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| **OBJECTIVE** | This document contains the policies and procedures for EdgeUno Clients access to datacenter facilities, and guidelines and rules that must be followed and complied with to access any Datacenter, including how all the stakeholders need to interact. |

| | | **RESPONSIBLE** |
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| **SCOPE** | This Policy applies to all clients, their subcontractors, vendors, and their staff. This document shall cover any datacenter visit for work purposes, such as auditing, removing spares and any other task related to client's or EdgeUno's infrastructure. | Datacenter Team |
| **USERS** | All clients, contractors and EdgeUno staff | |

## POLICY ELEMENTS

This document contains policies and procedures to set the guideline rules that must be followed in each Datacenter site, assuring best work practices in a safe and secure way for each person that arrives to the site. Any breach or non-compliance of the rules herein may result in staff removal or termination and/or contract termination at the sole discretion of the EdgeUno Datacenter management. Updates, modifications and/or amendments to this document will be the exclusive responsibility of EdgeUno Datacenter Staff.

## 1. Datacenter General Rules

1.1 All Datacenter Staff, customers and contractors must behave professionally and respectfully with each other during their visit or stay in the white spaces and building common areas of the datacenter. In any situation, the use of offensive language or behavior will not be accepted.

1.2 EdgeUno team will not be responsible for any loss, theft, or damage of visitors' or third parties' (different from EdgeUno) belongings, whether they occur inside the building and/or datacenter parking lot areas.

1.3 It is prohibited for any visitor to affect, damage, deactivate and/or manipulate security and monitoring infrastructure installed in rack, cage, or datacenter, or to bring explosives or any substance that may affect people and the datacenter infrastructure.

1.4 It is prohibited to get access to datacenter restricted areas and/or to other client cages or racks that remain in the datacenter without Datacenter Operation or EdgeUno Datacenter Staff permission.

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1.5 It is prohibited to perform any modification, testing, or manipulation to any infrastructure that was not covered by the visit scope of work, including fiber runs, power distribution equipment, cooling systems or any equipment that remains in the Datacenter areas.

1.6 It is prohibited to enter the datacenter with drinks and/or food into the white space.

1.7 The consumption of alcohol, hallucinogens, or any related substances is totally prohibited and restricted and/or including to try to introduce any of these substances into the datacenter premises or for anybody to enter into the premises under their effect. Smoking is completely prohibited inside the building or in white space area(s).

1.8 All Datacenter visitors should wear footwear and/or any Personal Protective Equipment (PPE) requested by site operators or EdgeUno Datacenter Staff. The use or introduction of any fuel/flammable material such as foam packing, plastic bags, paper, or cardboard is not allowed into the white space, unless the visitor presents a written authorization from Datacenter Operation or EdgeUno Datacenter Manager.

1.9 The usage of short-range radios and/or UHF band communication equipment is strictly prohibited. Site visitors may use smartphones, while avoiding the usage of camera and video recording within the site building. Such recordings or photos are strictly prohibited.

1.10 Sharing any EdgeUno or site property information/document without proper consent is rigorously prohibited and shall be considered a breach of confidentiality for legal purposes.

1.11 The usage of any kind of vehicle, such as skateboards, scooters, and bicycles are prohibited within the datacenter facilities.

1.12 All bags, packages, boxes, laptops, backpacks, tools, and equipment may be inspected by the Security and/or Operations Staff.

1.13 All visitors under 18 years old must be permanently supervised by an adult with written permission from site staff or EdgeUno Datacenter Management.

1.14 In case of access by biometric means, personal information collected for the purposes mentioned in this policy will be treated in accordance with EdgeUno personal data protection policies.

1.15 EdgeUno shall not be responsible for any visitor incident, injury or death caused by force majeure events or acts of God occurring during the visit to the Datacenter.

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1.16 EdgeUno reserves the right to take appropriate legal measures in case of direct and indirect damages to EdgeUno infrastructure and/or personnel, including negligent actions or omissions or willful misconduct performed by the visitor in addition to the actions contained herein

## 2 Recording Video or taking pictures

2.1 Any audio/ image / video recording is completely prohibited at the datacenter facilities and white space areas. A written permission may be granted by EdgeUno Datacenter Staff, for exceptional situations. However, any audio-visual recording or photograph must be previously reviewed and approved by site personnel and/or EdgeUno Staff.

2.2 Any recording device such as analog/digital video cameras are not allowed to enter the datacenter.

2.3 Any audio/visual recording material must be previously required by the customer with at least three (3) business days prior request to the visit. Photos or videos recorded must be focused on client´s infrastructure. Photographs of any other datacenter area(s) must be evaluated and may be granted under local site rules and conditions.

2.4 Audio/visual material requested for commercial, or marketing processes must be required within three (3) days before the visit and will follow local site terms and conditions.

## 3 Datacenter Security

3.1 Physical access to the Datacenter is restricted to authorized personnel only.

3.2 Visitors' access is restricted to authorized rack, cage, or areas only.

3.3 All EdgeUno datacenter facilities have 24/7 Closed – Circuit Television (CCTV) system deployed. Coverage may vary depending on specific client requirements or scope.

3.4 Datacenter facilities follow the guidelines specified by EdgeUno's "Information Security Policy" (E1-SEC-PO-EX-142), and comply with other information security policies, standards, and procedures specified in other related documents.

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## 4    Datacenter Access

4.1 Prior to requesting access to the Datacenter, customers must prove that authorized personnel have an insurance policy from an acknowledged and authorized insurance company that covers any incident or accident that may occur during the visit.

4.2 All visitors must take the following steps to have access to review, check or just view how their infrastructure is stacked. These rules apply for:

a.   Clients' representatives
b.   Vendor or contractors designated by the client(s).
c.   Government and Regulatory Agencies visits required by law.

4.3 All visitors need to be escorted by an EdgeUno Datacenter Team.

4.4 The client needs to send an e-mail to **datacenteraccess@edgeuno.com** requesting access and attach the EdgeUno Datacenter request format (as provided by EdgeUno NOC).

4.5 Requesting Datacenter access with registered and authorized contacts. The client is responsible for updating the list of authorized and registered personnel (contacts).

4.6 Completing the EdgeUno Datacenter Access Process.

4.7 At the lobby or entrance, they need to identify themselves with a valid government issued document.

4.8 Signing in and out of the datacenter facilities on every visit.

4.9 Every customer is responsible for registering and updating the site access record.

4.10    Customers and visitors must act to warrant the physical integrity of themselves and others.

## 5    Cabinet and Cabling Requirements

5.1 Cleaning of the area must be done every time a visitor leaves the datacenter. Client, or visitor should make sure that they do not leave any trace of used objects.

5.2 EdgeUno or Datacenter may require the client to clean up facilities as a condition before leaving the site.

5.3 Customers will not be allowed to install any desk or related items in the white space. Flex and office space must be required and designated by EdgeUno datacenter team.

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5.4 Manipulation of the rise floor tiles or under floor PDU´s feeder is prohibited. Additionally, customers are not allowed to manipulate fibers, transceivers or any infrastructure related to a cross connection without EdgeUno Datacenter Staff supervision or permission.

5.5 All backup equipment and consumables must be stored in the designated rack shelves or storage cabinets specified by EdgeUno staff to do so.

5.6 Customers should make sure to avoid bringing to the white space any fuel or flammable material such as foam packing, plastic bags, paper, or cardboard, unless the visitor presents, a written authorization issued by datacenter operation or EdgeUno Datacenter Manager. The above-mentioned material will be disposed of by EdgeUno staff.

5.7 Customers are not allowed to hang or screw anything to cage front and side doors, or to even leave or store anything on top or inside of empty racks.

5.8 Customers should install the necessary blanking panels to ensure the cooling rack conditions and mitigate the possibility of having an air conditioning bypass. It is prohibited to obstruct any rack ventilation.

5.9 Cable and wiring must be organized and tied inside and outside of the rack, following the best practices contained in TIA/ETA Cabling standards 568a, 568b and 568c.

5.10 Cable labelling and identification must follow datacenter team instructions and standards.

5.11 EdgeUno Datacenter staff will remove the cabinet doors if required. Visitors are forbidden to do so without any exception.

5.12 Visitors should make sure that their cabinet doors are closed before leaving the site.

# 6 Shipping and Receiving

6.1 Any shipment and delivery must be submitted within three (3) days before the scheduled arrival date.

# 7 Audits

7.1 All Audits should be requested by the client in writing: the client request must include the following information:

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a. Definition of the audit scope.
b. Definition of the audit points.
c. Document dates, scope, and deliverables for each point.
d. Attached documents and/or forms that must be filled out a week before the audit process (if applied).

7.2 Any unauthorized audit is prohibited.

7.3 Customer is allowed to install additional environmental equipment to sense rack or cage conditions, however, datacenter team will report their own sensors reading for any further audit.

## 8    Equipment Removal

8.1 Any equipment removal requirement must be notified to EdgeUno datacenter Team within three (3) days prior to the activity.

8.2 Contract Termination: customer should submit a removal notification before the cancellation date. Additional fees may apply if equipment stays in datacenter facilities after the cancellation date.

## 9    Client Devices

9.1 Racks: Customer is allowed to provide their own racks or cabinets. Deployment characteristics and installation conditions may be reviewed for each requirement and condition. Assessment will include size, environmental impact, and power draw considerations.

9.2 PDUs or Power Strips: Customer is allowed to install their own PDU or Power strips. It may be limited by Datacenter available voltage and power availability. Under no circumstance or condition will the customer be allowed to plug in their own equipment. This process must be completed by EdgeUno. In the case that PDU could be monitored, the client must provide a monitoring point with a reading right user profile.

9.3 Monitoring System: Any installation of any recording or monitoring system into the rack is prohibited. Any special requirement must be evaluated and approved by Datacenter Team management.

9.4 Control: Any access and control equipment installation is prohibited in the EdgeUno datacenter facilities as well as any audio recording system at any place in the datacenter facilities.

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