

BUSINESS CONTINUITY - PANDEMIC RESPONSE FREQUENTLY ASKED QUESTIONS

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SUSPECTED CASE

What is Digital Realty's response if individuals show flu-like symptoms while onsite?

- In the event that an individual is or becomes symptomatic on site, Digital Realty 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.
- In addition, the site teams have identified an exit path from the isolation area designed to 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 traveled will be performed.
- Digital Realty's site management will contact its regional management team and advise the main point of contact for the customer or supplier be informed of the incident.
- We also expect our customers and vendors to proactively reach out to Digital Realty'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

- If site management becomes aware that a person who visited a particular facility has tested positive (through testing or self-reporting) for COVID-19, the site team will escalate to our Regional Management team and our Global Command Center will issue a Red Event notification to all impacted customers.
- We then commence our deep cleaning and disinfection protocols, which may include engaging our retained industrial hygienist and specialty COVID-19 restorative cleaning provider for the common public areas of the facilities and for non-customer leased production areas. The U.S. Centers of Disease Controls (CDC) recommends "to close off areas used by the ill persons and wait as long as practical before beginning cleaning and disinfection...for a period up to 24-hours" before commencing cleaning and disinfection. We recommend customers follow CDC guidance and direct their employees to work remotely where practicable upon receiving notification of a confirmed case and while we complete cleaning.
- The evacuation would not be a fire drill but would be orderly and controlled, giving teams time to conduct tasks needed for their operations.

- After disinfecting has completed and the evacuation period expires, we will then send an “all clear” notice (which may come anywhere between 24-48 hours after case identification).
- Unless directed by government or health agency authorities to close the facility during cleaning, the facility will remain open to all permanent badge holders and access readers. As the purpose of evacuation is to allow dissipation of any virus particles to ensure the building is safe for the cleaning crew to come in, we discourage anyone from entering the building during the evacuation/cleaning phase until we announce it is safe to re-occupy the building.
- 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. Digital Realty will commence a minimum rotational staff program, leveraging in-market resources who have not visited this facility within the past 14 days.

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 CDC and other public health guidelines. See the section titled Environmental Cleaning Protocols for additional information.

If there is a confirmed case, how would Digital Realty clean within a production environment?

- If we are alerted to a case of COVID-19 at one of our facilities, Digital Realty 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. By way of example, the company may undertake additional cleaning and disinfecting protocol of the common areas that the infected individual may have visited.
- If a facility requires additional cleaning and disinfection per CDC or other city or state authority guidelines, this will be completed after the recommended waiting periods by a specialty cleaning vendor to augment cleaning protocols where needed.
- We will execute a non-spray, cloth applied disinfection process. We will focus on high touch / high traffic areas including door handles, rails, and non-electrical equipment panels.
- Touch screens and touch pads will be cleaned and disinfected, if required. Given this equipment’s potential sensitivity, an alternative method (i.e., waiting over a period of time) may be used, when a label is placed on the screen that shows “off limits – do not use until after MM DD”. The intent is that the touch screen or pad will be off limits for a prescribed period of time to prevent transmitting the virus from surface

contact. If the touch screen or pad needs to be used immediately, it will be cleaned and disinfected following methodology to be executed by the contractor and under approval and direct supervision by Digital Realty personnel and third-party consultants (via on-site or video oversight)

- Digital Realty will not be providing cleaning services in customer-leased premises unless required per the lease and would not clean any customer equipment in the computer rooms.
- If the CDC or other city or state authority guidelines require additional cleaning to be completed in a customer space, that Digital Realty is not responsible for cleaning per the lease, or the customer would like such spaces to be cleaned, Digital Realty would refer an industrial hygienist to work directly with the customer to develop the scope of work, and refer qualified cleaning vendors to complete the required cleaning to streamline the entire process.

Under which conditions is entry allowed to the data center after disinfection?

- Upon completion of cleaning from specialist disinfection companies and/or clearance from local governmental agencies, if involved, Digital Realty Operations 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 center will be asked to undergo verbal screening procedures by Digital Realty.
- Customers are asked to coordinate access for their essential personnel with site management in advance to ensure minimal disruption. Digital Realty will commence either a minimum rotational staff program (for campuses) or a temporary dispatch model (for standalone facilities) leveraging local contract resources or personnel who have been tested negative until all staff have been medically cleared.

Under what conditions would Digital Realty temporarily evacuate the building? In this case, will customers be denied access?

- There are two scenarios under which Digital Realty would temporarily evacuate the building:
 - Government mandate (effective till rescinded).
 - Cleaning of the building pursuant to a confirmed case having been identified on-site (temporary)
- Digital Realty would discourage customers from entering a building in which temporary evacuation measures were in effect but would not prevent a customer from doing so. Access badges will not be revoked. If the temporary evacuation was due to a Government mandate, then any access restrictions defined by the mandate will apply, including “No Access” to the building if required.

Has there been any impact in a Digital Realty data center to date because of the coronavirus?

- Each of our 267 facilities around the world has remained fully operational, and no sites have reported any outages related to COVID-19.
- As the virus has spread, a number of individuals working in our facilities have tested positive or reported exposure to a family member who had. In all cases, we completed a full disinfection of all common areas at the facility, communicated to customers, and are back to normal operations with a rotational staffing schedule in place. These include:

Location	Individual last present at facility	Customers notified
Chicago	April 3	April 8
New York City	March 20	April 8
Ashburn, VA	April 4	April 7
Clifton, NJ	March 26	April 6
New York City	March 29	April 4
Woking, UK	March 19	April 3
Ashburn, VA	March 26	April 2
Chandler, AZ	March 25	April 2
Watford, UK	March 23	April 2
New York City	March 21	April 2
Chicago	March 27	April 1
Miami	March 30	March 30
Atlanta	March 24	March 30
Piscataway, NJ	March 24	March 28
Elk Grove, IL	March 24	March 27
Clifton, NJ	March 18	March 23
New York City	March 16	March 23

LOCATION CLOSURE

How does any shelter-in-place mandate affect data center operations such as on-site availability of Remote Hands technicians and general operations support for the data center environments (Security, Electrical, Mechanical)?

- Shelter in place orders vary by location, but generally as a provider of services necessary to maintaining the operations of “essential businesses” and individuals and entities performing “essential activities”, Digital Realty’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.

- Staffing and work schedules have been adjusted to maintain operational continuity. We urge all customers to suspend all non-essential work and restrict access to critical personnel only.

Which authorities are you working with around the world to ensure access to facilities is maintained for critical teams?

- Our Regional Leadership teams and Government Affairs department maintain 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.
- **In the US**, the Department of Homeland Security Cybersecurity and Infrastructure Security Agency (CISA) [has designated data centers](#) and the [Information Technology and Telecommunications Sectors](#) they house as a “Critical Infrastructure Sector” and its critical employees as “Essential Critical Infrastructure Workers” to help State and local officials as they work to protect their communities, while ensuring continuity of functions critical to public health and safety, as well as economic and national security. As a result, we have secured access credentials from the Department of Homeland Security to ensure continuity of operations and emergency response. Please note that this program also extends to our fuel and critical maintenance providers to support our emergency response capabilities.
- **In Canada**, we are working through the National Cross Sector Forum, which designates data centers as a “Critical Infrastructure Sector” as well as with Provincial authorities and other partners to ensure delivery of Emergency Support Functions identified in by the Department of Public Safety Federal Emergency Response Plan. This includes issues of access, PPE, labor, and border issues, etc.
- **In EMEA**, we continue to work with all relevant agencies, including the European Commission, to ensure that there is strong understanding of the services operating within our data centers, the critical nature of them and their import contribution to wider society whilst we are all handling this pandemic. In the UK, representations have been made to the government through the Department for Digital, Culture, Media and Sport (DCMS) and it has been recognized that data centers are part of the critical infrastructure. As such our core data center workers are given “Key Worker” status to allow ongoing support of our buildings and customers. We are working similarly in both Germany and the Netherlands.
- **In APAC**, we continue to work with all relevant agencies to ensure that there is strong understanding of the services operating within our data centers, the critical nature of them and their import contribution to wider society whilst we are all handling this

pandemic. In Australia, representations have been made to the NSW government and it has been recognized that data centers are part of the critical infrastructure. In Japan, Singapore and Hong Kong we continue to connect with the key contacts in the respective federal agencies.

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 CDC and WHO, and are working with local government agencies to ensure we have the most up-to-date information on COVID-19.
- Digital Realty is prepared to implement protocols based on CDC's country designation safety watch and warning levels for community transmission risk and other factors.
- We are also paying special attention to countries that have instituted lock downs. We will continue to keep our customers up-to-date through onsite notifications, global communication messaging through our Global Command Center emergency notifications system, Customer Portals or via our external website where our business continuity framework is located as well as the FAQs we are regularly consolidating and updating.

Does Digital Realty have the ability to remotely run and manage data center operations with no Human Resources inside the campus under the most extreme situations?

- Our business continuity planning includes running our sites with minimal staff and we are preparing for this should we need to institute this plan through remote monitoring of BMS systems and security systems, and repairs would be made by dispatching on-call personnel to handle the issue.

Are there any circumstances in which Digital Realty will remove security staff or limit access to the data center?

- Digital Realty does not anticipate this will occur as a long-term response and we will only close down the data center if mandated by authorities. If this does occur, we have plans in place to ensure continuity of services.

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 Digital Realty a list of critical personnel who need to remain onsite?

- Digital Realty is able 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.

Is Digital Realty making any net new tools available to customers to manage remotely or are there existing tools that are being leveraged?

- There are no new tools, but we do offer customers the following:
- Our own engineering and Remote Hands resources can be dispatched to customers' data center suites. Many customers are partnering with Digital Realty for those services to minimize the number of their own employees' travel—and, to minimize the need to be in shared spaces.
- For Digital Realty scale sites, we have remote DCIM tools which can provide customers with daily temperature, humidity and power information customers require. Customers have the ability to set up custom notifications that can alert them via text message and/or email pertaining to batteries, generators and the security systems at the site and let them know if any of the values fall below or above their settings.

One of our other providers has limited access to some facilities in worse affected countries. Does Digital Realty have any similar plans?

- We will continue to ensure our facilities have adequate staffing levels to maintain ongoing operations at all times and have adjusted staffing and work schedules to maintain operational continuity.
- Unless directed by government or health agency authorities, a facility will never be fully closed and all permanent badge holders and access readers will remain "on" at all times even if we request an evacuation for cleaning.

I've just learned about situations where facilities can be staffed, at least part of the time, by junior members equipped with helmet cameras, who can be guided by experts off-site. When this pandemic passes, is there any reason to believe that the "new normal" wouldn't include adjustments to staffing procedures such as this one on a permanent basis?

- Safety is our upmost focus, and as a result every Digital Realty facility is equipped with electrical and mechanical engineers certified on our local infrastructure and design. We do not see equipping staff with helmet cameras as a substitute.
- We continually evaluate our processes and technology to drive innovation and efficiencies in our datacenter operations. We have active R&D programs in place evaluating AI & ML capabilities to

streamline engineering workstreams and equip our technical experts with improved data analytics with a focus on working smarter, not leaner. We have also leveraged our in-place-remote security capabilities which allow multiple locations to be monitored at full capacity while maintaining social distancing protocols.

BUSINESS CONTINUITY PLANNING

How does Digital Realty keep its Business Continuity Plan updated?

- Digital Realty'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.
- Digital Realty takes an all-hazards approach to business continuity, however because of the unique challenges faced by a pandemic, Digital Realty 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 Emergency Response Team (CERT) 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.

Can I review a copy of Digital Realty's Business Continuity Framework?

- Digital Realty's Business Continuity Framework, which also includes the pandemic response outline, is available for [download here](#).

Does Digital Realty use outside resources to assist in developing the business continuity program?

- Digital Realty validates its plans with an external consulting specialty firm with practice expertise in business continuity programs. This is done to ensure that the [Business Continuity plan](#) is comprehensive in nature.

How does Digital Realty ensure the Business Continuity Plan will work?

- Digital Realty's [Business Continuity plan](#) has been tried and routinely tested both in priority based scenario simulations as well as during real-world events such as Hurricanes Harvey and Sandy. 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.

Can you advise the last time your business continuity plans were tested?

- Digital Realty conducts regular testing of its plans and last completed a full review in 4Q 2019.

How is Digital Realty monitoring the global progression of a pandemic threat?

- With guidance by our executive response team, Digital Realty's Global Command Center (GCC) monitors the progression of a pandemic through the [World Health Organization \(WHO\)](#), national governmental agencies as well as the [Center for Disease Control \(CDC\)](#) to influence the decisions taken. The GCC compiles regional and site-level impacts reported by the site teams and provides real-time information to customers and Digital Realty senior leadership so both groups can make sound business decisions based on accurate and timely information.

How is Digital Realty dealing with the current pandemic threat?

- Digital Realty has long prepared for a pandemic as part of its extensive global [Business Continuity plan](#).
- The company 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.

Has Digital Realty set up any kind of “war room” facility to centralize management of facilities during this crisis, or did Digital Realty already have such a facility in place?

- Our Global Command Center (GCC) acts as our central management resource for handling events associated with the COVID-19 pandemic. Event management protocols are initiated through the GCC, which is instrumental in marshaling the resources required to handle any event, ensuring we maintain a consistent and balanced response, maintaining protocol integrity and with employees, customers and partners.

SCREENING PROCEDURES

Is Digital Realty taking temperatures of staff and visitors when they come on site?

- Sites in APAC will continue 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 denied access to the facility.
- For sites outside APAC, we will continue with verbal screening of all persons requesting entry at all Digital Realty facilities.

Has reception security been instructed to ask questions to visitors?

- All persons entering a Digital Realty facility (i.e. employees, customers, visitors or vendors) will continue to be verbally screened by security teams upon entry prior to being allowed access. Questions could include:
 - Do you have any of the following symptoms (for example: fever, sore throat, dry cough, body aches/pains, headache or shortness of breath)?
 - Have you been in contact with a confirmed COVID-19 patient in the past 14 days?
 - Have you been turned away from one of our facilities within 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.
- Our core objectives are to keep all of our customers, staff and visitors safe and your critical operations running. As a result, Digital Realty is reserving the right to deny entry to any individual not successfully passing screening protocols. We apologize in advance for any expected inconvenience or delays that may occur as a result of this screening process.

- We will continue to align our protocols based on the guidelines issued by regional governmental or public health agencies to mitigate disruption or risk to your critical operations
- If an individual is denied entry, 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.

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 expect 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

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.

Specifically, what measures has Digital Realty implemented to deal with the current Coronavirus threat?

- Digital Realty 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 is being 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

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

- All sites have commenced implementing staged 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 or reducing roving across locations (i.e. within a campus environment).
- These actions are being taken to maintain broader long-term coverage continuity and the impact of a confirmed case.
- 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.

How long does the virus survive on surfaces?

- It is not certain how long the virus that causes COVID-19 survives on surfaces, but it seems to behave like other coronaviruses. Studies suggest that coronaviruses (including preliminary information on the COVID-19 virus) may persist on surfaces for a few hours or up to several days. This may vary under different conditions (e.g. type of surface, temperature or humidity of the environment).

What should we do if we touch a bio-metric reader or door-handle and there are no wipes or sanitizer in the vicinity?

- From a scientific perspective and per the CDC guidelines, we recommend they go immediately to the nearest restroom to wash their hands and this will eliminate the risk, as long as they avoiding contact with their face until their hands are washed.

What have you communicated to your teams about social-distancing?

- Our teams are practicing safe social distancing (6'/2m) at all Digital Realty sites globally. We have provided several best practices in order to maintain social distancing.
 - Cancel any unnecessary face-to-face meetings. If face-to-face meetings are absolutely necessary, maintain required (6'/2m) distance at all times. If required, please close large conference rooms.
 - Avoid visiting multiple locations wherever possible.
 - Avoid unnecessary gathering of personnel in lobby areas. If necessary for busy lobbies where people are waiting to be screened, use floor markers, masking tape, a sign and/or crowd control stanchions to maintain approx. 6'/2m of separation.
 - When executing MOPs/EOPs requiring multiple personnel (e.g. two-person rule), maintain required (6'/2m) distance.
 - When working in an Engineering office or during breaks/lunch, utilize all available seating accommodations to ensure required (6'/2m) distances are maintained. Utilize disinfecting wipes if sharing office/computer equipment (e.g. BMS workstation, keyboard, mouse, copy machine).
 - Separate site staff from contractors wherever possible, be particularly conscious of socializing in break areas.

What is my exposure risk of developing Covid-19?

- The CDC has established two exposure regimes associated with Covid-19:

High Risk – Direct Exposure

- Standing/sitting next to, sitting across a table, sitting at the next table or working next to a person that could be asymptomatic, showing symptoms of or has recently tested positive for Covid-19 for about **15 minutes or longer**
- Being coughed on, sharing utensils with, living in the same house as or caring for a person that tested positive for Covid-19
- High risk exposure requires the individual self-quarantine for 14 days or until tested negative for the virus.

Low Risk – Proximity Exposure

- In prior 24 hours, employee has not been in direct exposure with a person that tested positive for Covid-19, but has been in relatively close proximity to an individual who has tested positive for Covid-19 – on the same floor, in the same building, or had passing contact that does not qualify for direct exposure.
- Low risk exposure allows the individual to continue to work while monitoring themselves for any symptoms during the next 14 days. If symptoms arise, remain at home, notify your manager and seek medical attention.

What information has been posted in Digital Realty facilities?

- Digital Realty is significantly boosting safety protocols across our data centers 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.

What can customers do to help?

- Immediately regulate all onsite activity.
- Limit site visits and onsite personnel to critical activities only. Work requiring 3rd party vendors, onsite auditors or non-essential staff should be deferred.
- Limit remote hands service requests to emergencies for essential services only. Requests for new services will be scheduled for completion on a per request basis and may be subject to delays.
- Restrict all shipments to critical parts and supplies only. Contact us before arranging any large deliveries as there may be disruptions to unscheduled deliveries.
- Limit time in common areas including onsite conference rooms, breakrooms and lobbies.
- Immediately report onsite positive cases of COVID-19 to Digital Realty as well as restrict access to any employees or vendors experiencing flu-like symptoms or in direct contact with anyone experiencing symptoms.
- We are also asking all customers to reinforce the following health awareness and social guidelines:
 - Practice proper social distancing (e.g. 6 feet or 2 meters) and limit any prolonged face-to-face interactions with

Digital Realty engineering, remote hands and security personnel. Our team is your team, so help us stay healthy.

- Direct any personnel, vendors or visitors to not visit the facility if feeling any cold or flu-like symptoms or have any immediate family members who have been diagnosed with COVID-19.
- Instruct all personnel to increase personal hygiene practices by routinely washing hands with soap and water or clean thoroughly with an alcohol based-rub, using hand sanitizer, wearing cloth facial masks while inside the facility, and covering your nose and mouth with a tissue or your elbow when sneezing or coughing.
- Avoid touching your eyes, nose and mouth.
- Maintain at least 6 feet/2 meters between yourself and anyone who is coughing or sneezing.
- Seek medical care early if you feel unwell.

Guidance has been to gather in groups of 10 or less as it would greatly decrease others onsite to being exposed to COVID19. How is Digital Realty enforcing this?

- We continue to monitor closely developments on public containment measures, including the White House's recent guidelines to the public to "avoid social gathering in groups of more than 10 people."
- We have implemented a number actions consistent with good social distancing awareness measures including rolling-out a public awareness and messaging programs, instituted a "work from home" policy for all non-mission critical staff, terminated all non-essential airline travel program for DLR employees and large group events, implemented reduce on-site staffing for mission critical employees by leveraging rotational scheduling strategies and remote monitoring and deferred planned preventative maintenance for next 30 days (through April 15).
- We will continue to evaluate other measures, such as temporarily restricting or closing down common area building amenities such as public conference rooms and break rooms.
- We urge all customers, and their vendors and visitors, to take similar health and safety measures while operating at our sites for everyone's safety and to reduce the risk of operational impact.

Is Digital Realty still supporting customer audits? Is the data center certification process being suspended during the crisis, or is there a way it can take place remotely?

- Digital Realty continues to maintain its global compliance certifications and attestations and has put a plan in place with our third-party qualified assessors to conduct necessary audits remotely

as required. While our audit schedule has shifted to the second half of the year in hopes that the pandemic will have abated, at this time our expectation is that the full schedule for the year will be completed.

Will response times for things like Remote Hands be delayed? And will SLAs be impacted?

- During these unprecedented times, Digital Realty continues to be here to support customers' critical remote hands and connectivity needs through our normal processes. Please be advised that due to the potential of increased customer demand and Digital Realty's efforts to adjust staffing coverages in order to maintain service continuity, requests may be subject to unplanned delays. We will endeavor to update you if a delay is expected and request customers limit their requests to critical work only.
 - Remote Hands Requests - While we remain well placed to respond, we respectfully ask that customers only submit business critical, break/fix requests (which will be prioritized).
 - Cross Connect Requests - While we remain available for Cross Connect requests, please be advised that these requests may be subject to delay.
 - Site Deliveries - While we have implemented protocols to allow deliveries to be handled safely, we kindly ask customers to reduce the delivery or pickup of packages to minimum feasible frequencies and restrict deliveries to priority requirements.

What are the logistical provisions Digital Realty has had to make to balance the safety of its facilities staff against the relatively smooth operation of those facilities? For instance, how are shifts being rescheduled? How are shift transitions being handled? Are groups or subgroups of staff members being kept in isolation from one another? Are there limits to how many people may be allowed into a complex at one time?

- Our top priority is to keep our employees, customers, and partners safe, and we also take seriously our responsibility to the industries, governments, and families who rely on our data centers. Rotational shift schedules have been put in place to minimize the number of people on site while ensuring 24x7 coverage of engineering and security at most locations. Social distancing is being practiced by all teams at Digital Realty, and face-to-face meetings have been replaced with phone conversations and video conferencing. We continue to allow access to authorized people to our sites, but we have encouraged all customers to keep such traffic to essential personnel only if possible. At higher traffic

locations, and if necessary, we monitor traffic in the lobbies and use traffic control methods where needed (floor stanchions, barriers, outlined walkways, etc.) to support social distancing efforts.

What roles are risk management professionals playing in helping Digital Realty judge how best to adjust or replace safety protocols and procedures?

- Numerous executive level and subject matter experts make up the foundation of Digital Realty's COVID-19 Response Team, all of whom have extensive experience managing risk. These include experts in Executive Management, Datacenter Operations, Portfolio Operations, Customer Operations, Communications, Security, Safety, Business Continuity, Risk Management and Industrial Hygiene. Together, this team evaluates risk across the organization and ensures that protocols and procedures align with guidance from CDC and governmental authorities, with safety of our employees, customers and visitors our first priority.

TRAINING AND COMMUNICATIONS

Has Digital Realty 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.

Has Digital Realty advised staff to work at home?

- Effective Thursday 3/12/2020, Digital Realty has taken actions recommending that all office employees—i.e., those who do not work in critical data center 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 (and CDC) 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 center personnel to mitigate risk exposure.

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 Global Command Center to communicate to our customers by way of a site advisory. If you believe you aren't on that list, please contact your Digital Realty Customer Success Manager or your local Digital Realty site contact.
- For Interxion sites, we will be notifying customers through the INXN Customer Portal in addition to country-led communications.

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

Have Digital Realty'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 using CDC guidelines for cleaning agents such as alcohol-based (70% concentration or above) and bleached-based and disinfectants (Lysol, Clorox, etc.) products.
- Our cleaning protocols are progressive and adaptive based on a number of factors including CDC, 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.

Will Digital Realty'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 Digital Realty is under contract to provide cleaning services.

Are there any cleanings occurring in customer spaces? If not, can additional cleaning services be scheduled for customer spaces

- Cleaning would not occur in customer spaces unless previously contracted with Digital Realty. However, if circumstances indicate that cleaning of a customer space is necessary and the customer is unable to accomplish such cleaning themselves, Digital Realty will work with the customer to resolve the situation in the best interests of both parties.

Can Digital Realty disable the biometric readers and simply rely on card readers for access?

- The biometric readers in use within Digital Realty cannot be disconnected from the card reader with which they are associated. In order to disable the biometric component, the readers would have to be replaced with a standard card reader, which is not a practical solution. In addition, for compliance reasons, many customers rely on 2-factor authentication controls for access authorization.
- Biometric readers are included in the enhanced, frequent Level 2 cleaning currently being conducted at all sites and are cleaned with a special bleach solution. Employees and customers are encouraged to make frequent use of the hand sanitizer stations strategically placed throughout Digital Realty facilities as they go about their duties.
- As per CDC guidelines, employees and customers should immediately go to the nearest restroom to wash their hands after using the biometric reader to will eliminate any risk. Individuals should avoid contact with their face until their hands are washed.
- Additionally, we encourage visitors to bring their own non-alcohol based materials to use post-use.

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 annual planned preventative-maintenance plans for each site in the absence of any specific CDC or similar agency applicable guideline.

Are there any recommendations or guidelines for Digital Realty to prevent spread of COVID 19 through our HVAC systems?

- Digital Realty will maintain our preventive measures and filter replacement strategy to ensure filtration remains at the designed rate for our filter ratings.
- A National Air Filtration Association study indicates that our filters should reduce probability of infection by over 50% and there is minimal additional reduction expected by upgrading from our present filter rating to a higher rating that would not negatively impact system performance.

Does the company have an official document on cleaning procedures you can share?

- Yes, please reference Digital Realty's [facility environmental cleaning protocols document](#).

SUPPLY CHAIN/INVENTORY

How will Digital Realty 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 Digital Realty. Specific further evaluations are based on this and the criticality of the services, products and materials within the supply chain,
- In addition, Digital Realty 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. Digital also maintains a strong and transparent relationship with strategic partners to ensure Digital Realty and its customer interests are their number one priority.

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.

- All sites continue to identify additional cleaning vendors and suppliers of ready-to-use personal sanitizing supplies (i.e. hand sanitizer) in the event of an interruption in service or supply chain.
- Each site is monitoring daily and reporting out on hand sanitizer and disinfectant wipes).
- In addition, Digital Realty's Global Supply Chain team are actively working with regional, global and online suppliers to procure additional cleaning and janitorial supplies such as sanitizer, disinfectant wipes and toilet paper.

What measures has Digital Realty put in place to ensure continuation of construction work during the lockdown & restrictions of movement?

- Digital Realty's first priority is the safety of our employees, our customers and ensuring the continued operation of our Data Centres. We are working closely with our construction partners on a daily basis to ensure the continuity of works where the availability of resource allows and in alignment with local Government Guidelines.

PLANNED PREVENTATIVE MAINTENANCE

What are Digital Realty's plans for planned preventive maintenance?

- All planned preventative maintenance activity requiring vendors onsite will be postponed until May 1st. Vendors will be engaged for critical repairs and break/fix to ensure customer uptime as necessary and our onsite engineering personnel will continue daily rounds, routine infrastructure maintenance and inspections.

FURTHER INFORMATION

Who should customers contact if they have questions or require additional information?

- Customers may contact their Digital Realty Customer Success Manager or email customersuccessteam@digitalrealty.com with additional questions or you may contact your local Digital Realty site team.
- Customers at Interxion facilities should contact QHSEreporting@interxion.com
- Media and industry analysts should contact Marc Musgrove mmusgrove@digitalrealty.com with any questions.

- Investors may contact John Stewart
investorrelations@digitalrealty.com