

TELEHOUSE STATEMENT – UK Government Exit Strategy

In response to the current Coronavirus (Covid-19) status, Telehouse International Corporation of Europe is continuing to adhere closely to the guidelines and advice provided by the UK Government and Public Health England, and has procedures in place to keep everyone as safe as possible. Social distancing practices have been implemented which are in effect across all Telehouse Data Centre facilities. We want to reassure you that our priority remains the safety and welfare of our customers and staff, as well as the continued delivery and maintenance of our services.

This is a measured response by Telehouse, as such we have adapted our facility and working practices to meet the working stipulations required by the UK Government. We strongly request that all customers work with Telehouse and adhere to these new working practices at this time. Telehouse will continue to monitor customer access to ensure their safety and wellbeing while on site.

As a result of the UK Government's guidelines, our current working practices include a reduced on-site staff presence, however, we are continuing to support our customers' requirements for Building and Facilities Control, Security, Service Desk and the Network Operating Centre. We will continue to respond to customer requests and deal with emergency break/fix tickets as required.

Telehouse reserves the right to amend or adjust this regulation as applicable to its business needs, operations and government advice.

We will continue to monitor the situation closely and have a multi-phase plan in place should there be additional developments or actionable advice from Public Health England or any other relevant bodies.

We are confident that we have effective measures in place to maintain operations and keep any disruption to a minimum. Should you require any further information, please contact your Telehouse Account Manager.

We would like to thank you for your support, patience and understanding.

Telehouse International Corporation of Europe Limited