

COVID-19 Customer Tours Protocol

Pre tour preparation and check-In

- Sales notifies and provides detail of tour (facility, time, guest count) to applicable market GM and datacenter manager at least 24 hours prior to tour.
- Sales communicates all protocol applicable to guests before their arrival to the facility, including the four questions below, indicating that tour attendees will be asked upon their arrival at the facility to verbally confirm that each answer is “no”.
- Tours are limited to maximum of three customer guests.
- Guests should bring their own PPE and are required to wear a face covering at all times once in the facility.
 - Sales rep notifies customers in advance to bring own face coverings.
 - If prospective customer does not have a face covering, if available, CoreSite will provide bandanas, which guests can keep at the end of the tour.
- Health Screening protocols:
 - Temperature check:
 - If mandatory due to state or local laws or guidelines or landlord rules, CoreSite to require all guests and employees attending the tour to conduct temperature checks before arrival
 - If not mandatory, CoreSite Sales will recommend that guests and employees conduct temperature checks (fever is defined as 100.4 or higher) and symptom screening before arrival
 - During security check-in at the facility, the following screening questions will be asked of each tour attendee:
 - Question # 1: Within the last 14 days, have you been in close contact with anyone who has been diagnosed as infected with, or is being screened for, COVID-19?
 - Question# 2: Within the last 14 days, have you been in close contact with anyone who has been advised to self-quarantine by a healthcare provider?
 - Question# 3: Have you tested positive for COVID-19 or been diagnosed as COVID-19 positive by a healthcare provider?
 - Question# 4: Are you currently experiencing symptoms of COVID-19 which include, but are not limited to, cough, fever, shortness of breath, difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell?
 - **If attendee answers yes to any of the questions, they will not be allowed to enter the facility.**

Kick-off Meeting

- Conference room capacity at each facility will be revised and readjusted (remove unusable seats) to allow optimal distance between seats (to be capped at 50% of normal capacity). Attendance will be limited to the revised capacity, which should be posted on the door.
 - CoreSite team to adjust and determine meeting attendance to adhere to the capacity. Cap of no more than four CoreSite members in the meeting (Sales VP, GM, SE)
 - If more participants are necessary, a CoreSite team member should set up a virtual call/video to add the additional participants to the kick-off meeting remotely.
- Only one use of conference room allowed per day to ensure that adequate cleaning can be done before next use.
- Face covering must be worn at all times by each attendee
- No food/beverages allowed during the meeting in the conference room.
- Hand sanitizer and/or sanitizing wipes must be available in the conference room.

Tour Routes

- CoreSite members limited to a maximum of 3: Sales Rep, SE and DCO Manager
- Have one person (preferably DCO wearing a N95 mask) be the one that bios and holds doors for entire tour
- Maintain 6 foot spacing between tour attendees
- Avoid crowded or confined areas
 - At non-carrier hotel facilities, avoid elevators, unless a guest has health issues or requires physical assistance in which case he/she should be directed to ride elevator to desired floor alone and will be met by the DCO representative.
 - At carrier hotel facilities, if elevator must be taken, reduce elevator crowd to one person per ride, unless 6' spacing can be maintained with more people in the cab.
- Face coverings must be worn at all times by each attendee
- Hand sanitizer should be carried by a CoreSite employee and made available for all during the tour.

Post Tour Wrap-up

- If a post tour discussion in the conference room is necessary, plan to have each attendee go back to the same seat as used during the kick-off meeting.