



Empowering business to do more

Node4 COVID-19 Customer Communication Update

Public

04/05/2021

Our Business Continuity Plan is in full operational order with all our workforce working remotely from home or within our offices. Key critical workers continue to remain onsite to maintain our data centres. We will continue to operate to support your business and your workforce during these unprecedented times.

To ensure that everyone feels safe when visiting Node4 sites, our employees are required to complete and submit a lateral flow test within 72 hours of visiting a Node4 office.

In the event that a case is confirmed in the workplace, be it an employee or authorised visitor, we will contact individuals who have been onsite and ask that they take the relevant precautions.

Access to Node4 data centres

Customer access to our DC sites remains open and we are offering data centre tours on a case-by-case basis. We expect customers to follow our standard access request procedures, and work onsite in a COVID safe way to protect themselves and Node4 staff.

- Visitors must follow all site rules and guidance issued by onsite staff.
- On arrival, we ask that visitors scan the QR code for the NHS Test and Trace app, so they can be alerted if there is a case.
- Onsite facilities (meeting room/hot desks/kitchen and tea making facilities) are not available for visitors.
- Toilet facilities are available but are restricted access.
- Hand sanitiser and wipes are available for use of customers if needed.
- Customers are responsible for providing any PPE for their staff working onsite and for ensuring that they have COVID-safe working practices in place.
- Node4 staff cannot physically assist with installation or removal of customer equipment that requires two or more people to work closely together.
- We reserve the right to refuse access to site to protect the safety of our staff.

Face coverings/masks

Unless they are exempt, we are asking our staff, security guards and customers to wear face coverings in our data centres, as well as the communal areas of our offices and data centres. This includes corridors, break out areas, toilets and kitchens.

We expect customers to take responsibility for working in a COVID-safe way when onsite and provide their own PPE as required.

Please ask our onsite staff for guidance if needed.

To keep up-to-date on further developments, please subscribe to www.n4status.co.uk

Getting in touch

We will aim to communicate as quickly and effectively as possible to support all our customers. You can also request direct support from your Account Manager and Service Delivery Manager.

Source	Site Link	Information
ServiceNow	https://node4.service-now.com/csm	Node4 latest updates on visiting Node4 offices and Data Centres.

The UK Government	https://www.gov.uk/coronavirus	The UK Government's latest information and guidance concerning the Coronavirus and advice on travelling from affected areas and guidance on self-isolation.
NHS	https://www.nhs.uk/conditions/coronavirus-covid-19/	NHS Coronavirus overview and common questions
NHS	https://www.nhs.uk/conditions/coronavirus-covid-19/testing/regular-rapid-coronavirus-tests-if-you-do-not-have-symptoms/ https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-get-a-test-if-you-do-not-have-symptoms	NHS guidance on why and how to get tested regularly.
The UK Government	Understanding lateral flow antigen testing for people without symptoms	Guidance on how lateral flow testing works.