March 20, 2020
Update 5

Dear Valued Customer,

The spread of the novel coronavirus (COVID-19) is being taken very seriously at ServerCentral Turing Group. We realize the impact it can have on our employees, your employees and our businesses.
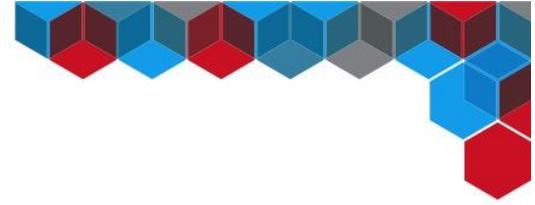
ServerCentral Turing Group has a Business Continuity Plan in place to provide direction to our internal teams and vendors in the event that a pandemic infection poses a health and safety threat to our customers, vendors or employees, or otherwise threatens our ability to effectively deliver continuous business services. Portions of this Plan have been activated as described below.

Two key aspects of our Business Continuity Plan are outlined below, which are most relevant to the current situation:

Preparation
ServerCentral Turing Group has done and is continuing to do the following:

- Recommended all employees who are able to work from home, do so until further notice
- Established a no visitor policy at all facilities
- Established travel advisory limiting non-critical travel amongst staff members
- Provided hand sanitizer and wipes in common areas and entry locations
- Communicated to the teams within ServerCentral Turing Group to create awareness by direct email, posts on our intranet and signage
- Monitoring of system load and capacity testing for remote workers
- Engagement with remote work to address effectiveness and capabilities
- Engaged with industry partners on preparedness
- Continued monitoring of CDC, WHO, and other outlets for up to date information
- Instructed our employees to take precautions as outlined by the CDC including:
  - Practice physical distancing of at least 6 feet from others
  - Frequently clean hands by using alcohol-based hand rub or soap and water
  - Avoid close contact with anyone who has fever and cough
    - Cover mouth & nose when coughing or sneezing
  - If you have fever, cough and difficulty breathing seek medical care early and share previous travel history with your health care provider
    - Self-quarantine at home until symptoms subside

Readiness

ServerCentral Turing Group has partially implemented our Business Continuity Plan, which have prompted the following actions:

Data Center

Visits to the data center are strongly discouraged and it is recommended Remote Hands be utilized where possible.

Visitors will not be permitted to enter employee workspaces (offices or warehouse).

Staged alternative staffing schedules have been implemented to reduce staff interaction or overlap across engineering, remote hands and security personnel.

All planned preventative maintenance activity requiring vendors onsite will be postponed until approximately April 15th.

All sites are implementing *Enhanced Disinfection* which requires hospital-grade disinfectant with a continued focus on maintaining normal cleaning frequencies on, but not limited to, visitor check-in areas, door handles, bathrooms & shared breakroom environments.

All persons entering Data Center facilities can expect the following enhanced screening measures:

- All persons will be verbally screened by Security upon entry prior to being allowed access. If the verbal survey results in an affirmative risk response, the individual will be asked to leave the site and the site team will advise the main point of contact for the customer or supplier. The following are the current set of questions:
    - Are you currently experiencing any flu-like symptoms (including fever, body aches/pain, sore throat, cough, or shortness of breath)?
    - Have you been in contact with a confirmed Novel Coronavirus (COVID-19) patient in the past 14 days?
    - Have you visited any of the following countries in the past 14 days – including Mainland China, South Korea, Italy or Iran?
    (this question is updated per CDC guidance)
    - Have you been denied access to any this or any other data center facility?
- In some locations, if permitted by local authorities, temperature screening of all individuals entering the facility will take place. Any individual with a temperature exceeding 99.5°F (37.5°C), will be denied access to the facility.
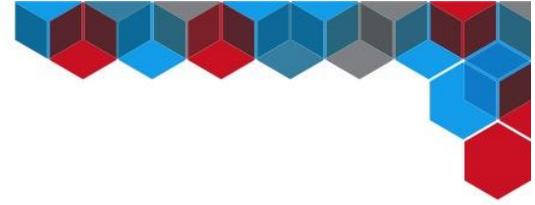
Corporate Headquarters

The Chicago corporate headquarters is closed to all personnel. All personnel at this location are working from home. Select personnel are admitted access to the facility for essential tasks such as mail pickup.

Shelter-in-Place Orders

Under the shelter in place orders in place to date, ServerCentral Turing Group meets the definition of an *Essential Business* which provides *Essential Infrastructure Services* with respect to Internet and telecommunications systems, including the provision of essential global, national, and local infrastructure for computing services, business infrastructure, communications and web-based services. Our services are critical to the operation of many private sector organizations that are relied on by many federal, state and local government organizations and are currently exempt from local, state and national quarantine.

ServerCentral Turing Group continues to monitor official COVID-19 guidance from health authorities and will provide customer updates via the customer portal, website and other communication outlets.

If you have any questions or concerns regarding our preparation, please direct them to your account manager or contact me directly at tjohnson@servercentral.com.

Sincerely,

Thomas Johnson
Chief Information Security Officer