

CRITICAL ENVIRONMENTS SERVICES

Improving the critical environments experience through exceptional people and service.



 **STREAM**
CRITICAL ENVIRONMENTS

streamdatacenters.com



UNCOMPROMISING VALUES DRIVE MISSION-CRITICAL UPTIME

Whatever is happening in the world outside your data center — severe weather, earthquakes, fires, cyberattacks — your service environment must be impeccable. Stream Data Centers, an industry leader in the design, building and operation of best-in-class data centers, understands the challenges of data center management. Our Critical Environments Services practice can take on those challenges, so you can focus on your business.

OUR CIRCLE OF COMMITMENT

Stream Critical Environments Services brings passion and commitment to the delivery of mission-critical services for a wide range of facilities, both Stream-owned and client-owned. By using a values-based methodology, Stream brings all of who we are to the goal of improving the critical environments experience.



Five key pillars govern everything we do — and shape everything we are.

HEALTH & SAFETY

Within our organization lies a deep understanding of Health & Safety and how it is directly and proportionally connected to anything and everything we do. We believe it is the duty of every person on our team to protect themselves and those associated with them from accidents and injuries. Ensuring every employee returns home from work in the same condition they arrived is an integral part of our Health & Safety culture.

Our commitment to health and safety means:

- **Highly experienced professionals** — We hire trained data center operations experts, committed to maximizing uptime and value without compromising health, safety and security.
- **Continuing process improvement** — The tools and systems vital to mission-critical operations are subject to an annual review to ensure safety and efficiency.
- **Empowered and accountable people** — Every Stream employee is a safety champion. We trust our staff to recognize and speak up when they notice a potentially dangerous situation or process. And we listen.
- **Physical and administrative controls** — We provide controlled, secure facilities, with 24/7 security monitoring and incident response notification. In addition, we maintain a 90-day video surveillance retention.
- **Compliance** — Stream fully complies with recognized health and safety standards, and we deliver compliance-based audit reports that demonstrate our adherence.
- **Environmental consciousness** — We are on the lookout for new ways of being eco-friendly; we are building different types of data centers that offer innovative, energy-efficient advantages. We are also experimenting with using service credits for energy efficiency to decrease the reliance on coal for power, and are using wind farms, solar panel farms and hydropower where we can. In addition, we are LEED Certified Platinum, with the criteria to become a green grid.



TEAM

Our staff is the best in the business. And we understand that having the best team means nurturing them to keep them loving their jobs. Stream is not a megacorporation with spas and chef-prepared meals, but we invest heavily to keep our team on the leading edge of their profession. We take great care to recruit talented professionals who share our values — then we equip them with tools and strategies not just to do their jobs, but to shape meaningful careers. Just as importantly, we consider each other family, which further enhances our collaborative strength.

We demonstrate our commitment to team values through:

- **Training** — We provide a dynamic training curriculum that includes professional development and certifications along a defined career path. Our Critical Engineering Training Academy (CETA) not only improves our employees' skills and knowledge to minimize risks of disruption in mission-critical facilities, but also includes training in health, safety and environmental issues.
- **Human factors initiative** — As part of ongoing training, employees gain a heightened awareness of the human factors that can create risks to operations or personal safety, i.e., "human error" such as illness or personal stress. This initiative encourages employees to be responsible for their own well-being, with the knowledge that their superiors support them in doing so.
- **Personal attention** — Stream understands the pressures of mission-critical operations, and we value our staff as people. We want the right people in the right jobs to ensure their success and ours. And once an employee is in place, we value their perspective.
- **Whole-person recruiting** — While operations knowledge is important in recruiting Stream employees, we often put more value on behavior. We want well-rounded, intelligent people who are focused on excellence. Military veterans are a vital target of our recruiting efforts because we value their dedication and discipline; they understand the importance of standard operating procedures in meeting goals.



SERVICE

At Stream, service goes beyond what we do every day to maintain customer operations. We rely on trusted vendors as a vital part of our organization — that's how we are able to have experts in every industry available to respond to every incident immediately. Highly specialized vendors translate to highly specialized service to customers.

We maintain excellence in our vendor program through:

- **Vendor management** — We challenge Stream vendors to adhere to our values as they serve our customers. Part of our commitment to exceptional service is contracting with vendors that share our passion and our culture. We have to trust them to act in the best interests of our customers and to maintain expertise in their areas of specialization.
- **Processes that add value** — Every organization has procedures, of course, but Stream goes beyond the basics with our Stream Technical Engineering Procedures (STEPS) program. This process and procedure library records detailed processes for every area we control when using a third-party vendor. Our incident reporting process, for example, records what happened, why it happened and what action was put in place to prevent the incident in the future. A “lessons learned” section goes back to the team for discussion and education of events in the company and the industry. Such reporting is standard for us, with next steps and solutions as standard outcomes.
- **Collaborative process improvement** — The learning process is an ongoing part of our culture and serves to empower the team to maintain standard operating procedures, question those that can be improved, and suggest next steps and solutions to problems. When the team has procedures in place that they helped to create, they take ownership and accountability for making them better.

Processes That Work: Hurricane Harvey

Maintaining a critical environment may seem expensive and cumbersome — until disaster strikes. During the 2017 “1,000-year storm,” Hurricane Harvey, other Houston-area data centers struggled to stay up. Stream Data Centers, with emergency plans in place, went into critical operations mode. The team stayed on site — supported and safe — and maintained power and 100 percent uptime. Stream’s resilient team, processes, procedures and equipment saved the day for our customers. And our commitment to our team members ensured that everyone made it through the crisis safely.

COMPLIANCE

Stream Critical Environments Services maintains compliance certifications that are critical to data center customers. We understand the challenges of adherence to industry rules and legal regulations related to data protection and maintenance. Compliance failures can result in significant fines and penalties, as well as litigation over outages or security breaches. That's why compliance is a way of doing business every day, internally and externally.

Our team ensures compliance through:

- **Audit readiness** — Others in the industry may relax stringent attention to compliance until the last quarter, then tighten control to prepare for end-of-year audits. Stream's philosophy is that we should be audit-ready every day. We maintain our books, processes, training, STEPS program and CETA program to make sure we are.
- **Self-auditing** — We take compliance seriously, and continually self-audit in the areas of health and safety, processes and procedures. Managers frequently conduct informal audits of different areas, like safety and efficiency, to see how processes are working. Conscious self-auditing reinforces our commitment to compliance in the minds of our team. We don't require third parties or official audits to keep us up to standard.
- **Transparency** — Our partners are always welcome to visit our sites to meet the team and ask questions. Often, a visiting partner will choose a topic from STEPS to review with the on-site team. Stream operates with trust and integrity on every level.
- **Financial accountability** — Stream's commitment to compliance, process management and teamwork brings value to customers and supports profitability. We believe financial success is a byproduct of having the right team doing the right job the right way. And our profits go toward improvement, innovation, and strengthening the team as needed.

ISO/IEC 27001
PCI DSS
HIPAA/HITECH
FISMA-High
SSAE 18 (SOC 1 Type II)
Type 2 AT 101/SOC 2
HITRUST
CSA STAR



INNOVATION

The key to staying ahead of others in the industry is our commitment to innovation. With a core value of continual improvement, Stream looks at everything we do with an eye for making it better. As a young company, we are flexible enough to change — that's what keeps us ahead of the curve.

We incorporate innovation in our culture by:

- **Engaging our team** — Every member of the Critical Environments Services team understands the importance of questioning — driving innovation as we find answers. Our people are empowered, accountable, incentivized and motivated, and we respond with enthusiasm and a strong work ethic.
- **Engaging our partners** — Stream's master service agreement with vendors includes the requirement to bring an innovative system or process to the table at least once a year. We count on our vendors to come up with industry-leading innovation — and limit our vendor list to only those who do. Together, we'll change the industry.
- **Maintaining momentum** — Innovation is in constant motion. We question, find solutions, innovate, then start again. Everyone who works with us is empowered and encouraged to find the best way to do what we do.
- **Moving beyond process** — Our processes are more than do's and don'ts. Our documentation is more than how to do something. We look at processes as a starting point. We discuss the ways we work often and listen to each other's ideas for new ways. Innovation can come from anyone, anytime.

Our values propel us, reminding us of why we do what we do. And the heart of our circle of commitment is passion, a drive to improve the critical environments experience through exceptional people and service.



ABOUT STREAM DATA CENTERS

Stream Data Centers has been providing premium data center solutions and optimized value to Fortune 500 companies since 1999. To date, Stream has acquired and developed more than 2 million square feet of data center space nationally, representing more than 200 megawatts of power.

Stream is dedicated to improving the data center experience through exceptional people and service, developing and operating highly resilient, scalable and efficient data centers. Stream's product offerings include fully commissioned Hyperscale Data Centers, Private Data Center™ Suites, Ready-to-Fit™ Powered Shells, Build-to-Suit Infrastructure and Retail Colocation Environments — all with immediate connection to network carriers and public cloud providers.

Services supporting critical environments and energy procurement leverage the combined skill sets and resources of Stream's technical real estate professionals with finely tuned data center and energy management expertise to deliver an end-to-end solution for all mission-critical infrastructure needs. See what's new at streamdatacenters.com.

Stream Data Centers is a subsidiary of Stream Realty Partners, L.P., a full-service commercial real estate investment, development and services company. Founded in 1996, Stream Realty has a staff of more than 750 real estate professionals with offices in 12 markets across the nation. The company manages 158 million square feet of commercial properties and completes approximately \$3 billion in transactions annually. Learn more at streamrealty.com.



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