



DIGITAL REALTY

FACILITY ENVIRONMENTAL CLEANING PROTOCOLS AND INFORMATION UPDATE—CORONAVIRUS (COVID-19)

Updated: 3/16/20

Digital Realty takes the safety of our customers, employees and partners very seriously and has developed cleaning protocols to address the Coronavirus (COVID-19) for our 267 global data center facilities worldwide. We have been closely monitoring the U.S. Centers for Disease Control and Prevention (CDC), the World Health Organization and other leading public health authorities concerning the virus.

Our environmental cleaning protocols and safety measures are designed to address the coronavirus pandemic to avoid disruption in services and include everything from personal-hygiene safety practices and symptom awareness, cleaning product specifications, enhanced and specialty cleaning procedures, and compliance with public healthcare guidelines and governmental regulations. We are taking the following specific steps:

Health, Safety and Knowledge: Employees, customers and partners – and their own health, safety and knowledge – are essential to business continuity. An effective environmental cleaning program is critical to keep everyone safe. Here are some ways we're supporting our community:

- Personal Safety Hygiene and Symptom Awareness:
 - Proper and frequent handwashing help combat the spread of viruses. We have implemented an awareness campaign based on public-health recommendations regarding personal hygiene and other safety measures. We have posted awareness posters in our facilities, increased access to hand sanitizers and other ready-to-use cleaning products and implemented verbal health screening measures for all persons entering our managed facilities.
- Ongoing Training:
 - We are working closely with our global teams and our janitorial vendor partners to implement enhanced COVID-19 awareness training that ensures all cleaning staff, protocols and cleaning products are consistent with CDC, World Health Organization and the U.S. Environmental Protection Agency (EPA or equivalent in-country agency) recommendations.

- Real-Time Information:
 - Digital Realty mobilized its Business Continuity team and other key corporate and regional resources to create an internal communications hub where the latest news and information can be accessed by our employees, customers and partners to prepare for and respond to COVID-19. Our 24/7 Global Command Center is used to gather, facilitate and disseminate information concerning the virus, publish event notifications, as well as monitor developments at our facilities in real-time.
- **Cleaning Products and Protocols***: From the beginning of the current Coronavirus outbreak in APAC, we have been working with our janitorial partners and suppliers around the world to make sure we can procure and utilize virus-killing, disinfectant cleaning agents approved by the EPA (or equivalent in-country agency) for our facilities.

Our phased pandemic cleaning program is progressive and adaptive based on a number of factors including CDC, WHO and other public and governmental agencies updates on community transmission severity risk factors and adherence to cleaning and disinfectant guidelines.

Current State: Enhanced Cleaning of High-touch, High-traffic Areas

- Maintain routine cleaning plus increase frequency of target cleaning and disinfecting of high-touch surfaces (i.e. check-in areas, door handles, buttons handrails, toilet handles, security biometric-readers)
- Standard alcohol-based (70% or above), bleach-based products and disinfectants (Lysol, Clorox, etc.) and deployment of electrostatic-disinfectant sprayers

Potential Future State – Confirmed COVID-19 Case(s)

- Maintain existing protocols for enhanced cleaning
- Mobilize specialty cleaning services and hospital-grade cleaning agents for deep cleaning for confirmed COVID-19 cases or other event-driven circumstance
- Resume enhanced cleaning for affected area once deep cleaning is completed

A bedrock of our cleaning protocol is working closely with our janitorial suppliers to ensure up-to-the minute proper vendor-employee training to assure that standards are adhered to in addressing COVID-19. Training includes proper hand/eye protection, best practices for cleaning agent dilution and handling, guidelines on how long certain cleaning agents need to remain on surfaces before being removed, proper sanitation disposal techniques, speedy incident response, communications and reporting and compliance with guidelines from government authorities such as the Environmental Protection Agency (EPA) and the U.S. Occupational Safety and Health Administration (OSHA).

Event Notification: 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 take. By way of example, we will undertake an additional cleaning and disinfecting protocol of the common areas and/or backroom Digital Realty employee office areas that we know the infected individual visited. When entire facility disinfection is required per CDC or other public healthcare authority and after mandatory waiting periods (e.g. 24-48 hours), specialty cleaning and sanitation partners will be deployed to augment our potential future state cleaning protocols where needed. Where disinfection may be required for customer-leased production, computer rooms

or other leased space such as customer offices, Digital Realty will work closely with the customer to ensure the customer can carry out their cleaning procedures consistent with guidelines.

In a confirmed case, our Global Command Center is utilized to provide official notices and updates throughout the incident. These notices will be marked as a Red Event Notice.

Additional Information and Important Note: Given the fluidity of the COVID-19 pandemic situation, we will update this information resource as practicable. In the meantime, you may find additional information by reading the [Digital Realty Coronavirus-Statement](#), or you may email specific requests to our [Customer Success Team](#). You can find facts and the latest information on the virus on the [CDC's website](#) and the World Health Organization (WHO) [website](#).

*All protocols and cleaning products are subject to adjustment and availability based on evolving developments, governmental and public health guidelines and restrictions, disruptions in supply chains and product availability.

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