

COVID-19



Guidance for Ark site users

Date of issue: 24 March 2020 @ 17:00

We continue to take the safety and wellbeing of our staff, clients and partners very seriously and therefore as a business, we have decided to take additional precautions regarding Coronavirus. Please note that in some areas the Ark guidance goes beyond the HMG public guidance.

All Ark sites are open for business and all critical services are being provided as normal.

However, for the protection of service provision you must now restrict access to our sites to those of your staff whose attendance there is critical to the functioning of your systems housed at that particular data centre.

Non-critical facilities continue to be restricted as before.

Preventing the spread of infection:

Public Health England recommends the following precautions are taken to help prevent people from catching and spreading COVID-19. We respectfully request that you follow these guidelines whilst attending our sites:

- Wash your hands regularly with soap and water. Washing your hands is a priority and please use alcohol-based sanitisers as an additional precaution. This is particularly important after travelling on public transport.
- Cover your mouth and nose with a tissue or your sleeve when you cough or sneeze.
- Dispose of tissues straightaway and wash your hands with soap and water for a minimum of 20 seconds.
- Avoid close contact with people who are unwell.
- Avoid touching your eyes, nose or mouth.

Ark have therefore:

- increased our cleaning activities and are paying particular attention to areas of contact and high trafficked areas.
- provided sanitising gel dispensers in addition to our normal facilities and encourage all attendees to our sites to make full use of them.
- amended security requirements for external pin pads – more information below in Guidance concerning site attendance.

Your team: *UPDATED

In line with government guidance, please:

- do not travel between your data centre sites, particularly if you have more than one facility with Ark
- restrict access to your data centre sites to those of your staff whose attendance there is critical to the functioning of your systems housed at that particular data centre
- where you operate a shift pattern for your data centre staff, maintain a separation between shifts.

Guidance concerning site attendance: *UPDATED

All Ark sites are open for business and all critical services are being provided as normal. However, given the critical nature of the facilities please do not make unnecessary visits to our sites; you must restrict access to our sites to those of your staff whose attendance there is critical to the functioning of your systems housed at that particular data centre.

Whether or not a visit is necessary we continue to leave at your discretion at this time but please note that until further notice Ark staff will not be supporting sales visits or non-statutory audits.

Entrances to Site:

We continue to take the Health and Safety of our staff, clients and partners very seriously and as such we have decided to make the following changes to site entrance:

- You will no longer be required to enter your pin on the external pinpad turnstiles or doors. These will now only require a swipe of your card.
- Upon entry to the building, prior to entering the meson door, disinfectant wipes will be available for you to wipe your hands and the pinpad prior to use. (Additional cleaning remains in place, this is just an extra precaution)
- Pins, biometrics and card swipes will still be required to enter the meson doors to uphold our high level of security at site.
- Signage will remind you to wash your hands as soon as possible at the nearest sink with hot water and soap. Hand washing guidance remains in these areas.

When not to attend our sites: You must not attend our sites (even if you have an access pass), or send colleagues or suppliers to attend our sites (even if they have access passes), if the person attending:

- has any of the COVID-19 symptoms, which are:
- Fever
- Cough
- has been in close contact with anyone who has been diagnosed with COVID-19 or has had any of the above symptoms in the last 14 days.

If you suffer any of the above symptoms, we recommend you self-isolate, do not attend a GP surgery, pharmacy and hospital. Instead contact NHS 111.

When booking in visitors *Action required*

Until further notice, we require all non-permanent card holders (visitors), to complete the attached health screening questionnaire prior to attending site.

As this will need to be completed in advance of attending site – we ask that you send the attached questionnaire to each visitor and have them complete and return it to you prior to raising your visitor access request. Please then attach a completed questionnaire (for each of your visitors) to your VA portal request or email request.

Until these questionnaires are received, your visitor request will not be processed. If we have any concerns with the responses on the questionnaire, access to site for the individual will be denied for 7 days, or for 14 days for those known to have been in contact with someone who is infected.

In instances of short notice visitors: If you do not have the name of the visitor coming to site (in instances of deliveries or suppliers for example) and/or in instances of any emergency or short notice visitor access requests, questionnaires will be issued for completion upon arrival at site.

Available facilities & etiquette *UPDATED

When using our facilities you must follow the rules in this document and respect the personal space of others. Ark may restrict the site access of individuals who do not comply or, where we regard it necessary or advisable, exclude them from site altogether.

All facilities remain fully functional and maintained but the following restrictions on use now apply:

- **Ark meeting facilities:** these are closed until further notice.
- **Kitchen facilities:** these remain open but only for the preparation of food and drink. You may not congregate or stay in these facilities to eat or drink – please use the facilities for as short a time as possible and then return to your office to eat or drink.
- **WC and showers:** these remain open as usual.
- **Reception and other public areas:** please do not congregate or wait in these areas. In the NOC, we will not generally permit entry, if we do, it will be operated on a one in, one out basis until further notice. Signage will advise.
- **Delivery bays and storage cages:** these remain open as usual.
- **Social Distancing:** Please observe the recommended 2m minimum when using Ark facilities, including when waiting to enter or leave.
- **Used C-19 PPE or other potentially contaminated items:** You must not leave these items to be cleared up by others, including by our cleaning staff. If you need to dispose of these items on site, please contact Ark Service Desk for assistance.

For Ark staff at site, we are advising that they avoid unnecessary physical contact, travel or close proximity (less than 2m) to others and we ask that you understand and respect that guidance.

Escorting and Smarthands

- **Smarthands:** The smarthands service remains available for use but the smart hands staff will now only work physically independently of other staff.
- **Escorting:** See above regarding essential visits to site. Ark will only provide an escort where the visit is essential and cannot be supported by client staff who are already working on site during that shift.

What to do if you feel if unwell while at site

If you start to feel unwell whilst attending one of our sites or you discover you may have been exposed to the virus, please move to an isolated area at least two metres away from other people and notify Ark Service Desk on 01225 818999, who will endeavour to find you a room. Please then call NHS 111 and outline your symptoms.

Next steps & queries

We will continue to monitor regular advice from UK Government, Public Health England and the World Health Organisation (WHO) and we will update our guidance appropriately as the situation develops.

Please ensure your White List and contact lists are up to date and please ensure that this communication is given to all team members who will be working on our site on your behalf.

Customers may contact their CDEs or email ASD@arkdatacentres.co.uk with any queries.

Suppliers may contact their Ark point of contact or ASD with any queries.

Useful links:

Ark intranet advisory page: <https://intranet/index.php/uncategorised/211-covid-19-info-hub>

Government latest advice: <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

NHS public facing information – the first port of call for the public
<https://www.nhs.uk/conditions/coronavirus-covid-19/>

NHS Guidance on Self-isolation: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection>

Travel advice for those travelling and living overseas: <https://www.gov.uk/guidance/travel-advice-novel-coronavirus>

Blog about self-isolation <https://publichealthmatters.blog.gov.uk/2020/02/20/what-is-self-isolation-and-why-is-it-important/>

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