House Rules

GlobalConnect Data Centre

30-10-2023

GlobalConnect

Introduction

For the protection and safety of our customers, visitors, and staff, GlobalConnect follows local and national law(s), guidelines for civil engineering, health & safety, and fire hazard requirements. All facilities are equipped with Automated Access Control (AACS), Intruder Alarms (IA), video surveillance, and fire suppression system (ARS) within the data halls and critical areas. The right to access is restricted and by accessing the premises you thereby acknowledge to adhere to the following rules set out in this document.

Access & Security

- Only authorized personnel (internal and external) with pre-approved access to the required area within a Data Center facility are allowed access.
- Contractors must always be pre-registered through the relevant portal and escorted by the host, who takes responsibility for them.
- Visitors not pre-registered through the relevant portal will be denied access to the facility.
- A valid Government issued picture ID must be produced to obtain access and ID access badges/tags must be visible at all times
- Tailgating is strictly prohibited and must be reported immediately when observed.
- Doors must be kept closed for security and fire safety reasons.
- Doors must not be blocked, restricted, or in any way tampered with.
- Security violations, triggering of alarms, sharing of access cards and failure to comply with Globalconnect House Rules or lawful staff instructions can lead to access rights being revoked.
- All instructions from GlobalConnect staff and security must at all times be followed and adhered to.
- Always report any security events or concerns in any way or form to the local security team or GlobalConnect contact.

Health & Safety

- Evacuate the building immediately in case of a fire alarm, relevant the fire extinguishing system will activate automatically.
- Avoid dangerous and hazardous situations. Do not operate any equipment which may pose a health, safety, or security risk, such as heat, smoke, or ion particles, without official written approval from GlobalConnect Data Center Department.
- It is strictly prohibited to store combustible or flammable materials, such as cardboard and wood in halls, server rooms, or caged areas.
- Hot works such as welding, grinding, and cutting in technical areas is strictly prohibited. Any work of this nature must be carried out in a separate space outside the Data Center facility, and only with written permission from GlobalConnect Data Center Department under relevant RAMS.
- Interference with equipment, for example: switchboards, power distribution units, air handling units, lifting of floor tiles, etc. is strictly prohibited.

Installations

- Several user consoles equipped with a monitor, keyboard, and a mouse are available for use and must be returned to their designated locations after use.
- Only GlobalConnect personnel are permitted to perform power installations below the raised floor, cable trays, inside the server room, etc.
- Customers can perform patching solely in or between their own adjacent racks, and are under no circumstances allowed to enter, cross, or in any way interfere with areas belonging to GlobalConnect or other customers.
- Patching or wiring of areas other than the customer's own, which takes place after an order has been placed, is solely carried out by GlobalConnect technicians.
- If an external party is to be providing/delivering connectivity services to the facility, the customer must inform GlobalConnect prior to the external order being placed.
- GlobalConnect performs all patching or wiring within the facility, in accordance with the above-mentioned points.
- It is the customer's responsibility to ensure that their installed equipment does not consume more power than contractually agreed upon. The customer is also required to ensure proper load balancing for their racks.
- It is recommended that all equipment installed should be dual corded via a power supply from both the A & the B feed.
- All equipment should have their power source connected to the rack PDU's within the same rack and not a neighboring rack.
- Blind plates must be installed in every section of the rack that has no equipment installed.
- All equipment must be installed in accordance with the hot/cold aisle principle, i.e., server exhausts to be directed towards the hot aisle.
- When work is carried out by 3rd party contractors, the customer is responsible for ensuring the external party is familiar with and adheres to the GlobalConnect House Rules.
- If a customer wishes to install their own surveillance equipment covering their own areas, this will first have to be approved by GlobalConnect Security and Compliance, including any camera view(s) that could impact or violate applicable law(s).

Storage & Deliveries

- Materials and equipment storage is not allowed outside the contracted customer space (server rack, cage, or suite) without prior permission from GlobalConnect. These exceptions can be granted for a limited time in a specified space, for example, when performing a major installation. This must be approved in advance by the GlobalConnect Site Manager and be pre- registered with GlobalConnect Security.
- If cardboard, empty boxes, or other debris are left behind, GlobalConnect will charge the owner of the area/hall/space/rack for the removal of such items (The minimum fee is 350€).
- All deliveries to the site must be pre-registered in the relevant customer portal. Any delivery that is not pre-registered will upon arrival be declined.

General Housekeeping

- Smoking is not permitted anywhere within the Data Center environment. Global-Connect Security or the local Site Manager can be contacted to confirm a designated smoking area.
- All forms of photography, filming, or the like are strictly prohibited without prior permission.
- No drinking or eating is allowed in any critical areas (Data Halls / Server rooms / Technical areas). Please make use of the provided Customer Lounge.
- Server racks, cages or suites are to always be kept neat and tidy.

If you have any questions or require further clarification, please contact your local GlobalConnect Data Center Security or Data Center staff.

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GlobalConnect Customer Care
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