

OVERVIEW

PANDEMIC PLAN

At Equinix, we take every precaution possible to detect and respond to incidents before they develop into unplanned interruptions. Our Business Continuity and Crisis Management Program has integrated a Global Infectious Disease and Pandemic Plan into our overall operational strategy and process, specifically focusing on an infectious contagion that may impact our IBX locations, staff, technology and/or critical vendors.

Pandemic Planning

The Equinix Global Infectious Disease and Pandemic plan details the specific planning and steps that should be taken before, during and after an infectious disease incident. The plan contains detailed actions which track to the severity of the pandemic and trigger points for actions, which are implemented (as required) globally, while also following guidance and/or requirements from local public health authorities.

The plan begins with disease definition, preparation steps, and the process to maintain ongoing surveillance of the situation. There are well-defined triggers that are used to move from one level of response to the next including the communication/coordination efforts associated with each level in order to maintain essential services. The plan has been communicated to and operationalized in all sites globally and is part of our larger business continuity and crisis management program.

Key components of the plan include minimal staffing levels and team segregation, critical equipment and supplies (including vendor supply chain) and the overall continuing operations of our IBX locations. The plan includes the following content and strategies:

Staffing and Coordination:

- Appointment of a Pandemic Manager for each Country for staff coordination, education and infection control measures
- Planning for staff absenteeism, succession and supporting staff wellness/hygiene measures
- Identification of functions which can be performed off-site (e.g. remote solutions and capacity)
- Implementation of travel restrictions and recall of staff from affected areas
- Consideration of alternate sales/service channels to reduce face-to-face contact
- Following vaccination and or treatment protocols from local health authorities
- Evaluation of shift times and duration to reduce personal contact
- Implement social distancing and hygiene protocols for staff within IBX
- Implement work from home options for non-critical (IBX) staff
- Segregation of IBX based staff and creation of teams to ensure minimal contact and prohibit staff from traveling to other IBX locations to reduce risk of cross-contamination

Screening and Cleaning:

- Identification of screening measures for all visitors and staff
- Isolation and quarantine procedures at site
- Establishing scope and service agreement with third party cleaning/decontamination services
- Increased cleaning

Vendors and Supplies:

- Identification and increased inventory of key IBX equipment and essential supplies (such as thermometers, personal protective equipment, sanitizing solutions, food, water and sheltering-in-place materials)
- Identification of key vendors and suppliers
- Plan to activate alternate suppliers and delivery means

Essential Services:

- Identification of critical functions as defined in Business Recovery Plan
- Consideration of what services may be impacted in order to develop alternate service delivery measures in order to meet customer SLA's

Communication

- Coordination and communication of business continuity procedures with customers
- Internal and external communication planning
- Staff awareness on contagion and preventative measures
- Monitoring and communication of contagion spread and impacted areas

Additional information in the plan details precise actions for staff to screen entry points using a detailed questionnaire based on recent potential exposure and to perform temperature screening (using a contactless thermometer) as recommended by local health authorities depending on the contagion.



Business Continuity

The Equinix Business Continuity Program follows an industry best practice model for governance, documentation and exercises. The program is sponsored by the Chief Operating Officer and is governed by the Business Continuity Program Executive Steering Committee, consisting of Equinix executives and subject matter experts who meet at least once per calendar quarter. The Executive Steering Committee maintains visibility into the inner workings of the Business Continuity Program, receives regular updates/reports regarding program progress and testing results and provides program direction and support. In addition, the Business Continuity Program is a regular subject of discussion with our Governance Committee, a subcommittee of the Board of Directors, which provides oversight of the program.

Crisis Management

Equinix has a strong crisis management capability in place with representation from senior leaders across the organization globally. The program includes regional crisis management teams and plans, with oversight from a global/executive team with its own tailored plan. Each plan documents the procedures for identifying, assessing and escalating response based on the severity of events, and contains position descriptions along with operational checklists for team members. Communication processes and protocols ensure that customers receive clear and timely updates in addition to the standard Advisory/Incident Communications process. Crisis management exercises for each team are conducted at least twice per year to ensure that we stress-test our processes and procedures.