

COVID-19



Guidance for Ark site users

Date of issue: 15 July 2021 @ 17:30

We continue to take the safety and wellbeing of our staff, clients and partners very seriously and therefore as a business, we have updated our guidance in line with government guidance to continue to protect everyone as we welcome everyone back to site from the 19th July.

All Ark sites are open for business and all critical services are being provided as normal. Staff whose attendance at site is necessary for the installation and operation of systems houses at a data centre are welcomed and asked to follow the below guidance.

We continue to measure footfall at all of our sites; this enables us to ensure that we can provide the safest working environment for all.

Use of PPE at Ark sites:

Further to the relaxation of government guidance on the wearing of face coverings, the requirement to wear face coverings in all common areas is now optional. To protect the environment, please use a washable face covering when you can.

If you are exempt from wearing a face covering, please continue to carry an exemption card/lanyard as some client areas are maintaining compulsory face coverings.

Ark reserve the right to check identity of individuals which may require temporary removal of the mask or covering, if you are wearing one.

Clients and other third parties have a duty to undertake their own risk assessments for their staff. If those risk assessments conclude that PPE is required for any activity, it is the employer's responsibility to provide that PPE to their staff.

If you wish to enforce a face covering policy within your demised space, you must advise ASD (01225 818999) to ensure that our staff and cleaners are aware of any changes in policy and wear a face covering in areas that they are required to do so.

Preventing the spread of infection:

Hosts are responsible for their visitors adhering to the COVID rules on site and so please ensure you share this guidance in advance of your visitors attending.

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:

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- 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.
- Face coverings are optional in all indoor areas. Please continue to carry a face covering with you at all times, to ensure you can adhere to any policies where face coverings are still mandatory. We ask you to respect everyone's decision on whether they wish to wear a face covering, or not.
- Avoid close contact with people who are unwell.
- Avoid touching your eyes, nose or mouth.
- Conduct regular lateral flow testing to prevent the spread of the virus. More info under Testing section below.

Ark will continue to:

- Maintain regular cleaning activities and pay particular attention to areas of contact and high trafficked areas. This includes a twice weekly precautionary Clorox clean of all general access areas.
- provide extensive signage to assist and encourage prudent behaviours and safe use of the facilities.
- provide sanitising gel dispensers in addition to our normal facilities and encourage all attendees to our sites to make full use of them.

Guidance concerning site attendance:

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

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 be supporting non-statutory audits remotely wherever possible.

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:

- All turnstiles and doors will now require your pin and a swipe of your card.
- Upon entry to the building, prior to entering the meson door, disinfectant wipes are available for you to wipe your hands and the pinpad prior to use. (Additional cleaning remains in place, this is just an extra precaution)

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- Pins, biometrics and card swipes are still 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.
- Protective Perspex screens remain up in all front of site reception desks to protect staff and visitors.

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 or anyone in their household or support bubble, to the best of your/their knowledge:

- has any of the COVID-19 symptoms, which are:
 - Fever
 - Cough – a new, continuous cough – this means coughing a lot for more than an hour or 3 or more coughing episodes in 24 hours. If you usually have a cough, it may be worse than usual.
 - Loss or change to your sense of smell and/or taste or;
- 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.

If you or any of your colleagues' experience symptoms whilst on site or once you have attended site, please advise ASD immediately to ensure we can complete a track and trace and if required, do any precautionary cleaning.

NHS Test and Trace Application

Ark encourages the use of the NHS Test and Trace Application. When on site however, we recommend turning off your Bluetooth. If you test positive for Coronavirus, or are contacted by the NHS and asked to isolate, please do so immediately according to the NHS advice on isolation below and advise ASD on 01225 818999. We will then complete a site track and trace your steps and take all necessary precautions.

Testing

Regular lateral flow testing:

We request everyone attending site to conduct twice weekly home lateral flow testing. You must do so by ordering for collection or delivery from the government website [here](#). Preferably you should test on Sundays and Wednesday nights/Thursdays; especially if attending site. By conducting home testing kits, you will minimise the chances of bringing the virus to site.

Regardless of your result, you should upload it to the NHS Test function by following the instructions inside of the testing box.

Immediate testing if you have symptoms:

Anyone showing symptoms of the virus or returns a positive lateral flow test, must get tested using a home kit or at one of the walk in or drive through locations, if you are showing symptoms, please go to <https://self-referral.test-for-coronavirus.service.gov.uk/> for further information and to book.

Coronavirus Vaccination

Ark support the vaccination program and encourage everyone to book and attend their appointments when contacted to do so. Even once you have received your vaccinations, you must continue to follow the above guidance.

When booking in visitors

We no longer require visitors to complete visitor questionnaires. However, we encourage visitors to complete lateral flow tests and they must not attend site if they have any symptoms or return a positive test result.

Available facilities & etiquette

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:** meeting facilities are now available and all capacity levels have been restored to full capacity. We recommend keeping the meeting rooms ventilated by keeping the windows open. Please contact ASD to book.
- **Kitchen facilities:** restored to normal facilities.
- **WC and showers:** these remain open as usual.
- **Reception and other public areas:** In the NOC, we will not generally permit entry, if we do, it will be operated on a one in, one out basis. Signage will advise. The VRC and NSG will continue to operate a one in one out process also. Signage will remain in place. During busy times, this may require you to queue. If you require any special assistance, please advise the ASD or advise during the VA Process.
- **Delivery bays and storage cages:** these remain open as usual.
- **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.

Escorting and Smarthands

- **Smarthands:** The smarthands service remains available for use.
- **Escorting:** Escorting returns to usual basis.

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 Site Access 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.

Breaches of this guidance

If you see anyone not adhering to the above guidance, please advise ASD or Security who will be able to assist.

Useful links:

Government latest advice: <https://www.gov.uk/coronavirus>

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>

VERSION HISTORY

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24 March 2020	3.0	SCB	Updated in line with guidance
8 April 2020	4.0	LS	Updated in line with changes
27 April 2020	5.0	LS	Updated with latest information
30 April 2020	6.0	LS	Updated with relevant information
19 May 2020	7.0	LS	Updated with latest guidance
18 June 2020	8.0	LS	Updated with latest guidance
30 July 2020	9.0	LS	Updated with latest guidance
16 October 2020	10.0	LS	Updated with latest guidance
3 November 2020	11.0	LS & SCB	Updated with latest guidance
21 December 2020	12.0	LS	Updated with latest guidance
21 December 2020	13.0	LS	Updated with latest guidance
5 January 2021	14.0	LS	Updated with latest guidance
13 January 2021	15.0	SCB & LS	Updated with latest guidance
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