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## COVID-19 Update

We would like to provide this update on our progress during these very trying times.

We recognize more than ever how important it is to be vigilant in keeping our employees, customers, and partners safe. To that end, we remain committed to providing you timely updates as we continue to take proactive measures in following the necessary federal and state guidelines while delivering our services to our valued customers.

Our COVID-19 Emergency Preparedness Plan continues to be reinforced, powered by highly secure remote capabilities for 24x7 'follow-the-sun' customer support. More than 90% of our staff are working remotely, and we have implemented all necessary guidelines for those essential employees who continue to come to our data centers to perform their work. This includes scheduling adjustments, social distancing, and wearing protective face masks. We are taking every precaution to ensure we strictly follow all necessary guidelines when we are physically on-premise, as well as when we are working remotely.

To sustain employee productivity and collaboration, we have implemented additional management tools to further drive collaboration, and we have enabled each of our support teams with remote support and troubleshooting tools, all grounded by communication, communication, communication.

Our building management in all our data center facilities continue to be proactive in keeping with the government guidelines, including sanitizing all common areas regularly, and maintaining the necessary lists of required sign-ins for all essential staff cleared for access to our data center facilities.

Our entire team of dedicated employees continue the spirit of putting the customer first in everything we do. We want to commend everyone on our team: the Operations staff that comes on-site physically each and every day, and our fully remote staff from all other departments, including our permanent remote-based staff around the United States, our Technical teams, our Client Services teams overseeing Account Management, Project Management, and Transitions, and our administrative, supervisory and management teams coordinating and implementing this difficult operating plan.



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As always, we will continue to go above and beyond and do our very best in supporting our customers, and we have many customers who are contributing directly to helping get through this dire situation, whether they are manufacturing critical healthcare equipment, or hospitals and healthcare facilities, or insurance/financial institutions, media, and of course our government customers, who are supporting our citizens directly.

We find ourselves now busier than ever, as our business continues to grow as we step up to challenges driven by the growing needs of many of our customers, as well as in taking on new customer engagements. Our emergency preparedness and operating plans are being reviewed on a weekly basis, while our data center operations have not been materially impacted by COVID-19. Even so, we remain diligent and take additional actions as the circumstances require, as we continue to take all the necessary precautions to protect the health and safety of our employees, customers and partners.

We appreciate and are thankful of our collective ability to serve our customers, our partners, and our community in providing our services, support, and guidance throughout this trying time.

Thank you very much,

A handwritten signature in black ink that reads 'John'.

John M. Lalli