DataOne
RELIABLE DATACENTER FACILITIES

CUSTOMER DOCUMENTATION

# Facility Guide for DataOne customers

Everything you need to know to get access to, and work safely in, any DataOne facility — from badges and security standards to equipment handling and access hours.

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# 1 Welcome

Thank you for choosing DataOne housing services.

To simplify your move to our facility and ensure the security of all personnel and equipment, this guide explains our facility requirements in accordance with the Service Level Agreement that is part of your signed contract.

If you have any questions or concerns, do not hesitate to contact your Service Manager.

# 2 Getting started

## 2.1 Contacting us

| DATAONE HQ | PHONE & EMAIL | SECURITY |
|---|---|---|
| Bruynvisweg 11<br>1531 AX Wormer<br>Netherlands | support@dataone.nl<br>+31 (0)75 711 2156 (09:00–16:00) | security@dataone.nl |

Existing customers receive a direct phone number from their Service Manager for support outside these hours.

## 2.2 Obtaining security access to the facility

After your final walkthrough and approval of this Facility Guide, you will be able to obtain security badges that give you access to the facility.

You shall determine at least one Primary Badge Administrator for your company and a maximum of two Secondary Badge Administrators. The Primary Badge Administrator is responsible for all security-related contact between DataOne and the client. The Secondary Badge Administrator takes over when the Primary Badge Administrator is unavailable — the Primary Badge Administrator will always be kept informed of any activity.

**Badge administrators**

Badge Administrators are the single point of contact for all security issues.

1. Every security-related request from a Badge Administrator should be sent to security@dataone.nl. Requests from individuals who are not authorized Badge Administrators will be referred back to your company's Badge Administrator. Only Badge Administrators may:
   - Request additional badges
   - Change the status of a badge
   - Enquire about security issues
   - Allow visitors into your space
2. Your Service Manager will walk you through the process for each employee or vendor who needs a badge. For security purposes, please be prudent about how many badges you distribute. To process a badge request we'll need:
   - Date and time access is needed (at least 24 hours' advance notice)
   - Name of the person(s) needing access, and their associated company
   - Whether access is "Permanent" (1 year) or "Temporary" (24 hours, etc.)
3. On a first visit, employees or vendors must show government-issued photo ID, a passport or a driving licence. Their photo will then be taken.
4. At least one operations staff member is available to process badge requests during office hours, 09:00–16:00 local time.
5. Please notify your Service Manager by email as soon as an employee or vendor should no longer have access to your space.
6. Employees and vendors with a valid badge have unescorted access to your space, 24/7, unless otherwise agreed.
7. Anyone without a valid badge must be announced at Security in advance and escorted at all times by a badge holder or a DataOne Security Engineer.

> **Badge validity.** Permanent badges are valid for 12 months (the first term runs until 1 January of the following year). Each company's Badge Administrator is responsible for revalidating badges before expiry — you'll be notified 60 days in advance. Badges without revalidation automatically expire on the 12-month anniversary and require manual re-activation by a Security Engineer.

## 3 DataOne policies

### 3.1 Security standards

- DataOne facilities are monitored 24/7.
- DataOne provides and maintains card readers and/or other access devices for your space.
- Doors may never be propped open or bypassed. No "tailgating" — every individual must use a valid badge or be escorted by a badge holder.

- DataOne provides a locking device for your space, which you are solely responsible for locking and activating. You are responsible for any damage caused through access cards, keys or other devices provided to you.
- You are responsible for the cost of replacing any security device that is lost or stolen after delivery.
- If you have reason to believe an unauthorized party gained access to your space, DataOne will — at your written request, made within 7 days of the suspected breach — make video surveillance of the corridors leading to your space available for viewing, in the presence of a DataOne employee.
- A copy of door or building access logs is available to you upon prior written request.
- You are responsible for securing doors/gates to your space. All access-controlled doors are monitored by DataOne.
- Taking pictures inside the building is not allowed, except of your own equipment.

**Visual monitoring devices.** Cameras you install inside your space may only monitor access and egress at your own door. A field of view exceeding this must be removed or modified at your expense; viewing of DataOne work areas or common areas is never permitted, and all visual monitoring is subject to review by DataOne Security at any time.

## 3.2 Evacuation policy

**Safety first**

DataOne cares about and is committed to safety. Anyone accessing the facility must comply with our evacuation policies.

**Emergency planning**

- Contact DataOne operational staff for questions about site-specific evacuation procedures, routes and meeting points.
- For security questions, or to report a security-related issue, contact your Service Manager.

**During an emergency**

- Listen for announcements and follow instructions.
- Evacuate immediately if you hear or see an alarm.

**Access management**

DataOne, at its sole discretion, determines when it is safe to re-access the facility, working with local authorities or public service providers as needed.

**Liability.** Anyone who refuses to leave the facility during an evacuation remains at their own risk. DataOne is not liable for anyone who does not adhere to this evacuation policy.

## 3.3 Proof of insurance

As required by DataOne's Terms and Conditions for housing services, you must procure and maintain at least:

- Worker's compensation, in compliance with all applicable laws and statutes.
- Employer's liability, with limits of at least €500,000 per accident.

- Commercial general liability, with combined single limits of at least €1,000,000 per occurrence.
- "All risk" property insurance covering all of your personal property located in your space.

In addition: all policies must waive rights of subrogation against DataOne; certificates of insurance must be furnished before using the space or storing equipment; coverage may not be materially changed or cancelled without at least 30 days' prior written notice to DataOne; and your contractors must carry the same coverage before entering your space.

### 3.4 Maintenance and environmental monitoring

**DataOne's maintenance responsibilities**

- Cleaning of service areas and corridors around customer spaces.
- Cleaning of shared customer spaces (private spaces on request).
- Environmental systems maintenance.
- Power plant maintenance.
- Other actions reasonably required to maintain the colocation area.

**Your maintenance responsibilities**

- Keep your space hazard-free and safe.
- Return the space to DataOne at the end of your contract term in the same condition (reasonable wear and tear excepted), except as expressly agreed otherwise.

### 3.5 Refuse removal

- Large equipment boxes should be placed in the bin designated by DataOne personnel.
- Removing refuse is your responsibility — please keep your space clean and orderly.
- For large suite or cabinet build-outs, you must arrange your own skip or means of transporting refuse off-site when dumpster space isn't available.

### 3.6 Using your space

- No food, alcohol, smoking or drinks are allowed in customer spaces or corridors.
- Space may only be used for placement and maintenance of telecommunications or computer equipment.
- Equipment with an antenna must be agreed with DataOne before deployment.
- Photo or video cameras may not be used in the facility without DataOne's prior written consent.
- Security doors and fire exits must never be left open or blocked.
- Manuals and documents must be stored away from live equipment; no other combustible materials are allowed in your space.

> **Zero tolerance.** DataOne may terminate your use of the colocation space if you, your agents, suppliers or customers are found with firearms, illegal drugs or alcohol, or engaged in criminal activity, eavesdropping, illegal intelligence gathering, hacking, spamming or related activity. Anyone found engaging in such activity, or in possession of prohibited items, will be immediately escorted from the building.

### 3.7 Workspace areas and break room

DataOne offers temporary workspaces on a first-come, first-served basis, under these guidelines:

1. Computers are not provided — bring your own systems.
2. You may not drill, solder or saw in these areas.
3. These areas do not come with lockable cabinets, faxing, photocopying or secretarial support.

A break room is available on-site — the only area where food and drinks may be consumed (no alcohol anywhere in the building). Please use these spaces with consideration for others, and clean up after use.

### 3.8 Smoking

Smoking is not allowed anywhere inside the building. If you want to smoke, please go outside.

### 3.9 Access hours

- You may access your equipment at any time (24/7) with a valid badge.
- Delivery and removal of equipment through the loading bay is possible during office hours. Outside these hours, access must be requested at least 24 hours in advance and may be chargeable.
- Other areas, such as storage areas, are not accessible outside office hours.
- All visitors must be issued a visitor badge and escorted at all times inside the facility.

### 3.10 Bringing your equipment to the facility

**Storing equipment**

If storage is needed — including before your space is accepted — DataOne offers colocation equipment storage where available:

1. Schedule delivery at the loading bay at least one business day in advance.
2. The loading bay is available 09:00–17:00, Monday through Friday (except public holidays).
3. Liaise with DataOne staff on the correct goods path from storage to the destination room.
4. Received equipment is inventoried and stored securely, free of charge, for up to 10 days.
5. If not retrieved within 10 days, DataOne may return your equipment at your expense, with three days' prior notice.
6. Need longer storage? Contact your Service Manager as soon as possible to arrange it.

> Storage of equipment is subject to space availability.

**Installing your equipment**

- Work areas are for temporary use — vacate at the end of each day and dispose of refuse in designated areas.
- You may not run cable in DataOne's signal and power trays.
- Return chairs to the desks before leaving.
- Do not move floor tiles or attempt to access the space under cabinets (not applicable to all space types).

- Secure your own equipment before and during installation; we recommend checking out equipment from storage for same-day installation only.
- Notify your Service Manager if equipment needs to be secured overnight.
- You are responsible for providing all installation materials — fuses, wire, tie wraps, labels, etc.

> DataOne is not responsible for any equipment or personal property left in the facility.

### 3.11 Services from others

DataOne is a carrier-neutral datacenter facility. To interconnect with another service provider present in the facility, you'll need to provide:

- Circuit information.
- Design layout records, to enable DataOne to make the cross-connection.

Cross-connection pricing is available through your DataOne Service Manager.

### 3.12 DataOne access to suite or colocation

From time to time, DataOne staff may need access to your area to carry out joint periodic inspections, routine maintenance, surveys, audits or other standard operational work. When this is necessary, DataOne will give reasonable advance notice.

On occasion, DataOne staff may need immediate access — for instance to repair a fault in an emergency, or for security reasons. When this happens, DataOne will report that it has entered your area within a reasonable time of completing the work.