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COVID-19: Data Center policy update

March 24th, 2020

Due to the increase of COVID-19 cases in the cities where we have data center facilities, we are taking additional proactive measures to protect our employees and customers requiring access to our facilities.

Effective immediately, all data centers will implement the following guidance, consistent with local, state and national authorities along with the guidelines from the World Health Organization (WHO):

1. Prohibit any person except the following from accessing the data center facility: MDC operations staff and customers' personnel with 48-hour prior approved access.
2. Groups of more than 4 people won't be allowed into the data center facility at the same time, including MDC staff.
3. Anyone entering the data center facility should wear a facemask and latex gloves.
4. Before allowing entry into the facility, we will screen all individual, including taking the temperature of each person upon arrival each day, and deny entry to any person who meets any of the following criteria:
 - A temperature of 100.4°F or above;
 - Signs or symptoms of a respiratory infection, such as a cough, shortness of breath, sore throat, and low-grade fever;
 - In the previous 14 days has had contact with someone with a confirmed diagnosis of COVID-19; is under investigation for COVID-19; or is ill with a respiratory illness; or
 - In the previous 14 days has travelled internationally to countries with widespread, sustained community transmission. For updated information on affected countries, visit: <https://www.cdc.gov/coronavirus/2019-nCoV/travelers/index.html>.
5. MDC will have sanitizing stations in every data center with antibacterial gel and latex gloves for employees and approved visitors.



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6. Avoid contact with MDC staff while working in the data center facility and keep a social distance of about 6 feet.

In the event of a shelter-in-place measure by local or national authorities, MDC would strive to maintain staff on-site to perform any critical activity and would ask customers to restrain visiting our facilities at all.

Thank you for your support and flexibility during this challenging time. Stay tuned for future updates as they become available and don't hesitate to contact us if you have any questions or concerns.

Mauricio Flores Alanis
COO at MDC Data Centers