

1. Contents

1	Contents	2
2	Version control	2
3	Overview	3
4	Introduction	3
5	Rules of conduct.....	3
6	Access request procedure	4
6.1	Permanent access list	4
6.2	Access exceptions & restrictions	5
7	Deliveries.....	5
8	Additional information.....	6
9	Appendix	6

2. Version control

Version	Changes	Date
Issue 1	First Issue	13.02.2012
Issue 2	Update Section 6	13.11.2013
Issue 3	Amendments to ID requirements and exceptions & restrictions. Addition of a statement regarding permit to work forms	29.01.2014
Issue 4	Amendment to ID requirements	08.12.2014
Issue 5	Amendments to Rules of conduct (more points added to existing list)	04.02.2016
Issue 6	Updated logo and minor text amendments to Sections 3 and 6	05.06.2017

3. Overview

This document describes the procedure that anyone visiting the data centre should follow when requiring access.

The following sections contain the requirements all visitors must comply with in order to maintain the company's high level of security and integrity, also to ensure smooth operation of the facilities.

4. Introduction

Timico Ltd operate data centre facilities in Newark, London and Fareham. All locations have access control and 24x7 CCTV monitoring. All locations can be accessed by customers, suppliers and employees to carry out work on their respective equipment. Access to data centre locations may require an escort by an authorised Timico Ltd employee and is at the discretion of Timico Ltd.

Note: Escorted access may incur charges.

5. Rules of conduct

Timico Ltd expects all employees, visitors and third parties to adhere to the company's rules of conduct when working in our data centres.

The following rules are compulsory and may carry future access restrictions if breached:

- Food, drinks and smoking are strictly prohibited within the data centre
- Cardboard and other forms of packaging must not be left inside data halls or suites
- All visitors must submit to a search of tool and laptop bags if requested by a member of security or engineering staff
- Tools such as drills or soldering irons that produce debris or smoke are not permitted
- In shared rack locations, customers/suppliers will need to ensure they take care while not to interfere with other equipment. If there are any concerns a member of staff should be contacted who will assist
- When working inside the Pods customers and suppliers should ensure that the Pod doors are closed to maintain the cooling process
- When work has been completed in shared racks, the rack must be left closed and locked
- Floor tiles must not be lifted
- Cabling work between racks must not be conducted without prior approval from the Timico engineering team
- All essential equipment must be connected to the PDU labelled "Essential power", all secondary (HA) or non-essential equipment must be connected to the secondary PDU. All PDU's are labelled
- All equipment must be mounted for correct airflow. Air flows from the enclosed cold aisle to the hot aisle. Side venting equipment can be mounted in the hot aisle side of the rack
- Blanking plates must be used to fill any gaps and can be requested from the DC Receptionist or the Engineering team.

6. Access request procedure

Customers and suppliers requiring access to the Data Centre should contact Timico's Network Operations Centre by emailing the request to access@timico.co.uk whereby an engineer will process the request and provide access code to the requester in the form of an INC reference. The following information is required to process the request:

- Company name or account number
- Contact name and number of the requester
- Name(s) of the person(s) requiring access
- Rack/cage details where access is required
- Date access is required
- Estimated time of arrival
- Expected duration of visit
- Summary of work to be undertaken.

All parties requiring access must, upon arrival, provide the original and valid photographic identification before access will be granted. We can accept the following forms of identification:

- European photographic driving license
- Valid passport
- National identity card
- Military identification

Any other forms of ID must be received by the DC manager before they will be accepted but must contain a photo of the visitor. Credit/Debit Cards are not acceptable forms of ID.

Once visitors have signed in and identification has been validated, an electronic pass and visitors badge will be issued allowing access to the designated area of work. Both items must be carried at all times and presented upon request.

Note: Newark DC uses biometric access control in addition to the electronic pass. Therefore, a scan of a finger print will be taken upon arrival and kept for 24 hours.

Customers requiring assistance from Timico's engineering team for installation or removal of equipment will need to make sure this is requested at the same time the access request is raised. This service may incur charges.

Before leaving the premises all visitors must sign out and return their electronic pass to reception and any packaging or waste must be removed and deposited in the bins provided.

6.1 Permanent access list

Timico Ltd will maintain a permanent access list for parties requiring regular access to data centre locations. Timico Ltd may retain a copy of photographic identification on file and a photograph will be taken on arrival to be stored against the access profile. The permanent access list will still require visitors to request access in the normal manner but the check in procedure will be quicker as details will be held on our systems.

Note: Allowing us to retain the finger print data will also speed up the access procedure on arrival.

6.2 Access exceptions & restrictions

Visits to the Data Centres that form part of a sales proposal or AGM will require prior arrangement through the Network Operations Centre (access@timico.co.uk) All parties will be subject to the same access policy as visitors wishing to work in the Data Centre. Electronic passes will be issued and finger prints taken in order for visiting parties to gain access to the Data Centre. 24 hour notice must be given in advance of all non-essential access requests.

The following restrictions will apply to all visitors:

- Visitors without proper authorisation will be refused access
- Visitors who fail to present photographic ID will be refused access
- All visitors must comply with health and safety policies in place within the Data Centres
- Visitors deliberately attempting to access areas not permitted by their electronic pass will be asked to leave and future access requests may not be approved

The following restrictions apply to suppliers working in the Data Centres:

- All contractors must provide method statements and risk assessments in order to work. Contractors not providing this documentation 24 hours prior to the requested time will be refused access (exceptions may be made in emergency situations but supervision will be required)
- Contractors must complete a Permit to Work form before starting work.

- Access to critical systems, such as power and cooling, will only be granted to approved maintenance contractors. Additionally suppliers working in the plant rooms must have 2 people present at all times.
- Suppliers will be responsible for providing their own tools and personal protective equipment (PPE) for the work being undertaken.
- Suppliers will be asked to provide details of their public liability and indemnity insurances. Refusal to provide these will result in access not being granted.

7. Deliveries

Timico will accept deliveries of customer equipment as part of the access request procedure. When arranging a delivery, customers/suppliers must provide the consignment number of the parcel and the handling courier. Failure to do so may result in the parcel being refused. 24 hours notice must be given in advance of any deliveries. Equipment will be held for up to 10 working days and charges will be incurred per day in excess of this period.

Parcels should be sent to the following address:

Timico Ltd,
c/o Engineering,
Beacon Hill Business Park,
Cafferata Way,
Newark,
Nottinghamshire.
NG24 2TN

8. Additional information

- Onsite parking for visitors is provided at the front of the Newark building
- Health and Safety briefings will be provided to all visitors on arrival
- Break out areas and amenities are provided in locations with customer access
- Patch and power cables can be provided upon request but may carry additional costs
- Disabled access is catered for at all locations.

9. Appendix

Newark Data Centre:

Timico Limited, Brunel Business Park, Jessop Close, Newark, Nottinghamshire. NG24 2AG

London Data Centres:

Telecity Group, Sovereign House, 227 Marsh Wall, London. E14 9SD

Telecity Group, 6/7 Harbour Exchange, London. E14 9GE

Telecity Group, Meridian Gate, Memanco House, 215 Marsh Wall, London. E14 9FJ

Fareham Data Centre

Carnac Lodge, Cams Estate, Fareham, Hampshire. PO16 8UJ