



Empowering business to do more

Node4 COVID-19 Customer Communication Update

Public

05/01/2020

Our Business Continuity Plan is in full operational order with all our workforce working remotely from home, with the exception of key critical workers who continue to maintain our data centres. We will continue to operate to support your business and your remote workforce during these unprecedented times.

In the event that a case is confirmed in the workplace, be it an employee or authorised visitor, the BC Management Team will contact the PHE local Health Protection Team to discuss the case, identify people who have been in contact with them and advise on any actions/precautions that should be taken.

Access to Node4 data centres

Customer access to our DC sites to work on their colocated equipment continues to be permitted providing the visit is in compliance with the current Government guidelines. All customers are required 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.
- 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

In light of recent government advice on the use of face coverings/masks, we are asking our staff, security guards and customers to wear face coverings in the communal areas of our offices and data centres. This includes corridors, break out areas, toilets and kitchens.

We are not asking customers to wear masks when working in the data halls as long as they are distanced from Node4 staff and other customers. As before, 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 advice when visiting Node4 offices and Data Centres.
The UK Government Official Site	https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response	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