



COVID-19 UPDATE: RESPONSE PROCEDURES

Dear Valued Clients,

As a follow up to last week's COVID-19 Preparedness Plan communication, we would like to share details about new procedures we are putting in place to further ensure the safety of our employees and the maintenance of your mission critical business during these uncertain times.

Comprehensive Disinfection of High-Touch Areas

We are increasing the frequency of our disinfection of commonly used areas/surfaces including check-in areas, biometric readers, bathrooms, door handles, light switches, workstations, team rooms and break rooms.

New Staffing Cadence

In alignment with social distancing efforts, and with a view to minimizing staff interaction and the associated risk of infection, we are introducing a new on-site staffing cadence that will alternate data center staffing and reduce the number of personnel on site per any given shift. This will be supplemented with robust remote monitoring, and additional on-site resources as required to provide 24x7 coverage.

Handling of Non-Essential Requests

In order to help maintain critical customer operations, please be advised that any non-essential support requests may take longer to address than usual.

Screening of Data Center Visitors

Per our earlier communication, we request that you limit your visits to essential ones in order to help reduce the spread of COVID-19 and that you refrain from visiting if you have any flu-like symptoms. To operationalize this, all visitors will be screened with a number of pertinent questions, including the following:

- Do you have any flu-like symptoms (for example: fever, dry cough, sore throat, body aches, headache or shortness of breath)?
- Have you been in contact with anyone who has tested positive for COVID-19 in the past 14 days?

If the screening results in an affirmative risk response, the individual will be asked to refrain from entering the site and the NYI site team will advise the main point of contact for the customer or supplier. In addition, if permitted by local authorities and our security partners, NYI sites will commence temperature screening of all individuals entering the facility.

Proactive Visitor Measures

We are all in this together and as such, we would like to reinforce the importance of our request that all visitors proactively implement the following guidelines:

- Practice social distancing and limit close contact with NYI engineering and security personnel.
- Limit visiting staff and vendors to essential personnel only.
- Advise personnel, vendors or visitors to avoid visiting the facility if feeling any cold or flu-like symptoms or if they have been in contact with someone diagnosed with COVID-19.
- Instruct all personnel to increase personal hygiene efforts by routinely washing hands, using hand sanitizer and covering nose and mouth when sneezing or coughing.



COVID-19 UPDATE: RESPONSE PROCEDURES (CONTINUED)

Commitment to Health, Safety and Business Continuity

Our goal is to keep all of our clients, staff and visitors safe and your critical business operations running smoothly. As a consequence, NYI is reserving the right to deny entry to any individual not successfully passing screening protocols. We apologize in advance for any inconvenience or delays this may generate. We will continue to closely monitor guidelines issued by regional governmental or public health agencies and will communicate any resulting changes to our protocols.

If you have any questions or concerns, please open a ticket with our Help Desk. This continues to be the best and most efficient way to reach us.

Thank you for your continued cooperation and we wish you and yours good health in these challenging times.

Phillip Koblenz
Chief Operating Officer