LightEdge Response: COVID-19

Dear LightEdge Customer,

We are taking all necessary steps to prepare for any potential COVID-19 scenarios that could unfold. Our goal is to minimize the health risk for our customers & employees, ensure our facilities do not become transmission sites, and maintain business operations as normal for you.

Please read this communication thoroughly and share with your team. We will publish any updates or changes here, as well. Here is a high-level summary of the proactive measures LightEdge is taking.

1. Corporate Policy Review
   a. Our Business Continuity Plan underwent a full review & update based on COVID-19.
   b. LightEdge Senior Leadership and the Emergency Response Team are meeting frequently to assess any changes in the situation to ensure we are planning appropriately.
   c. Each department within LightEdge has created individual pandemic plans, reviewed them with their teams, and implemented accordingly.
2. Increased Sanitation Measures
   a. LightEdge doubled our cleaning & sanitization efforts at all offices and data centers, and stocked disinfectant supplies at every location.
   b. All data center locations now have "clean rooms" where cleared employees would work during sanitization efforts should an employee, customer, or vendor come into the facility with a confirmed case or showing symptoms.
   c. We are requesting that any colocation clients or vendors do not send staff to our facilities who appear to be exhibiting flu-like symptoms. (As a reminder, we do have 24/7/365 Remote Technical Hands available.)
3. Employee Travel Restrictions
   a. Effective immediately, LightEdge has restricted all International travel for its staff and limited National travel to essential needs only.
   b. We have cancelled our presence at all upcoming National & International conferences.
4. Business Continuity Preparation
   a. LightEdge is conducting a Continuity of Operations test to ensure all team members are able to work effectively remotely should they be prevented from coming to the facility.
   b. We have fully tested facility redundancy should staff be unable to enter specific data centers, and we guaranteed all equipment has required maintenance completed while fully staffed.
5. Communication Plan
   a. LightEdge will communicate any changes to our response plan, facility access, or other business functions via email, on the legal page of our website, and through our customer portal.

LightEdge is fully prepared and continuing to take all necessary steps to ensure there are no service interruptions to any of our customers. We fully understand in times like these, our clients in heavily regulated and critical industries depend on our 100% uptime more than ever. We are making sure you continue to have that peace of mind.

If you have questions on any of the measures above or on items that were not covered, please direct them to security@lightedge.com or setup a time to talk with our Chief Security & Compliance Officer, Michael Hannan, at 913-318-8765 or mhannan@lightedge.com.

Thank you,
The Team at LightEdge