

COVID-19



Guidance for Ark site users

Date of issue: 10 December 2021 @ 09:00

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.

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

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.

We will continue to monitor the guidance and risk assess to ensure we make future decisions with everyone's health and wellbeing at the forefront of our minds and therefore, we may consequently amend this guidance in the future.

Use of PPE at Ark sites:

Further to the announcement of a new variant of coronavirus, Omicron, we have updated the following guidance. Face covering are compulsory in all common areas; kitchens, corridors etc. Staff must continue to adhere to a client's policy if entering client demised space where they have imposed a face mask wearing policy. 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 demised 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.

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.

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:

COVID-19 Guidance for Ark site users

- 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.
- Wear a face covering in all common areas of site e.g. corridors, kitchens etc. Face coverings may be removed when stationary at your desk if social distancing can be maintained. We recommend always carrying a face covering as some clients are continuing with mandatory policies, which must be adhered to.
- 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 and construction sites are open for business and all critical services are being provided as normal. Further to the latest government announcement, those whose roles allow, must now revert to working from home.

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.

Staff segregation & prioritisation

You must return to team segregation. Many of you will have been informed of:

- mandatory changes to your working/shift hours and the Ark colleagues that you are remain segregated from in order to reduce the opportunity of cross-contamination; and/or
- task re-prioritisation

You must comply with these requirements.

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 only require 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)
- 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
- 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 (and are not double vaccinated).
- Are self-isolating as a result of symptoms or close contact to a positive tester.

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 a lateral flow test every time you attend site. Please ensure you are testing **prior** to attending site. You must do so by ordering for collection or delivery from the government website [here](#). 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 who 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.

Unattended phones: please disable the Bluetooth functionality in the app if you are not carrying your phone – especially if you are working in the VRC, SCRs or Receptions, or if you are required to place it in a locker for security reasons. This will prevent false positive matches.

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 apply:

- **Ark meeting facilities:** meeting facilities remain available, however limited capacity levels have been reintroduced. We recommend keeping the meeting rooms ventilated by keeping the windows open. Booking is via outlook or by contacting the ASD.
- **Kitchen facilities:** these remain open but only for the preparation of food and drink and are restricted to two people at a time. Please do not congregate in these areas for too long.
- **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 remains as normal.

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.

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, you must advise ASD or Security.

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>

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