



ATSG Cloud Business Continuity Procedures and Protocol

At ATSG Cloud, we take all precautions possible to detect and respond to incidents before they develop into unplanned interruptions. Our Business Continuity Program is one component of our overall operational strategy and process. Additional components include the robust design and construction of our International Business Exchange™ (IBX® data center) locations, our Standard Operating Procedures (SOPs), and experts trained to respond to a variety of events. In addition, ATSG Cloud employs expert third parties to provide support as needed.

The ATSG Cloud Business Continuity Program follows an industry best practice model for governance, documentation and exercises. The program is sponsored by the Chief Technology and Innovation Officer, and is governed by the Business Continuity Program Executive Steering Committee, consisting of ATSG Cloud executives and subject matter experts who meet at least once per calendar quarter. The Executive Steering Committee maintains visibility into the inner workings of the Business Continuity Program, receives regular updates/reports regarding program progress and testing results and provides program direction and support. In addition, the Business Continuity Program is a regular subject of discussion within our committee.

Emergency Response

Life safety is an absolute priority. Appropriate plans are in place to ensure that physical threats are addressed as quickly as possible, and customers, staff and other on-site personnel are protected from unsafe conditions. ATSG Cloud is responsible for handling emergency response for data center sites occupied by the company. This responsibility is assumed by the landlord's building management where ATSG Cloud occupies space in a multi-tenant building. All IBX data centers follow SOPs (e.g., engineering, emergency, security, site operations, etc.) which detail the immediate responses to be taken by employees when an incident occurs. These procedures are designed to prevent or minimize physical injury and to ensure the integrity of the facilities and property.

Evacuation tests are conducted annually to ensure staff compliance and familiarity with documented procedures. Our colo facilities comply with all country, and local, municipality codes, regulations and requirements, including occupational safety and health standards.

Crisis Management

ATSG Cloud has strong crisis management capabilities in place with representation from senior leaders across the organization, including oversight from an executive team with its own tailored

plan. Each plan documents the procedures for identifying and assessing the severity of events, and contains position descriptions along with operational checklists for team members. Communication processes and protocols ensure that customers receive clear and timely updates in addition to the standard incident communications process. Crisis management exercises for each team are conducted at least once per year to ensure that we stress-test our processes and procedures.

Business Recovery – Headquarters

Business recovery plans have been developed for data center colo. A business impact analysis is used in the planning stage to gather data, identify business process recovery priorities and document systems, applications and maximum allowable downtime. Plan owners and plan builders assist in developing and maintaining plans that contain the detailed information necessary to execute department business process recovery strategies. They include a description of the strategy the business function will employ, as well as the resources and procedures to recover business processes within their recovery time objectives (as documented in the business impact analysis). Business recovery plans take into account the critical number of staff required to perform key business functions and are tested annually.

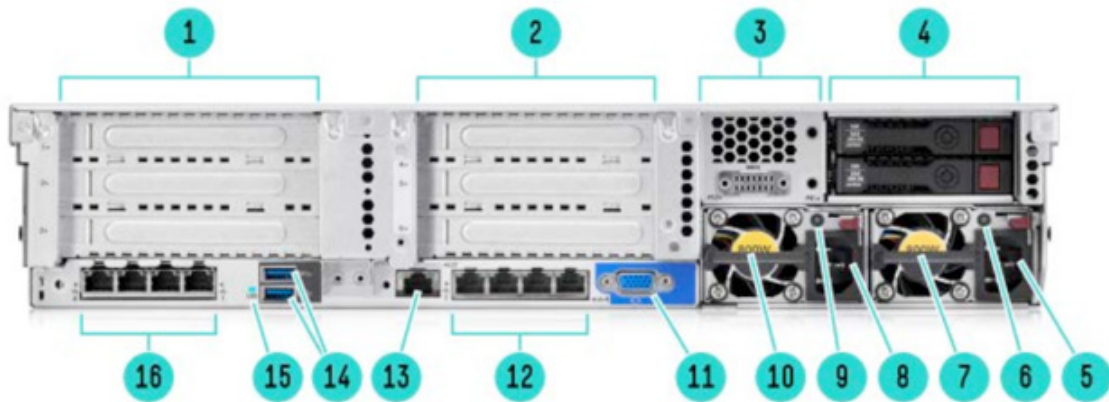
Business Recovery – IBX Data Centers

IBX data centers are designed to ensure the highest levels of availability. This includes infrastructure systems, such as physical security, detection and suppression, uninterruptible power systems, emergency generators and structural reinforcement of the building. IBX data center operational capability is supported by experienced staff who have completed training and follow well-defined processes and procedures, and engage in good housekeeping practices. IBX data centers are monitored 24 hours a day, 365 days a year to ensure we can respond immediately to incidents affecting IBX data center operations.

Business Recovery – Server Hardware

Our server hardware is designed for performance and redundancy. ATSG Cloud has partnered with some of the best server hardware manufactures to bring value and scale to our clients. Today our servers come with redundant hardware by default. This also includes Raid 6 or Raid 10 for disk, dual power supply, and redundant network cards. This server hardware is tested before going into production in our data center. ATSG Cloud does a 90-day test to bench test all aspects of the server, which includes power, CPU, memory, local disk and much more. This helps determine the limits of the hardware and gives ATSG Cloud a better planning strategy when hardware fails. And In the case of a hardware failure like a server motherboard or bad power supply, we have the standby hardware to transfer the disk into another server immediately.

Additional features of the server hardware include:



Rear View

1. PCI Slots (Slots 1-3 top to bottom, riser shipped standard)
2. PCI Slots (Slots 4-6 top to bottom, requires second riser card, and second processor)
3. Optional serial port
4. Optional rear 2 SFF HDD (supported in 24 SFF or 12 LFF front end)
5. Power supply Power connection
6. Power supply Power LED
7. HPE Flexible Slot Power Supply bay 2 (800w shown)
8. Power supply Power connection
9. Power supply Power LED
10. HPE Flexible Slot Power Supply bay 1 (800w shown)
NOTE: Optional Battery Back up option.
11. VGA connector
12. Embedded 4x1GbE Network Adapter
13. Dedicated iLO connector
14. USB 3.0 connectors (2)
15. Unit ID LED
16. Optional FlexibleLOM ports (Shown: 4x1GbE)

Business Recovery – Server Telco

We use state of the art Cisco switches, routers and firewalls for increased resilience and productivity. The network infrastructure has been designed for performance and redundancy. The low latency network gear delivers maximum uptime for infrastructure and customer environments. Keeping in mind maximum uptime, we have redundant gigabit internet links for all of our data centers configured over a BGP session. The ASN and IP addresses are advertised in all data centers. The data center to data center connectivity is on a gigabit MPLS circuit. Before putting the network gear in production, we perform stress tests for network throughput, latency and burst traffic.

Additional Information – ATSG Cloud Business Continuity Procedures and Processes

If you have questions regarding the business continuity procedures and policy detailed here, or need additional information, contact ATSG Cloud support via <https://support.dincloud.com>.