



Consolidated Operational Runbook

from Aligned Data Centers

Section 04 Site Management

Subsection 4.7.0 Facility Rules and Regulations

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1. Document Controls

1.1. Confidential – Do Not Distribute

- 1.1.1. This document contains sensitive information and is considered confidential property of Aligned Data Centers (ADC). It must not be shared or disclosed, either in its entirety or in part, to any external parties without proper authorization. If you have any questions or uncertainties, please reach out to Central Operations Leadership, or consult with the company's legal counsel.

1.2. Document Conventions

- 1.2.1. This document serves as a dynamic and functional reference guide, featuring active links to relevant information or content and regular updates for easy access. In the event that any of the provided links are non-functional, please contact Operations Standards Program Manager or Central Operations Leadership. For the list of available documents please visit the [ADC Runbook Introduction & Index](#).
- 1.2.2. To emphasize specific information within this document, we employ various strategies. These strategies are ordered based on the relative importance of the information within the document's context and may be denoted as 'note,' 'tip,' 'important,' 'caution,' or 'warning.' Examples of these markers include:
 - 1.2.2.1. Note: “Remember that...”
 - 1.2.2.2. Tip: “The MOP template can be found...”
 - 1.2.2.3. Important: If you modify the MOP, you must...”
 - 1.2.2.4. Caution: “Do not perform...”
 - 1.2.2.5. Warning: “Be careful to... or a loss of load may occur”

1.3. Revision History

- 1.3.1. This document is part of a published, audited library within the Aligned Operations repository. Each author's modification or revision notes can be found by referencing the document's “Version History” within the repository.

1.4. Document Ownership and Review

- 1.4.1. This document is owned by Aligned Operations and maintained by Central Operations. This document is reviewed not less than annually by the Central Operations Leadership and ISMS Committee stakeholders. Please contact the Operations Standards Program Manager regarding errors, changes, or release authority.

2. Intent

- 2.1.1. In order to achieve our goal of **NO UNPLANNED OUTAGES** and a safe working environment, it is vital that everyone who enters an Aligned Facility understand and follow the information provided in this document.
- 2.1.2. This document provides the following:
 - a. An awareness of the critical nature of the Data Center environment and Mission Critical Areas.
 - b. An understanding of the need to follow the rules and regulations when working at these sites.
 - c. The imperative is to perform all work to the highest standards.
 - d. Communication requirements for work control and casualty response.

3. Mission Critical Areas

- 3.1.1. Mission critical is defined as: A mission critical task, service, or system is one whose failure or disruption would cause an entire operation or business to grind to a halt. It is a type of task, service, or system that is indispensable to continuing operations.
- 3.1.2. A Mission Critical Area consists of all areas, rooms, systems, and equipment that support Aligned or client network and data processing operations including Meet-Me-Rooms, Point of Presence, Point of Entry, and Data Center spaces. These typically have precision air conditioning and redundant electrical power, which include the UPS modules, heat rejection systems, electrical distribution systems, and the computer equipment that depends on it.

4. Unplanned Outages: Innocent Activities/Serious Problems

- 4.1.1. An unplanned outage can be caused by well-meaning people conducting routine operations, with no intention of causing harm to the business.
- 4.1.2. An unplanned outage can cause:
 - a. Damage to client or Aligned servers, network equipment or loss of valuable data.
 - b. Failure to meet service level agreements (SLA), stipulated in Aligned lease agreements.
 - c. Disruption in business-as-usual site management activities.
 - d. Noncompliance with federal, state, or compliance regulations.
- 4.1.3. Examples of such work that can lead to an unplanned outage (but not limited to):

- a. Plugging into an electrical outlet and causing a short.
- b. Pulling a loose cable and unplugging an equipment connection.
- c. Opening or closing a power distribution panel and jarring a circuit breaker causing it to trip open.
- d. Using a toxic, odor-causing solvent without proper ventilation could cause an inadvertent evacuation.
- e. Walking through the mechanical plant and bumping into a valve or sensor.

5. Contact List

- 5.1.1. Contact information for each Aligned site and specific corporate individuals can be found in [2.2 Business Continuity Disaster Recovery \(BC DR\) Program and Plans Appendices](#) and at the end of this document.

6. Background Checks

- 6.1.1. Consistent with and in compliance with applicable laws, Vendors, Contractors, and Customers (and their respective contractors, subcontractors, suppliers, and agents) (collectively, "Personnel"), will perform and complete background screening for such Personnel.
- 6.1.2. The background screening must be completed at least 5 business days prior to such Personnel first gaining physical access to an Aligned Facility, and then again, every 2 years as long as such Personnel have access to an Aligned Facility.
- 6.1.3. The background screening will include, but will not be limited to, criminal arrest/conviction, employment history, education verification, serious unpaid and current delinquent debt, collections, or judgments for the immediately preceding 7 years, and a Global Watch List search, all to the extent permitted by applicable laws.
- 6.1.4. All Vendors, Contractors, and Customers will determine whether any information revealed during the background screening is reasonably related to the work such party is doing for or with Aligned, and (ii) upon Aligned's request, certify that such background screens have been conducted pre-placement, and that periodic checks consistent with these requirements are occurring to determine that it is appropriate to such Personnel access the applicable Aligned Facility(ies).
- 6.1.5. If Aligned becomes aware of criminal activity by Vendor, Contractors, Customers, or their Personnel, (i) Aligned may immediately, in its sole discretion, deny access to the applicable Aligned Facilities. Vendors, Contractors, and (ii) Customers shall comply with applicable laws to remove the individual(s) from the applicable Aligned Facilities.

7. No ID Access

7.1.1. Customer shows up at facility gate without a badge:

1. The individual informs SOC that they forgot/lost/misplaced their badge.
2. SOC ask the individual if they have a new ticket (Support ticket number) for temporary access.
3. If Yes - Open the gate and inform the individual to come to the SOC for temporary access. After reaching the SOC, the individual will be granted a temporary access badge (or a new permanent badge, depending on the situation).
4. If No - new ticket is available proceed to next step.
5. Security ask the individual to use rejection lane or back out of driveway and contact their site administrator for a "Customer Support" ticket for access.
6. Regardless of prior access or prior tickets security will deny access and request a support ticket for temporary access.
7. Customer support ticket will eliminate the need for multiple and confusing access ticket being put in for the same person.
8. Upon receiving ticket number from site admin, the individual confirms ticket number with SOC and is granted access to the site.
9. After reaching the SOC, the individual will be granted a temporary access badge (or a new permanent badge, depending on the situation).

7.1.2. **NO BADGE, NO TICKET, NO ACCESS.**

8. General Rules

8.1.1. Tampering with the access control system, camera equipment, fire alarm/smoke detectors, electrical or HVAC systems within the building is strictly prohibited and will result in immediate dismissal from the building.

8.1.2. All Aligned facilities are designated as tobacco free facilities. Smoking, dipping, chewing tobacco, and electronic cigarette use is not allowed inside of any Aligned facility. These products may be used outside the building, but not within 50 feet of any entrance or exit of the building or as defined by local jurisdiction.

8.1.3. Food and drink are never allowed within any Mission Critical Area.

8.1.4. Persons under the age of 18 are not allowed in any Aligned Mission Critical Area without the approval of the Site Director.

- 8.1.5. Animals are not allowed in Aligned Facilities (except those specially trained and used to assist the impaired).
- 8.1.6. Appropriate attire must be worn while on the property (i.e., no sandals or t-shirts with inappropriate/offensive language are allowed.).
- 8.1.7. All bags, briefcases, boxes, and other items brought into any Aligned Facility are subject to search.
- 8.1.8. All Aligned Facilities are under 24-hour video camera surveillance. Cameras are deployed within the Aligned Facility 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.
- 8.1.9. Doors in the Aligned Facility must not be propped open for any length of time without prior approval of Security. You must ensure that each controlled access door closes immediately after you enter or exit, or that propped doors are monitored by Security.
- 8.1.10. Report any problems with doors, such as not closing properly or if you notice any other possible security concerns, to Security promptly.
- 8.1.11. If you observe actual or suspected safety violations, advise the individual performing the work to stop immediately and bring these concerns to Aligned Site Management right away. If you see something – please say something.
- 8.1.12. Ensure all aisles and exits are free of obstructions, no cardboard or packaging materials are permitted to be temporarily stored in data halls or corridors.
- 8.1.13. To report a medical or other Emergency please call the SOC number in [Appendix A](#).

9. Prohibited Items

- 9.1.1. No one shall bring any prohibited materials onto any Aligned facility, such as those listed below, any related items, and any other items designated by Aligned:
 - a. Explosives, weapons/firearms, radioactive, and biological materials.
 - b. Recording of video, pictures, or voice within shared communal areas, infrastructure rooms, and exterior of buildings including security offices, lobby, break areas, conference rooms, MMRs, exterior of buildings, electrical and mechanical yards, fiber entrances, security fencing and devices, infrastructure containers, and loading docks is prohibited. Anyone needing to record video or take pictures must obtain a video/photo

release form from Security approved by the Site Operations Director or Facility Manager. Customers may record video and take pictures within their own dedicated data center space and offices without obtaining approval from Aligned.

- c. Hazardous/flammable materials, spray paint cans, soldering equipment, lighters, or any item creating smoke or fire (i.e., alcohol, illegal drugs, heat guns, and other intoxicants).
- d. Magnetic devices that could interfere with computer and telecommunications equipment.

10. Prohibited Activities

10.1.1. No one shall intentionally:

- 1. Use cameras or video/audio equipment in any Aligned Facility unless specifically authorized to do so. Clients may request to photograph their leased space/hardware by contacting Site Management. Facilities Management will issue a camera pass and provide escort during the photo shoot to ensure compliance once the client representative has approved.
- 2. Utilize or configure any camera or devices to view, record, or transmit any images/information regarding any Aligned Facility.
- 3. Engage in or assist with any activity that is in violation of the law while at the Aligned facility, or in connection with Aligned services.
- 4. Violate, infringe, or misappropriate the privacy rights or property rights of others.
- 5. Send unsolicited commercial messages or communications in any form to third parties ("spam"), except in compliance with applicable law.
- 6. Send, post, host, or display harassing, abusive, libelous, or obscene materials or assist in any similar activities.
- 7. Intentionally omit, delete, forge, or misrepresent transmission information or withhold or cloak identity or contact information.
- 8. Use Aligned services or any Aligned facilities for any illegal purposes, in violation of any applicable laws, regulations, or service providers' rules.
- 9. Communicating with the press or other local media, regarding Aligned business operations, without receiving permission from the Aligned Senior Management.
- 10. Solicit, directly or indirectly, Aligned employees, vendors, and clients. All procurement/sourcing activity should be managed by and directed to the Director of Facilities.
- 11. Intentionally transmit or otherwise propagate computer viruses or similar destructive computer code.
- 12. Attach any items to a cage, climb any cages, racks, or any support structures.
- 13. Make any unauthorized use of, interfere with, damage, deface, misuse, or abuse any property or equipment.
- 14. Engage in, aid, or assist with any activity that violates the law.

15. Commit any violent acts against any individual, or harass, threaten, or disturb any individual.
16. Engage in any other activities that may be deemed prohibited by Aligned for the purposes of safety, privacy, system reliability, protection of equipment, systems, data, and personnel at the facility, and compliance with laws or regulations from governmental agencies.

10.1.2. If anyone becomes aware of any Prohibited Activities, they will:

1. Immediately notify Security personnel.
2. Use commercially reasonable efforts to remedy such Prohibited Activities immediately, if under their control.

11. Safety Practices

- 11.1.1. Good safety practices make good sense for everyone. Preventative measures help ensure that needless accidents or business disruptions do not occur. Each of us should always ensure that we perform our responsibilities safely and in consideration of our co-workers and our surroundings.
- 11.1.2. If you observe actual or suspected safety violations, bring these concerns to Building Management immediately. You may also contact our Safety Committee directly by email at: adc-safety-incident-submission@aligneddc.com. If you would like to remain anonymous, please use the Anonymous Hotline information below:



11.1.3. Ensure all aisles and exits are free of obstructions.

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

11.1.5. Client is responsible to ensure that any open space in any rack or cabinet in the leased space be blocked with containment blanking panels or sheeting/blanking partitions at all times within the racks and between each rack (Side Panels) at Clients expense. Hot Aisle containment must be maintained at all times.

12. Site / Facility Access

12.1.1. The Facility is secured with a “fail-safe” access control system, utilizing specific access credentials and/or biometric readers.

12.1.2. Never loan your credentials or use another person’s credentials for any purpose. Failure to comply may be the cause for removal of access credentials and from the site.

12.1.3. Contact local site security for assistance with understanding any of the information in this document. Related documentation will be stored in the site security operations center (SOC) and in the Aligned digital library.

12.1.4. Clients shall maintain up to date access lists via the Aligned client portal, referenceable by Aligned Security Staff for employees/visitors to utilize the facility. Aligned will have no control over which Client employees are issued badges and will reference the Client maintained access list in the Client Portal.

13. Visitors

13.1.1. All visitors will need to provide a government-issued identification card with a photograph.

13.1.2. Visitor first and last names shall appear as they are written on their Government issued ID, Passport and/or Driver’s license on all badges, and in/on digital and written formats.

13.1.3. Visitor(s) not on the approved access list or pre-registered in a Facility Access ticket will not be allowed to enter the facility areas past Security. Security will contact the visitor’s Aligned or Client contact and inform them that a visitor(s) has arrived and is in the waiting area/lobby. It will be the client’s responsibility whether to if the visitor(s) are granted access or not. If approved, Security will issue “Visitor” access credentials which require Client or Aligned escort at all times.

- 13.1.4. All access credentials, as a default setting, will expire upon 30 consecutive days of non-usage. Contact Aligned Security to re-activate access credentials. Access lists must be updated and verified by the Client or Aligned Managers at least every 6 months.
- 13.1.5. Access credentials must be displayed at all times, at or above the waist and will be provided during security sign in.
- 13.1.6. If you should lose your badge, immediately report it to Security so it can be deactivated. Contact your Company's Client Portal Administrator to open a ticket for a new badge via the Client Portal, and Security will issue a new badge per Standard Operating Procedure.
- 13.1.7. Do not allow others to tailgate into any area or space behind you. Tailgating is a way for someone who lacks authorization to enter a restricted or Mission Critical Area. Each person must use the security access system to facilitate their own access/egress using their own access credentials. Conversely, you must not follow another person into any restricted, Mission Critical Area without them having separately used their own credentials to unlock the door into that space.
- 13.1.8. The security access system requires that you pass your access credentials to a reader to enter and exit (Anti-PassBack) areas within all Aligned Facilities. This process will provide greater awareness of occupancy in an emergency.
- 13.1.9. Do not attempt to enter areas to which you are not authorized.
- 13.1.10. Clients can escort visitors, i.e., persons without valid Aligned card access credentials, into all areas that the client has access to. Upon doing so the visitor and their actions are the responsibility of the client.
- 13.1.11. If access to additional areas is required, contact Security.
- 13.1.12. Clients may install their own access control and video surveillance systems on the perimeter or inside of their leased spaces. For safety and operations purposes, access must be granted digitally or via physical key override to Operations and Security employees to access the space in a casualty. Site Operations Management will provide a list of required groups/individuals should the need arise.

13.2. Access for Client Personnel

- 13.2.1. Security will issue access credentials to each Client employee on the access list as indicated in the Client Portal.

- 13.2.2. Clients shall check in with Security to enroll in the Aligned access system and obtain a photo badge. Security will confirm requestor identities against each Client's Facility Access tickets and via a government issued photo ID presented at the time of pick-up of any new badge. Security will not record or retain the information on the photo ID.
- 13.2.3. Client Personnel first and last names shall appear as they are written on their Government issued ID, Passport and/or Driver's license on all badges, and in/on digital and written formats.

13.3. Vendor / Contractor Access

- 13.3.1. Prior to providing access to any Aligned Facility, it is required that all hired Vendors/Contractors who will enter the Mission Critical Space read, fully understand, and sign document [4.03.1. Critical Facility Work Rules for Vendors and Contractors](#) from Aligned's Operational Run Book. If required a Hard Copy will be provided by Aligned security.
- 13.3.2. Vendors are not allowed into any Mission Critical Area without prior notification and approval from Site Management and where required with prior approval of Client.
- 13.3.3. Vendors/Contractors that require access to any Aligned facility must meet the Aligned insurance requirements prior to performing any work in the building. For a copy of the insurance requirements, please contact Site Management or the Site Director.
- 13.3.4. Depending on the risk assessment conducted by Site Management, Vendors/Contractors requesting to perform work within the building may also be required to submit a Change Management Request and MOP, which will include a detailed set of steps to include back out procedures.
- 13.3.5. In some cases, visitors/contractors authorized to access the data center may require escorted access. Aligned Facilities personnel will coordinate these requirements with the client.

13.4. Emergency Access by Client Vendors or Client Individuals

- 13.4.1. Emergency access for individuals not on an approved access list can only be approved by the Site Director and should be documented in a Facility Access ticket by the Client ASAP.
- 13.4.2. The Client should contact the Security Desk of the appropriate site and provide a complete description of the scope of work and the nature of the emergency. Some scoped work may require the approval of Site Management prior to granting access to the vendor.

13.4.3. Security will make every attempt to contact the Client, based on Client escalation lists, if any Client employee or Vendor/Contractor is not on the list and requests access to any Client space during an emergency. Therefore, it is vital that the Client maintain their access lists in the Client Portal and include 24-hour contact and Emergency contact information working with Client Services. If the Client cannot be reached, Aligned Security will not allow access to any Client space.

14. Electrical Distribution

14.1.1. The following requirements apply to the Aligned Facility:

- a. For clients to utilize the full redundancy of power availability offered to them in an A/B configuration, all client equipment must have dual corded power supply connections.
- b. It is understood that any single corded devices installed under an A/B distribution may be subject to loss of power during infrastructure maintenance periods or during unplanned power interruptions. It is recommended that clients' single corded devices be supported by client provided and installed quality product STS/ATS switches. Aligned is not liable for loss of power conditions supporting single corded devices.
- c. Leases must be fully executed between the Client and Aligned prior to any electrical circuit activation.
- d. Clients are responsible for any rackmount power distribution strips and equipment plug-ins to all circuits within their cage(s) or cabinets/racks, unless otherwise specified with the lease.
- e. Aligned will activate power to the point of delineation between Aligned and Client. Aligned will coordinate with the Client and make every effort to ensure the Client is fully aware of which circuit is feeding the electrical distribution up to the point of delineation as outlined within the lease. Labeling of each circuit will be provided for Aligned installed systems.
- f. Aligned will manage all electrical distribution and modification to the system up to the point of delineation defined within the lease. All electrical distribution installations, requests and/or changes must be specified by the Client and submitted via the Client Portal. All costs must be approved by Client via Sales Order before any work can begin.
- g. All efforts will be made to meet Client requests. The intent of Aligned is not to deny or delay any reasonable requests.
- h. Aligned Sales and/or Architecture Solutions groups will provide quotes for additional electrical, or work product installations.
- i. A list of approved low voltage contractors is maintained by Site Management and can be provided to Clients upon request. Only Aligned approved contractors may be used within the facility or on the premises. Substitution requests may be allowed at the discretion of Site Management.

- j. If a client would like to have a contractor of their choice provide this service, the contractor must first meet all Aligned insurance requirements prior to being allowed to do any work.
- k. All electrical switching will be required to adhere to the Change Management Process and will require a step-by-step Method of Procedure (MOP).
- l. All additions/modifications to the electrical distribution system requests must include the details of all planned work and must be approved in advance by Site Management.
- m. Aligned reserves the right to approve/disapprove of all contractors and their work, as well as removing any contractor from the site who violates any Aligned policy. Any work that must be re-done to meet all local, state, national electrical/safety codes as well as Aligned requirements, will be at the expense of the Client.
- n. All work performed in compliance with the lease on the electrical branch circuit above a 60-amp branch circuit (frame or trip unit) by a contractor, at the direction of a Client, will require an inspection by Aligned prior to power activation.
- o. Power cables that are to be terminated must be routed over the side rail water fall of the cable rack. It is unacceptable to drop cables through the rungs of the cable rack for termination or routing.
- p. All cord drops must have strain relief hardware installed to prevent them from damage and pulling out at the mounting point.
- q. All power connections performed by a Client, or their Contractor must be torqued to the correct specifications. Related documents can be found within the Aligned digital library.
- r. All electrical power connectors must be rated for the conductor.
- s. Aligned will provide power to Client cabinets within the Meet-Me-Room. Aligned will provide AC power to the Client supplied rectifier, and all DC distribution and grounding of the rectifier will be the responsibility of the Client.
- t. Clients are responsible for the termination of all DC cabling to Client equipment within their cabinet(s).
- u. Clients will be responsible for all DC overcurrent protective devices such as breakers and fuses.
- v. All grounding conductors must be connected to the cabinet installed ground and subject to final inspection by Aligned Engineering personnel.

15. Grounding

15.1. General Requirements

- 1. All ground connections shall be clean and secure.
- 2. Non-conductive coatings such as paint shall be scraped to expose bare metal before a ground lead is terminated to a particular piece of equipment or frame.

3. All ground wires shall be continuous runs between terminations, no splices of any kind will be allowed. The term “terminations” may also include H-taps. For this requirement, H-taps are not considered splices.
4. Cabinets/Racks shall be grounded to the ground lateral with an H-Tapped crimped connector and include the cover. The ground conductor shall be an insulated #6 AWG THHN copper conductor.

15.2. Connectors and Connections

- a. Two-hole “color keyed” long barrel compression connectors rated for the conductor and bus bar are allowed. Mechanical connectors are not permitted.
- b. The proper conductor, connector, crimping tool, and die shall be used as a system to complete an acceptable crimp. All crimping tools must have a positive locking feature to ensure complete compression.
- c. All crimps must be hexagonal or circular and emboss the die code sharply into the connector. Indent crimps are not acceptable.
- d. Wire shall be fully inserted into the barrel of the connector, not to exceed 1/8” under inserted.
- e. Two-hole connectors must be installed using both holes for fastening.
- f. Only one conductor may be installed in a connector.
- g. Conductors of dissimilar metals shall not be intermixed where physical contact occurs between the dissimilar metals unless the device is manufactured for the purpose and conditions of use.

15.3. Routing, Supporting, and Securing Grounding Conductors

- a. Grounding conductors shall never be run through the rungs of a cable rack or any other completely enclosed metallic area that could possibly cause a choke hazard.
- b. Grounding conductors shall be supported and secured at intervals of no more than 18" and secured to support brackets.

16. Fire / Life Safety

16.1. Overview

- 16.1.1. The fire suppression system for the Mission Critical Area must be disabled for any work which may cause smoke, odor, or dust, including the use of heat guns. A minimum of five (5) business days’ advance written notice to the Site Management office is required, and the client will be responsible for any costs associated with the work to be performed after normal working hours.

16.1.2. Only Aligned or designated representatives may disable/impair the Fire Alarm/Suppression System.

16.1.3. Clients are not authorized to tamper with or alter the Building's Fire Alarm/Suppression Systems at any time.

16.1.4. All requests for fire suppression system work will be required to follow the Change Management process, by logging into the Aligned Client Portal with all supporting documentation.

16.2. Fire Suppression Systems

16.2.1. Pre-action water sprinklers protect the Aligned Facility, to include all Mission Critical Areas and support spaces. The sprinklers will function automatically when the space temperature exceeds a preset level, and the fire/smoke detection system is in alarm.

16.3. Fire Detection Systems

16.3.1. The fire detection system consists of ceiling mounted smoke detectors. These can be set off by dust or fumes, which will in turn activate the fire suppression systems mentioned above.

16.3.2. Aligned facilities also employ a VESDA™(Very Early Smoke Detection Apparatus) which is capable of detecting 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.

17. HVAC Systems

17.1.1. Alteration of or tampering with any HVAC settings, related airflows or any other HVAC systems within the Mission Critical Area is strictly prohibited.

18. Signage Standards

18.1.1. Aligned shall provide the initial signage for each Client, if requested, using the Building Standard signage. Any additional signs or changes must be approved by Aligned and are subject to additional charges.

19. Deliveries

19.1.1. Aligned provides management for shipping and receiving in the facility. This policy has been designed to aid our clients in their delivery needs.

19.1.2. All routine Client deliveries made to the property must follow the procedures listed below:

- a. All shipments require a Client ticket pre-delivery or ship. The shipment must be authorized, tracked, and cleared by a member of the Aligned Security and/or Operations Staff.
- b. Provided a ticket is opened in advance by the Client, the delivery will be received at the freight dock, and the Client will be contacted informing them of the delivery. If the client is not available, the delivery will be moved to a secure storage area. This is a shared storage area with limited space so please pick up the items as soon as possible. Clients are required to pick up and remove all items from storage within (48) hours (2-business days) of notification to Client of delivery. We unfortunately cannot provide long term storage.
- c. The delivery will only be released to an authorized Client representative or to a Vendor which the Client has provided authorization to remove said items, and such release will be documented in Client tickets.
- d. If available, the Client may lease lockable storage space in the Building for an additional charge. Please contact Client Services or Aligned Sales for more information about the availability of such a space.
- e. As a courtesy to other users of the loading dock, whenever large deliveries are expected or the dock area will be blocked for an extended period of time, please coordinate these times with Site Management at least 24 hours (1-Business day) in advance. Due to limited dock space, the delivery area will operate on a first come-first-serve basis.
- f.
- g. All Clients are required to ensure that delivery and moving companies working within the Facility provide the appropriate insurance certificates to Site Management BEFORE deliveries arrive.
- h. All Clients are responsible to coordinate and provide any required pallet ramps and other off-loading requirements for their equipment and materials from delivery trucks. Aligned is not responsible for providing tools and equipment for off-loading client deliveries.
- i. For heavy shipments, where necessary all surfaces (floors, walls, doors, etc.) must be adequately protected while the equipment is moved as may be designated by Site Management. These requirements will be at the client's sole cost.
- j. Breakdown of all cartons and crating materials should be done in the Storage Area prior to transporting the equipment to the Mission Critical Area.

19.1.3. Aligned personnel will coordinate disposal with the client representative to ensure all packaging, crate material, and/or pallets are discarded in a timely manner. If Aligned is required to arrange for the disposal of said material, the client will be responsible for all

related charges.

20. Recycling Expectations

20.1. Recycling Policy

20.1.1. Clients, employees, and vendors are responsible to clean up all non-hazardous waste or debris resulting from their supplied materials and equipment. All clients, employees and vendors are expected to fully support Aligned recycling efforts. Waste generated from or related to the work (e.g., paper or cardboard, beverage containers, food waste) must be separated and placed in the designated on-site containers for recycling or disposal. Specific attention should be given to cardboard or other packing material waste resulting from client equipment deliveries, to ensure all cardboard and material is appropriately placed in the appropriate recycling container.

20.1.2. Shredding services for sensitive materials are not provided by Aligned. This service can be provided at additional charge to Client or as per lease agreement.

21. Client Work Scheduling and Preparation

21.1.1. The following requirements apply only to additional work/modifications affecting Aligned facilities, including the building/roof, power, cooling, security systems, fire, life safety and does not include any Client hardware/software or client cabling installations within their leased space.

- a. Site Management must review and approve all plans prior to any work. Depending on the size of the work involved, stamped drawings by a professional engineer and city permits may be required.
- b. All work (electrical, mechanical, telecommunication, etc.) must conform to the Change Management process, which will require appropriate supporting documentation such as the "Method of Procedure" (MOP) that provides specific work plans. Before work can begin, all documentation must be complete and approved by Site Management.
- c. All work must conform to the approved MOP. If any additional work is needed or if dates/times change, a new request will need to be submitted for review and approval before the work can begin.
- d. If the work is noisy, dusty, or disturbing other Clients, the work may have to be scheduled for after normal business hours and/or on weekends.
- e. Any work creating dust, noise, vibration, or other exposure must be approved by Site Management prior to work proceeding. The Client is responsible for control, cost, and MOPs to contain said conditions in order to not impede other areas of operation within the facility.

- f. Clients are required to notify Site Management prior to beginning any work for the day, and upon completion of the work each day.
- g. Within data center spaces, power receptacles and other hardware connection points will be identified by Site Management. Power Tools shall not be plugged into IT racks or critical power supplies. Use house power wall outlets for power tools.
- h. Within wholesale leased data center space, the client is responsible for power receptacles and other hardware connection points within their racks from the point of delineation as listed within the lease. Clients should proceed according to code and best practices when plugging in any hardware, laptops, or diagnostic equipment within their racks. Power Tools should not be plugged into IT racks or critical power supplies. Use house power wall outlets for power tools.
- i. Vendor personnel are expected to have their own tools and equipment necessary for their assignment. Site Management is not obligated to provide tools and equipment for client services and installations.
- j. All tools and materials are to be properly stowed when work is complete or at the end of each business day. The work area must be clean (no dust or debris) and left in a neat and tidy condition at the end of each workday to maintain a safe working area.
- k. All doors, panels and covers will be installed when work is complete or at the end of each business day.
- l. Consult Site Management before placing protective covers over any equipment.
- m. Set up protective barriers: for people, equipment, and the environment. Protective floor covering where necessary will be used to protect the path of travel from the start to the destination, against damage due to equipment. Confirm with Site management regarding large deliveries and movement of equipment for protection needs.
- n. Contractors are to provide 24-hour contact numbers in the event of an emergency.
- o. Site Management will provide more detailed information on any of the above topics, at Client request.

21.2. Smoke, Odor, Dusty Work

- a. Any work that involves the use of tools that may produce smoke, dust, or strong odors, (i.e., heat guns, hammer drills, grinders, vacuuming, etc.) must be scheduled and approved by Site Management.
- b. Any such work shall require the disabling of the fire alarm enunciation, smoke detection and suppression systems by Aligned personnel.
- c. Any fines imposed by the local Fire Department resulting from any events or alarms created by such work will be the full fiscal responsibility of the Client performing such work.
- d. Extensive dusty work may further require the replacement of HVAC unit filters and an associated charge for this material. The installation of pre-filter media over the HVAC unit intake may be required.

- e. The use of a hammer drill with tool interrupter device or equipment is required if X-rays or Farroscan is not performed. All locations with Post-Tensioned slabs will require strict review and approval.
- f. Any vacuuming will require the use of a HEPA filtered vacuum cleaner, which must minimize the amount of dust particles emitted into the space. Onsite operations staff must inspect and approve the vacuum prior to use. This approval will consist of a thorough inspection of the equipment to ensure no hazards exist and all filters are in place.
- g. Any accidental discharge of the fire suppression system caused by a Client who violates these rules shall be the responsibility of the Client for the full financial cost.

21.3. Ceiling Tiles

21.3.1. Ceiling tiles (where applicable) are only to be removed by the Site Management staff. Clients and Vendors/Contractors are not allowed to perform ANY work (i.e., cabling, electrical, conduit, etc.) outside the Client's specific Mission Critical Area at any time without the approval of Site Management.

21.3.2. All ceiling tiles will be replaced at the end of each workday. They are never to remain open overnight.

22. Equipment Installation

22.1.1. Additions of ladder racks, cable management tray, fiber guide within/above any Client areas must be pre-approved by Site Management and match the existing system in place.

22.1.2. All connection points must be "bonded" between sections to maintain the integrity of the existing rack/tray system, including appropriate grounding (reference Grounding standards above).

22.1.3. The frames of all cabinets, racks, etc. installed in the Mission Critical Area must be bonded to the single reference grid (SRG).

22.1.4. Wall penetrations opened for the installation and/or removal of cabling are required to be closed temporarily at the end of each day during continuing work operations.

22.1.5. Client is responsible to ensure that any open space in any rack or cabinet in the leased space be blocked with containment blanking panels or sheeting/blanking partitions at all times within the racks and between each rack (Side Panels) at Clients expense. Hot Aisle containment must be maintained at all times. If a pane or partition is not present, Aligned will install the required equipment and bill the client for that service.

22.1.6. Once all work is complete, all wall penetrations are to be sealed with an approved fire stopping material.

23. Housekeeping

23.1.1. Clients are expected to keep their area neat and clean. Contact Site Management for any questions or assistance.

- a. Unpack equipment outside the Mission Critical Area and dispose of the combustibles.
- b. Storage of combustible material in the Mission Critical Area is never allowed.
- c. Never leave an area with dirt and debris, even temporarily. Remove dust or dirt immediately.
- d. All vacuums used must have a HEPA filter on the discharge and must be inspected and approved by Aligned Operations staff.
- e. Report any spills or fire hazards to Site Management by calling the Security desk of the appropriate Site as indicated in [Appendix A](#) of this document so corrective action can be taken.
- f. Clients may request trash removal from the Mission Critical Area by contacting Site Management. This service may be at an additional charge.
- g. If Client requests removal of trash by Site Management, Client should label “trash” and provide it in as tidy a pile as possible outside of their space. Site management will not dispose of any materials Not labeled as Trash.
- h. At no time will wooden pallets or spools be allowed to remain in the Mission Critical Area or corridors, as they are a fire hazard.

24. Confidentiality

24.1.1. Information/items a Client observes or encounters while in the Mission Critical Area may be confidential information of Aligned and/or third parties, and Clients may have legal obligations regarding the confidentiality of such information/items. Clients should check within their company for any legal obligations, and/or reference their Non-Disclosure Agreement (NDA) on file with Aligned.

25. Modification

25.1.1. Aligned may modify these Rules and Regulations from time to time at their discretion. Changes will become effective immediately.

26. Acknowledgement

I have read the "Facility Rules and Regulations" and my signature indicates that I understand these guidelines and agree to adhere to them. I understand the critical nature of the Aligned Data Center facility, as well as the guidelines and notification procedures to be followed when performing any work in or around the facility.

I understand that all information regarding Aligned 's business activities, clients and/or accounts which is either disclosed or comes to my attention while performing services is proprietary to Aligned 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 the critical areas and possible removal from the site.

After completing and signing, please give this page to the Aligned Security Manager or Director of Operations and keep a copy of these procedures for future reference.

Signature: _____

Printed Name: _____

Date: _____

EMPLOYER INFORMATION

Company Name: _____

Address: _____

City, State, Zip: _____

Phone: _____



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