



# COVID-19 POLICY & PRECAUTIONARY MEASURES



LAMDA HELLIX  
DATA CENTERS



# ABOUT

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The COVID-19 pandemic highlights the necessity for all businesses and individuals to act now with responsibility towards the welfare of the community. Given the current epidemiology and the expected developments in the next weeks, we have taken several precautionary measures based on the evolving situation and the national regulations in place. These are also based on our extensive experience in critical facilities management of 60+ data centers.

Our aim is to minimize the risk not only for us and our customers but also for the community at large while continuing to provide country and industry necessary services. These measures, along with personal responsibility of each and everyone, are put in place at Lamda Hellix Critical Facilities, Data Centers and HQs for the protection of our customers, personnel, vendors and anyone visiting.



# PRECAUTIONARY MEASURES

In line with the Greek Authorities', the WHO's guidelines and the industry's best practices, we are performing the following:

- Disinfection 3 times per week by specialized personnel using effective and certified agents. If a lot of people visit our facilities, we will also instigate additional, on-demand, disinfection.
- Increased presence and provision of cleaning and disinfection services for our Data Centers using heavy grade disinfectants. We have tripled the already thorough cleaning services on site. The cleaning will focus on common areas, toilets, kitchens, door handles, push bars, and general office areas.
- Additional alcohol-based hand sanitizers have been provided at multiple areas, typically near entrances, corridors, kitchen and toilet clusters. Visitors of our Data Centers are advised to inform the onsite Technical Operations Center should any of the dispensers becomes empty.
- Availability of disposable tissues throughout the facilities.
- Full fresh air (meaning no air recycling) in all Office/Business continuity areas.
- We have supplied our facilities with digital non-contact thermometers, surgical masks, heavy-duty masks, gloves, basic symptom-relieving medicines and long-lasting food supplies including bottled water.
- We have initiated special handling processes of received goods, loading areas disinfection and we ask all customers to allow, if required, for 2 days quarantine of their shipments in our facilities.



**FOLLOW THE INSTRUCTIONS**

- We have built an additional, completely separated and independent, Technical Operations Center (TOC)
- We have also installed in our Data Center Campus Security Lobby, a special thermal camera to check entering personnel and visitors for signs of fever with the accuracy required for medical applications like the ones the current situation demands.
- Further increased diesel availability on site and revisited agreements for on demand-supply ensuring the uninterrupted operation of our Mission Critical facilities.
- In our Data Centers, in addition to the existing redundancy of all of our management systems, we have separated our personnel into two groups eliminating their interactions by locating them in two different areas.
- We have suspended the visit of personnel from our HQs to the Data Center facilities and vice versa.
- We have suspended all Facility tours and on-site sales activities. We will continue serving our existing and potential customers from our HQs and through Teleworking, as always.
- We have internally partitioned the rest of teams (Infrastructure Management, Managed ICT Services, Integration & Consulting) to minimize the risk of getting ill at the same time.



# PROTECTION



# VISITOR'S GUIDELINES

As an extra precautionary measure, we discourage our clients, partners and subcontractors to visit our Data Center Campus unless it is absolutely necessary. To further facilitate this, we are extending courtesy of:

- **Remote Hands services** for all of our colocation customers since March 16th and for two months.
- We're also **doubling\* the speed of Multihome Internet Service** for all current and new customers from April 1st and for two months. *\* Provided that this is technically feasible from the customer's side and within the interface speed limitations.*

We will revisit potential further extension for both offers as the situation evolves.

We understand that the criticality of the businesses supported by our facilities will make some visits unavoidable therefore the rest of the measures are in place to limit the risks.

All visitors (customer's technical or other staff and/or subcontractors) arriving in our Data Center Campus for any reason, must be equipped with individual protection against virus transmission. In particular, it is mandatory they wear surgical masks and gloves from the moment they enter the building and throughout their stay. This policy is valid by Wednesday 18/03/2020 till further notice. Please note that from this point on, no one will be allowed to enter the facility unless he has the previously mentioned protective items. Anyone who doesn't comply with these measures will be deprived of his allowance to enter the facility until further notice.



REMOTE HANDS

As a reminder the following measures which were a good advice in any case, are now mandatory in addition to common sense:

1. Maintain good personal hygiene
2. Wash hands every time you use the toilet, before you eat and frequently throughout the day. The minimum suggested duration of hand-washing is twenty seconds
3. Avoid touching your face
4. Cover your mouth with tissues or arm when sneezing or coughing and try to do it away from others
5. Dispose of tissues in the bins provided
6. If you feel unwell, please return home and follow the national contact guidance
7. If a member of your household or Co-Worker feels ill, please inform your line manager
8. Use hand sanitizer often. Avoid handshaking and tactile contact. Avoid getting close to others. If possible, maintain a 2 meters distance or more through the facilities
9. If you feel unwell, take your temperature, wear a surgical mask and consult (initially by phone) a doctor. We have a digital non-contact Thermometer in the TOC if you wish to check your temperature
10. Leave kitchen, toilets & public spaces as clean as you found them
11. Open the windows to the office areas frequently. Always have with you a light jacket in case the temperature is less than ideal due to opened windows





# FOR OUR EMPLOYEES

To ensure the safety of our personnel we have taken the following steps:

## **1. Encouraging employees to work from home**

We are encouraging a work-from-home policy for employees that their job content allows. We have tested our remote access capabilities for all staff, and we have ensured they have secure access to critical data. We have implemented a Communications escalation plan with full contact details to ensure the appropriate staff can always be in contact for required activities.

## **2. Stopping all business travel and discouraging personal travel**

All scheduled business trips have been canceled. Regarding personal travel, everyone should follow the general guidelines.

## **3. Reducing meetings**

For the time being, we encourage our employees to avoid in-person meetings as much as possible and use video-conference solutions, widely implemented and in use from Lamda Hellix anyways, wherever applicable. In addition to personal collaboration tools in laptops, mobiles and tablets, we have in place 4 state-of-the-art video conferencing rooms in our Data Centers and HQs.

## **4. Planned Maintenance**

We are reviewing our planned maintenance works and prioritizing Critical plant activities in order to allocate the appropriate levels of resources if our staff resources are impacted.

## **5. Supply Chain**

We are in contact with all of our major suppliers to make sure that they also follow a strict set of rules to mitigate the current situation and continue to be a trustworthy partner of ours.

# SAFETY FIRST

Data Centers are the pillars of the digital economy and as one of the largest Business Continuity and Disaster Recovery providers in SE Europe, Middle East & North Africa, we strive to maintain the uninterrupted operation not only of our business but also of our customers'.

It is crucial to preserve the local economy as active as possible while also protecting all involved parties. We continue to provide the high-quality levels of service that we have been proud to deliver for the past 16 years and as we monitor the situation we will review, update and advise accordingly safeguarding people & business.





If you have any questions, please feel free to contact your relationship manager or send an email to [info@lamdahellix.com](mailto:info@lamdahellix.com)



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