Protocols for additional information.

- **If there is a confirmed case, how would Interxion clean within a production environment?**
  - If we are alerted to a case of COVID-19 at one of our facilities, we will immediately work with all parties involved, including the relevant local public health authorities, where appropriate, to obtain the facts and confirm guidance on steps to be implemented.

- When an entire facility disinfection is required per WHO or local authorities and only after mandatory waiting periods have been met when in effect, specialty cleaning and sanitation partners will be deployed to augment cleaning protocols where needed.
- Where disinfection may be required for customer-leased production, computer rooms or other leased space such as customer offices, Interxion would work closely with the customer to ensure the affected area was fully sanitized.

o **Under which conditions is entry allowed to the data centre after disinfection?**
- Upon completion of cleaning from specialist disinfection companies and/or clearance from local governmental agencies, if involved, Interxion will communicate an "all-clear". We are recommending only essential personnel who have been tested or have not entered the facility in the past 14 days with no flu-like symptoms re-enter the facility. All persons entering the data centre may be asked to undergo verbal screening procedures by Interxion.
- Customers are asked to coordinate access for their essential personnel with site management in advance to ensure minimal disruption.

LOCATION CLOSURE

o **Has there been any impact in an Interxion's data centre to date because of the Coronavirus?**

- No, however, we are continuing to monitor daily across our network of facilities and other business and corporate offices.

o **How does any shelter-in-place mandate affect data centre operations such as on-site availability of Remote Hands technicians and general operations support for the data centre environments (Security, Electrical, Mechanical)?**
- Shelter in place orders vary by location, but generally as a provider of services necessary to maintain the operations of "essential businesses" and individuals and entities performing "essential activities", Interxion's staffing decisions have not directly been affected by the shelter in place orders issued to date. We will continue to ensure our facilities have adequate staffing levels to maintain ongoing operations at all times.

- In addition, our team maintains active relationships with governmental and local authorities and there is a key focus by officials to keep critical IT infrastructure and telecommunication facilities operating without interruption.

- **How likely it is that local governments will lock down a campus if there are confirmed cases detected as has happened in China or other countries?**
- We are closely monitoring the WHO, and are working with local government agencies to ensure we have the most up-to-date information on COVID-19. We are also paying special attention to countries that have instituted lockdowns. We will continue to keep our customers up-to-date through regular notifications, through our Customer Portal or via our external website.

- **Does Interxion have the ability to remotely run and manage data centre operations with no Human Resources inside the campus under the most extreme situations?**
  - Our business continuity planning includes under extreme circumstances running our sites remotely and we are preparing for this should we need to institute this plan through remote monitoring, and dispatch only.

- **Are there any circumstances in which Interxion will remove security staff or limit access to the data centre?**
  - Interxion does not anticipate this will occur as a long-term response and we will only close down the data centre if mandated by authorities. If this does occur, we have plans in place to ensure continuity of services to the maximum extent possible.

- **If there is no security at the site, is there any method by which a customer could still gain access to our space in the event of an emergency? In the event of government-mandated shutdown, is there a way for customers to send Interxion a list of critical personnel who need to remain onsite?**
  - Interxion has capabilities to monitor security infrastructure remotely and has already established a monitoring platform to do so if the need arises. In the unlikely event that we have to operate a site without staff, existing badges and passes would continue to work; new visitor badges and passes would be processed from other unaffected sites if needed.
  - In this scenario, security alarms will be monitored remotely and a dispatch model utilized to respond to those alarms requiring a physical response at the site of the alarm.

BUSINESS CONTINUITY PLANNING

- **How does Interxion keep its Business Continuity Plan updated?**
  - Interxion's business continuity leadership team proactively updates and reviews the Business Continuity plan both at the corporate level as well as at the site level.
  - Interxion takes an all-hazards approach to business continuity, however, because of the unique challenges faced by a pandemic, Interxion has designed a regularly updated Pandemic Response Plan which is supported by the overarching Business Continuity framework.
  - Local and regional site teams manage crisis response with structured emergency response teams. These teams are centrally supported by the Corporate Business Continuity Team (CBCT) which is comprised of key stakeholders within the organization. This combined structure has proven to be effective in many real-world situations in supporting both internal site teams as well as customer-focused business continuity efforts.

- **How does Interxion ensure the Business Continuity Plan will work?**
  - Interxion's Business Continuity plan has been tried and routinely tested both in priority based scenario simulations as well as during real-world events. Tests are run in the form of tabletop simulation exercises at the site and regional levels throughout the year. These tests help identify any gaps in business continuity efforts and enable teams to adjust plans before real world events occur.

- **How is Interxion monitoring the global progression of a pandemic threat?**
  - With guidance by our executive response team, Interxion is monitoring the progression of a pandemic through the World Health Organization (WHO) and the national governmental agencies. We are compiling regional and site-level impacts reported by the site teams and provide real-time information to customers and Interxion's senior leadership so both groups can make sound business decisions based on accurate and timely information.

- **How is Interxion dealing with the current pandemic threat?**
  - Interxion has long prepared for a pandemic as part of its extensive global Business Continuity plan.
  - Each business entity also maintains a Pandemic Infectious Disease Plan designed specifically to tackle the unique

challenges faced during a pandemic, such as personnel staffing shortages, vendor and supply shortage, security screening and availability of remote hands technicians for customers. The central business continuity phased plan can be revised based on the evolving situation and will be made more relevant at a local level when complemented by site specific plans and arrangement.

SCREENING PROCEDURES

- **Is Interxion taking temperatures of staff and visitors when they come on site?**
  - As per guidance and direction from country and local health authorities, where allowed by local authorities and our security partners, sites might commence temperature screening (using heat monitoring technologies) of all individuals entering the facility. Any individual with a temperature exceeding 99.5°F (37.5°C), will be asked to leave the facility.

- **Has reception security been instructed to ask questions to visitors?**
  - All persons entering an Interxion facility (i.e. employees, customers, visitors or vendors) may be <u>verbally screened</u> by Security upon entry prior to being allowed access. Questions could include:
    - Do you have any of the following symptoms…?
    - Have you been in contact with a confirmed COVID-19 patient in the past 14 days?
    - Have you visited any of the following countries in the past 14 days?
  - If the verbal survey results in an affirmative risk response, the individual will be asked to not enter the site and the site team will advise the main point of contact for the customer or supplier and encourage quarantine for 14 days, per CDC recommendation.
  - Due to privacy considerations, we do not record individual names of persons answering affirmative to the screening questionnaire. As a result, we will not notify the customer or supplier of the specific identity of the associated individual who answered affirmative to the screening questionnaire and voluntarily left the site
  - We would ask that customers and vendors inform us upon learning of an individual testing positive for COVID-19 or if they have been informed that their employees or vendors have been confirmed to have been in close contact with another party who tested positive, where permissible under local regulations.

- o **What is the re-entry protocol for someone who was turned away from the site?**
    - Due to privacy considerations, we do not record individual names of persons answering affirmative to the screening questionnaire. We request all customers to monitor their employees' health on an ongoing basis. Should an employee fail a screening, please ensure that individual does not return to the site until medically cleared to return.
    - All returning individuals will be subject to the screening procedures in place at the time of their return.

PREVENTION

- o **What plans are in place to mitigate the risk of a forced closure of a location where staff, services, or products provided to customers would be impacted?**
    - We take direction and guidance from governments and authorities and in the unlikely event of a forced closure, we are prepared to respond to their direction and operate sites as per our Business Continuity plan
    - It is also expected that customers will have their own alternative computing sites already identified as part of their Disaster Recovery and Business Continuity plans as well. In the event a customer does not have an alternative remote compute site deployed and activated, we would work with customers to facilitate access for essential personnel within the framework allowed under any regulatory mandate or restrictions.

- o **Specifically, what measures has Interxion implemented to deal with the current Coronavirus threat?**
    - Interxion has implemented its Business Continuity and Pandemic Infectious Disease Plans in response to the COVID-19 threat. These plans are evolving as the global threat evolves. The following protocols have been implemented at all datacenters globally:
        - Verbal screening may be conducted by security at all locations, and any person answering yes to a screening question will be denied access to the site. Thermal temperature scans are in place at selected sites throughout the portfolio with plans in place to expand this screening protocol to high-traffic, high-impact sites in the near future.
        - Expand cleaning frequencies in high traffic common areas and increase availability of hand sanitizer stations at entry locations.

- Transition to a minimum critical onsite staff level and identify staff who must remain onsite. These employees will be prepared to shelter in place for up to 72 hours if necessary.
- Direct non-critical staff to work from home where possible. These team members will remain fully connected to the network to maintain service continuity
- Validate the availability of critical spare parts onsite and verify manufacturer stock availability
- Engage critical suppliers to confirm Pandemic Response Plans and review their capacity to provide service continuity. The company will also compile a list of secondary suppliers for critical services.
- Maintain a close working relationship with local emergency responders and establish liaison with local field command chains to assist in expediting services when necessary
- Execute a customer communication plan for each location with real-time updates of operation status and risk
- Update guidance to customers, partners and team members based on current information issued by governmental and/or ruling health organizational bodies

o **What measures are in place to prevent the virus spreading within teams and driving a mass absenteeism event?**

- All sites have commenced implementing alternative staffing scheduling to improve employees' ability to maintain recommended social distancing protocols, and reduce the likelihood of inter employee transmission.
- This may include alterations to the number of personnel (engineering, remote hands and security personnel) onsite per shift to maintain broader coverage continuity. All sites currently providing 24x7 coverage will continue this coverage model with additional resource dispatch capabilities available if required.
- All sites have implemented increased disinfection protocols utilizing hospital-grade disinfectants for high traffic areas multiple times daily with a focus on, but not limited to, visitor check-in areas, door handles, biometric readers, bathrooms & shared breakroom environments. Additional cleaning protocols will be implemented in the event an onsite virus case is confirmed and full building disinfection or evacuation is required by authorities.

- In addition, hand sanitizer stations have been installed at security check-in areas, restrooms and management offices and will continue to be supplied where supplies are available and have not be disrupted by global-supply chain issues.
- Personal hygiene awareness posters will be displayed in high-traffic common areas, including lobbies, break rooms and toilets.
- We also encourage all customers and vendors to take the same approach for their leased space areas and provide their employees with hand sanitizers, cleaning supplies and wipes for their personal work stations, tools, carts and equipment.
- It is highly recommended that anyone accessing any of our global facilities practice good personal hygiene and other safety measures.

o **What information has been posted in Interxion's facilities?**
- Interxion is significantly boosting safety protocols across our data centres and offices, including implementing critical sanitary measures, placing personal hygiene and practical precautions signage in our facilities along with verbal screening awareness posters and communications. These will be displayed in high-traffic common areas such as lobbies, security checkpoints, break rooms and restrooms.

TRAINING AND COMMUNICATIONS

o **Has Interxion sent relevant communications out to all staff with regards to full awareness of the virus, asking staff to prepare to work at home in a last resort scenario where the offices are closed?**
- We are providing regularly updated advice to staff on how to manage risks of infection and recognise symptoms.
- We have sent all employees multiple company-wide communications, as well as communications specific to the site teams responsible for operating our Data Centers.
- We will continue to provide regular communications about COVID-19 developments to our employees, as well as to our customer and vendor partners.

o **Has Interxion advised staff to work at home?**
- Effective 5th March, Interxion has taken actions recommending that all office employees—i.e., those who do not work in critical data centre roles—begin working from home. While we are not officially closing offices, we are taking this new measure as a safety precaution due to the rapidly evolving COVID-19 situation.

- Previous measures including cancelling non-essential international and domestic business travel remain in effect. All measures will continue through at least Monday, April 13th. We recommend all customers join us and other employers who have taken similar actions in adopting a work from home policy for all non-essential data centre personnel to mitigate risk exposure.

- o **How will customers, partners and suppliers get communications from the local site teams regarding any situation that would impact the ability to deliver products or service?**
  - We will continue to leverage our Customer portal and website to communicate with our customers by way of a site advisory.

- o **How frequently will you provide updates to any impact the COVID-19 virus has on your operation?**
  - We will provide updates when there is a significant change to our plans and as soon as practicable.

ENVIRONMENTAL FACILITY CLEANING PROTOCOLS

- o **Have Interxion's cleaning schedules for common areas been enhanced?**
  - Yes, we have announced additional cleaning and disinfection protocols utilizing hospital-grade disinfectants to target high-touchpoints, high-traffic areas multiple times daily with a focus on, but not limited to, visitor check-in areas, door handles, buttons, bathrooms & shared breakroom environments.
  - Our cleaning protocols are progressive and adaptive based on a number of factors including WHO and other public health and governmental agency updates on community transmission severity risk factors and adherence to cleaning and disinfecting guidelines.
  - In the event of a confirmed COVID-19 case or other event-driven circumstance, we will deploy our deep cleaning protocols in which specialty cleaning services will be mobilized using hospital-grade disinfectant products after a mandated waiting period (i.e. 24 hours) imposed by regulatory guidelines.

- o **Will Interxion's disinfectant procedures have any impact to customer devices in equipment cages or leased premises?**
  - No, cleaning procedures are restricted to the common areas of the building and do not include specific customer devices or areas as a general rule unless Interxion is under contract to provide cleaning services.

- o **What is the schedule of replacing consumables – such as filters for AC units and ventilation systems**
    - The maintenance of AC units and ventilation systems will be managed in accordance with our planned preventative-maintenance plans for each site in the absence of any specific governmental agency or manufactures recommendations.

- o **Are there any recommendations or guidelines for Interxion to prevent spread of COVID 19 through our HVAC systems?**
    - Interxion will maintain our preventive measures and filter replacement strategy to ensure filtration remains at the designed rate for our filter ratings.

- o **Does the company have an official document on cleaning procedures you can share?**
    - Yes, please reference Interxion's facility environmental cleaning protocols document.

SUPPLY CHAIN/INVENTORY

- o **How will Interxion ensure its strategic partners will be able to provide support during a pandemic?**
    - In adherence with business continuity, key supply chain vendors and partners are considered along with the potential consequential impact to Interxion. Specific further evaluations are based on this and the criticality of the services, products and materials within the supply chain,
    - In addition, Interxion reviews the business continuity plans provided by all its key partners and will regularly stay in touch with its critical vendors throughout the pandemic. This includes, but is not limited to, fuel contractors, security services, janitorial supply vendors and critical datacenter operations partners. Interxion also maintains a strong and transparent relationship with strategic partners to ensure Interxion and its customer interests are their number one priority.

- o **What plans are in place to mitigate the risks associated with an impact to any third-party supplier which supplies people or material that is critical to your operation?**
    - We are engaging critical suppliers to understand their Pandemic Response Plans and review their capacity to provide service during a long-term event. In addition, we have compiled a list of secondary suppliers for critical services,

which can be engaged quickly via the purchase order process.

PLANNED PREVENTATIVE MAINTENANCE

- o **What are Interxion's plans for planned preventive maintenance?**
  - All planned preventative maintenance activity requiring vendors onsite will be postponed for approximately 30-days (until April 15th). Vendors will be engaged for critical repairs as necessary and our onsite engineering personnel will continue daily rounds, routine infrastructure maintenance and inspections.

FURTHER INFORMATION

- o **Who should customers contact if they have questions or require additional information?**
  - Customers may contact your local Interxion team or email QHSEReporting@interxion.com.