EQUINIX BUSINESS CONTINUITY PROGRAM
FREQUENTLY ASKED QUESTIONS

1. Who is responsible for all business continuity activities?

Vice President, Global Risk & Security, reporting to Chief Financial Officer, and Business Continuity Program Executive Steering Committee.

2. Who is responsible for IT disaster recovery planning?

VP, Global IT Infrastructure, reporting to Senior Vice President, Chief Information Officer, and Business Continuity Program Executive Steering Committee.

3. Who is responsible for incident management?

There is a global incident management process which rolls up to Executive Vice President, Global Operations Leader.

4. Does your company have a documented Business Continuity Program policy?

Yes. It is reviewed, updated and approved annually or more frequently due to program changes.

5. Does Equinix maintain Business Continuity Plans for each IBX location?

Yes. Each IBX® data center has a documented Business Recovery Plan which contains information needed to recover critical business processes within their identified Recovery Time Objective (RTO) based on a detailed Business Impact Analysis (BIA). The Business Recovery Plan is used by IBX Operations, Physical Security and site management to direct recovery at the time of business disruption and includes key vendors. These plans are tested, reviewed and signed off annually or more frequently due to program changes.

6. Does Equinix perform a Threat and Risk Assessment for each IBX location?

Yes. A detailed Threat and Risk Assessment is performed for each IBX location. The Threat and Risk Assessment is used to identify and evaluate risks that threaten the ability of the IBX to conduct business operations. These analyses are reviewed and signed off annually or more frequently due to program or risk changes.

7. Does Equinix have a Pandemic Plan?

Yes. The Global Infectious Disease and Pandemic Response Plan includes 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 communications/coordination efforts associated with each level in order to maintain essential services aligned with global and local public health authorities. The plan has been communicated to and operationalized in all sites globally. This plan is reviewed and signed off annually or more frequently due to program changes.

8. Do you have a process to address a security breach at an IBX data center?

Equinix maintains a security incident policy and operating procedures that address security breaches and other security-related events. These are followed at all IBX data centers.

An Equinix customer guide containing information about access security procedures that protect Equinix IBX data centers and the customer's licensed space against physical security breaches is provided to customers. An electronic version of the guide is available on the customer Web Portal.

Software and virtual intrusion type security risks are the responsibility of the individual customer and/or the managed services provider(s) selected by those customers. Equinix recommends that all customers' security plans address risks to computer and network security, such as denial of service, intrusion protection, malware, virus and similar security threats that could impact the customer's operation. Equinix, with its partners and other managed service providers colocated at our IBX data centers, can work with an individual customer to implement recovery measures across multiple IBX data centers.

9. Does Equinix have refueling contracts in place?

Refueling contracts are in place at every site, and additional backup vendors have been identified.

10. Does Equinix test its IBX data center critical infrastructure and incident management procedures?

Equinix conducts a variety of tests to ensure continuity of critical business processes. Equinix actively maintains Standard Operating Procedures for emergencies, health and safety events and incidents to ensure life safety and continuity of critical business processes.

Testing at Equinix IBX data centers includes, but is not limited to, the following:

- Scheduled preventative maintenance tests on critical infrastructure to ensure proper fail-over to backup systems. Testing of components, as well as end-to-end system testing, is performed. Depending on test type, these may be performed bi-weekly, monthly, quarterly, every 6 months or annually.

- Dynamic monitoring to continuously assess critical infrastructure for proper performance.

- IBX staff training and testing. Staff members receive formal online training and additional on-site training as needed to maintain familiarity with operating procedures, and participate in scenario-based tests.

- Evacuation and security drills to ensure both Equinix staff and customers within the IBX data center exit the facilities safely.

All tests are followed up with a post-test analysis and extensive reviews, which are communicated to management.

11. How often are electrical components and systems tested at the IBX data center?

Electrical components and systems are tested weekly, monthly, quarterly or annually, based on the system being tested and the type of test that is required. Regular preventative maintenance is performed by qualified staff and service providers. The maintenance program includes job plans and schedules to fully support the effective operation of critical equipment to its required performance levels.

12. Are test results reported to management?

Management receives information on all tests conducted. All IBX data center facility managers participate in periodic conference calls to review, track and implement appropriate corrective actions when necessary.

13. Does Equinix have an established change control process in place to keep the continuity/recovery plan current with process, organizational and technology changes?

Equinix maintains a robust change control process and has integrated continuity and recovery into our overall planning. The impacts of changes are taken into account as part of our change control process.

14. What suggestions does Equinix have for its customers regarding preparation for an incident or disaster at an IBX data center?

Equinix's top priority is to ensure the safety and uptime of our customers and IBX facilities. Although IBX data centers are built to be fault-resistant, the total failure of the IBX building could occur. Customers are responsible for their own disaster recovery planning and should consider recovery of computer, applications and network security systems, as well as data backup and restoration strategies. Equinix and our partners can provide customers with assistance in planning to implement disaster recovery processes across multiple IBX data centers.

15. Do the IBX data centers hold any certifications by an independent party regarding their disaster recovery plan or procedures in the event of a disaster at that facility?

Equinix IBX data centers are subject to third-party audits leading to third-party attestations and/or certificates. IBX certificate information can be located in the Technical Specifications available for each IBX data center at Equinix.com. Certification information may also be obtained from your Customer Success Manager.

Please contact your Customer Success Manager to arrange for this review/support.

Equinix will support you or your authorized auditor in audit activities via a Smart Hands® order and subject to Smart Hands rates.

16. Do you provide your IBX data center operating procedures and business continuity-related documentation for customer review?

We do not provide copies of these documents to our customers. These documents contain highly sensitive information and are confidential and proprietary.

Customers may review IBX data center procedural documentation, IBX data center threat and risk assessments, and IBX data center business recovery plans by scheduling a meeting at any Equinix location such as a headquarters office or an IBX data center. Please contact your Customer Success Manager to arrange the review.