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**Pre-Work Information & Acknowledgement Form**

**General**

Because of the critical nature of the equipment, the Information Systems and the building infrastructure at Digital Realty Properties these are unique places to work. There are no buildings anywhere in the world exactly like them.

**Purpose of These Procedures**: To help you work in Mission Critical Areas (described below), we are providing you with the following either in this form or separately:

1. An awareness of the critical nature of the business performed in these environments.
2. The guidelines that must be followed when working at Mission Critical Areas
3. The extra care you must take in performing all activities, even the most routine duties
4. Phone numbers to call before you gain access to Mission Critical Areas or start work and if you encounter a problem, as described below

**Definition of Mission Critical Areas**

Mission Critical Area consists of all areas, rooms, systems and equipment associated with network and data processing operations including Meet-Me-Rooms and data center spaces. These are typically always on raised floor with precision air conditioning and redundant electrical power. They also include the UPS modules, heat rejection systems, electrical distribution systems, and the computer equipment that depends on it.

Mission Critical Areas need to maintain continuous up-time for all primary systems: 24 hours a day; 7 days a week, 365 days a year.

**A.** Unplanned Outages: Innocent Activities/Serious Problems

An unplanned outage can be caused by well-meaning people doing innocent activities.

a. An unplanned outage can cause:

i. Lost data

ii. A decline in customer service

iii. Lost revenue

iv. Financial liability

v. Noncompliance with federal and state regulations

vi. ALL OF THE ABOVE

b. Examples of such emergencies are:

i. Plugging into an electrical outlet and causing a short

ii. Replacing a fuse and bringing down a system load

iii. Spray painting, vacuuming, or any other dust producing activity in any area and setting off the fire alarm

iv. Pulling a loose cable and unplugging an equipment connection

v. Opening or closing a power distribution panel and jarring a circuit breaker

vi. Using a toxic, odor-causing solvent without proper ventilation could cause an inadvertent evacuation.

**Contacting Building Management**

 Call building management before you do any of the following:

a. Raised floor tiles may only be removed with an approved Change Management Request.

b. Perform any work under the raised flooring.

c. Operate any electrical device (i.e. switch, disconnect, circuit breaker etc.)

d. Operate loud equipment or tools

e. Spray anything into the air

f. Use toxic, foul smelling chemicals

g. Use of heat guns.

**Note:** If you believe you've caused a System Emergency, call Building Management and report it immediately. This applies to all facility emergencies as well.

**General Work Rules**

***Security***

**1.** Every person must always display an authorized identification badge. Failure to do so will seriously jeopardize your continued assignment to work in Mission Critical Areas. If you see a colleague who has forgotten to display their badge, remind them that it must be visibly displayed.

**2.** Mission Critical Area access is restricted to personnel with an approved business need. Only designated authorizers may approve an individual's access into the Mission Critical Area and their associated spaces (UPS and generator rooms for example). Visits by friends and relatives are not allowed, nor is access permitted for any employee who lacks a business justification and authorization.

**3.** Card access doors control admittance to all buildings. You must never loan your badge or use another person's badge for any purpose. Failure to comply can result in removal of your access to the area/site.

**4.** Vendors with authorized open-ended access are required to wear photo ID badges that clearly identify them as non-employees. Individuals wearing this type badge have been authorized to enter and move about the Mission Critical Area unescorted.

**5.** If you should lose your ID badge, immediately report it to Security so it can be deactivated.

**6.** Visitors and authorized temporary Vendor personnel must be escorted at all times while in the Mission Critical Areas or associated restricted space. The escort is responsible for instructing the escorted individual(s) on the security and safety requirements, ensuring the individual(s) is signed in/out of the facility and that proper badges are issued, displayed and collected at the visit's conclusion.

**7.** Don't allow others to tailgate into a controlled space behind you. Tailgating is a way for someone who lacks authorization to enter a restricted space. Each person must use the badge access system to facilitate their own access by use of their own badge. Conversely, you must not follow another person into any restricted space without having separately used your own badge to unlock the door into that space.

**8.** Do not attempt to enter areas to which you are not authorized. Contact Building Management if you believe you need access to additional restricted space.

**9.** If you observe someone who is unfamiliar to you in a restricted area, check to see they are wearing an ID badge and have an appropriate escort. If they appear to be unescorted, you should inquire about their presence in the restricted space and ensure their presence is legitimate. If you have any doubts, contact Building Management or Security for assistance.

**10.** Digital TV cameras are deployed within the Mission Critical Areas and surrounding areas to monitor the security of exits and entrances. Activity viewed by these cameras is recorded and may be used for investigative purposes or when a security policy, such as tailgating, is violated.

**11.** All doors into the Mission Critical Areas and other restricted space must not be propped open for any length of time. You should ensure that each controlled access door closes immediately after you enter.

**12.** Familiarize yourself with the location of all emergency exits so you are prepared in the event of an evacuation. Emergency exits are equipped with alarms that sound locally whenever these doors are opened. These doors must only be used for emergency evacuations. Should you hear the local alarm sound, you should investigate the reason the door has been opened and provide your observations to the security officer who will be responding to the alarm as well.

**13.** If you observe any problems with doors not closing properly or you notice any other possible security concern, be sure to report the issue to Building Management as soon as possible for prompt action.

14. Immediately report any unusual activity or questionable behavior to Building Management or local Security for further investigation. This includes observing suspicious vehicles or other parking lot activity. Vehicle traffic around the Mission Critical Areas perimeter is limited to authorize vehicles only.

PLEASE DO NOT BRING CAMERAS, VIDEO EQUIPMENT, OR UNESCORTED/UNAUTHORIZED VISITORS TO THE MISSION CRITICAL AREAS.

***Emergency Power Off (EPO's)***

**1.** EPO's are located at the main exit doors of the Mission Critical Areas.

**2.** Operation of the EPO button will remove all electrical power and air conditioning from the Mission Critical Areas. This is extremely serious and will impact all business transacted in the room.

**3.** Use the EPO button only in a major life-threatening emergency.

***Fire Suppression/Detection Systems***

1. Fire Suppression Systems

I. Pre-action water sprinklers protect the Mission Critical Areas, offices and support spaces.

The sprinklers will function automatically when the space temperature exceeds a preset level and the fire detection system is in alarm.

II. Some facilities may also have gaseous suppression systems in addition to the pre-action system mentioned above. These systems will activate automatically as well.

**2.** Fire Detection Systems

I. The fire detection system consists of ceiling and under floor mounted smoke detectors.

These can be set off by dust or fumes which will in turn activate the fire suppression systems mentioned above

II. Many facilities also employ a VESDA™, Very Early Smoke Detection system, which can detect the microscopic particles of combustion. Generally, air is drawn in through a network of small-bore pipes laid out above or below a ceiling in parallel runs covering a protected area. A VESDA detector will trigger automatic fire response systems.

**3.** Disabling the Fire Suppression/Detection Systems

I. All tasks that have the possibility to produce dust, smoke, fumes, etc., will require that the fire suppression/detection system be disabled. This can only be done by Building Engineering. A "Fire System Impairment" form will need to be completed and all tasks and notifications must be done as listed in the instructions.

***Housekeeping***

**Always Unpack equipment outside the computer room and dispose of the combustibles.**

**1.** If you make a mess, clean it up.

**2.** Replace all ceiling and floor tiles removed for access, before leaving the site over the night or weekend.

**3.** Cut tile and cables outside the raised floor area. Clean up the pieces.

**4.** Never leave an area with dirt and debris, even temporarily. Remove dust or dirt immediately

**5.** All vacuums used must have a HEPA filter on the discharge.

**6.** If you need cleaning equipment, contact Building Management.

**7.** Report any spills or fire hazards so corrective action can be taken.

**8.** All Mission Critical Areas are '**nonsmoking facilities**'. Smoking is allowed outside in marked areas only. If unsure, please ask.

**9.** No food or drink is allowed in the raised floor areas of the buildings. Please use the break rooms or cafeteria.

***Work Scheduling and Preparation***

**1.** All work done must have a completed "Method of Operation" (MOP) that provides specific work plans before you begin work must be completed and approved before a "Change Management Work Request" number will be granted.

**2.** If any electrical switching will be required, an approved "Switching Procedures" must also be completed before a "Change Management Work Request" number will be granted.

**You must have an approved Change Management Work Request**

3. Stick to the plan on the Work Request. If you need to change it, get approval first.

**4.** Only Building Management can approve any activity that affects the electrical and mechanical systems of the buildings.

**5.** Get approval from Building Management before making or breaking any electrical connection, using an extension cord, or turning a circuit on or off.

**6.** All electrical work involving the operation of any type of switch or disconnect always must have a completed and approved "Switching Procedures" form.

**7.** Power receptacles and other hardware connection points will be identified by an authorized Digital Realty representative. Vendors are not to plug in any hardware, laptops, power tools, or diagnostic equipment without prior approval.

**8.** Manuals, software, keys and spare parts are not to be left in hardware racks but are to be delivered to an authorized Digital Realty representative.

**9.** Vendor personnel are expected to have their own tools and equipment necessary for their assignment.

**10.** Cables, tools and accessories are to be properly stowed when work is complete or at the end of each business day.

**11.** All doors, panels and covers will be installed when work is complete or at the end of each business day.

**12.** Vendors are not allowed to cut floor tiles without prior approval from an authorized Digital Realty representative.

**13.** No wires or cables of any sort are to be laid on top of the raised floor.

**14.** Floor tiles are to be re-installed whenever Vendor personnel are away from the work area.

**15.** Protect the computer equipment and related devices but consult Building Management before placing protective covers over any equipment to ensure the correct type is used.

**16.** Arrange all heavy equipment moves with Building Management before you begin.

**17.** Set up protective barriers; for people, equipment and the environment.

**18.** Provide 24-hour contact numbers for immediate contact when on-site.

***Additional Information***

**1.** Building Management will provide more detailed information on any of the above topics, at your request. We want your workday at this facility to be productive and without negative consequences.

**2.** Be aware and accountable for everything you do.

3. **If you are unsure about anything, ALWAYS ask before you act**

***Safety Practices***

**1.** Good safety practices make good sense for everyone. Preventative measures help assure that needless accidents or business disruptions don't occur. Each of us should always ensure that we perform our responsibilities safely and in consideration of our co-workers and our surroundings.

**2.** If you observe actual or suspected safety violations, bring these concerns to Building Management immediately.

**3.** Ensure all aisles and exits are free of obstructions.

**4.** Learn the procedure for reporting and responding to a medical emergency at your location.

ACKNOWLEDGEMENT

I have read the Pre-Work Information & Acknowledgement Form and my signature indicates that I understand and will abide by these guidelines. I understand the critical nature of Digital Realty’s properties and business.

I understand that all information regarding Digital Reality business activities, properties, products, services customers and/or accounts which is either disclosed or comes to my attention during the course of performing services is proprietary to Digital Reality and as such shall be kept strictly confidential at all times.

I further understand that failure to comply with the procedures and guidelines contained in this document may result in the revocation of my access privileges to Mission Critical Areas and possible removal from the site.

After completing and signing, please give this page to the Building Manager and keep the copy of these procedures for future reference.

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| Signature: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Printed Name:  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Date:  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **EMPLOYER INFORMATION** |
| Vendor Name: |  |
| Address: |  |
| Phone Number: |  |
| **Expires December 31 in the year indicated in the Date field above, unless otherwise notified by employer** |