

Colocation Access Policy

Sites DCN1 and DCN2

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CWCS Managed Hosting

Portland Street
Beeston
Nottingham
NG9 2LP

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1.0 Policy Statement

The Colocation Access policy and procedure is designed to inform both those responsible for managing Colocation services and personnel, along with those requiring Colocation access services.

2.0 Customer Contact Details

All customers are required to complete a “customer contact details” form which lists the personnel authorised to have access to the CWCS facility and to support services. Please contact CWCS support for a copy of this form.

3.0 Personnel Access Procedure

Requests for site access by customer personnel can only be made by and accepted from authorised personnel as defined in the customer contact details.

To request access you must send an email with the **Subject as “Access request”** to **colocation@cwcs.co.uk** giving the following details:

- The name of the site you wish to visit
 - Portland Street – DCN1
 - Bowden Drive – DCN2
- The name of the person(s) requiring access
- The company name of the person(s) requiring access
- Date and number of hours the access is required for
- Details of area(s) where access is required (if applicable)
- Purpose of the visit

Access is only granted to the facility with appropriate photographic identification - either a drivers licence (with photo card), Company ID with photo or passport.

CWCS requests that a minimum of 24 hours’ notice is given in order to facilitate a standard request.

Emergency requests, such as those involving customer equipment failure or other such events requiring intervention for resuming services, will be considered as a priority. These will usually lead to immediate access.

Each emergency access request will be judged on its merits for access approval.

CWCS will acknowledge the “Access request” by issuing the requestor with an email authorising the visit.

On arrival, authorised visitors should report to the building reception where you will be asked to sign in and produce a copy of the authorisation email along with showing photographic identification.

In the case where an NDA (Non-Disclosure Agreement) has not been previously signed, this must also be completed prior to entry to CWCS facilities.

For adherence to Health & Safety requirements along with ISO27001 considerations, customer personnel will be accompanied at all times within the datacentre by CWCS staff.

All visitors must inform staff they are leaving the site and sign out prior to leaving the building.

On arrival, authorised visitors should report to the building reception where you will be asked to sign in and produce a copy of the authorisation email along with showing photographic identification.

4.0 Visitor / 3rd-Party Access

Customers wishing to arrange access for visitors/3rd parties can do so by following the standard access procedure detailed above. Requests can only be made by and accepted from authorised personnel

Acceptable Forms of Photographic ID

CWCS will only accept the following forms of identification:

- Passport
- UK Driving Licence with photo card (where applicable)
- Company photo ID

For adherence to Health & Safety requirements along with ISO27001 considerations, visitors and 3rd-party personnel will be accompanied at all times within the datacentre by CWCS staff.

In the case where an NDA (Non-Disclosure Agreement) has not been previously signed, this must also be completed prior to entry to CWCS facilities.

5.0 Persons under 16 years old

Due to CWCS health and safety regulations, persons under the age of 16 are not permitted on site.

6.0 Substance Mistreatment

CWCS reserves the right to deny access to any person who is, or appears to be, impaired/unfit through drink or drugs.

7.0 Delivery Procedure

Customers should inform CWCS of any impending deliveries at least 24 hours prior to the delivery arriving on site. Any staff member authorised to request access can submit requests on your company's behalf.

8.0 Site Deliveries

To request a delivery you must send an email with the Subject as “Delivery notification” to colocation@cwcs.co.uk giving the following details:

- Anticipated date of arrival
- The number of items
- The courier tracking number assigned to the delivery
- Name of the courier company if known
- Contact details for receipt of delivery confirmation

All deliveries must be addressed as follows:

Your Company Name
Ticket reference
c/o CWCS Managed Hosting
Portland Street
Beeston
Nottingham
NG9 2LP

If you are sending multiple boxes please ensure they are labelled with the ticket reference number plus box 1 of 3, 2 of 3, 3 of 3 etc etc.

9.0 Important Notes

- No food or drink is allowed in our datacentres.
- The maximum time for a colocation visit as part of the included time allocation is 4 hours. Beyond this, additional fees may be applicable.
- CWCS reserves the right in the interest of Security & Health & Safety to refuse any oversubscribed simultaneous visits, unannounced visitors, deliveries, deliveries which are incorrectly addresses or inappropriately packaged / transported.
- CWCS reserves the right in the interest of Health & Safety to require on-site customers to vacate premises during a colocation access.
- CWCS reserve the right to carry out a billing system check for outstanding customer payments and visits can be refused on this basis.