



Health and Safety

Policy Document

Public
Node4 Limited
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Health and Safety Policy

It is the policy of Node4 Limited to demonstrate an ongoing commitment to adhere to Health and Safety standards throughout the company across our three geographical locations.

Node4 will conduct its activities in a way which provides healthy and safe working conditions for all employees or contractors involved in and affected by our commercial activities.

Each area of internal operations and external contracted services shall be subjected to a risk assessment to identify hazards which may cause harm to the employees, contractors or customers and technical staff visiting Node4's Datacentres.

This policy is a working policy to ensure a proactive management approach to the continued improvement of health and safety best practices through consistently reviewing the policy.

Whilst primary responsibility for health and safety rests at board level, every employee and visitor has health and safety responsibilities and is required to demonstrate their commitment to the policy by conducting their activities in an appropriate manner, to ensure the safety and wellbeing of themselves and their colleagues in the working environment.

Employees external contractors and customers should have the appropriate training and be competent to perform their duties. Under no circumstances should anyone undertake a task for which they do not have the appropriate training.

Node4 encourages its employees and its customers to raise concerns should they witness or be asked to perform an action which may have an adverse effect on this policy. These observations or concerns should be directed, in confidence, to the Health and Safety Appointed Person. Customers should report their concerns to a member of Node4 staff, who will inform the relevant person.

The Health and Safety Appointed Person is John Hopkinson, Operations Manager.

Disabled Working Directive at Wakefield and Northampton Datacentres

In creating this policy Node4 made appropriate enquiries to fully comprehend what legislative constraints applied and what 'reasonable adjustments' would be necessary to maintain and provide a safe working facility for disabled patrons.

By the very nature of a datacentre operating a cold aisle containment method of air conditioning, access to racks would prove impossible for wheelchair bound individuals due to installation of the floor tracks which are obligatory to facilitate this cooling method.

Further consideration was also given to the halls FM200 / IG55 gas suppression fire protection system. In the event of a fire gas is discharged at high pressure and volume requiring a timely evacuation to prevent exposure to the gas as sustained inhalation may be considered as detrimental to health. All datacentre's utilise a sealed room operating method, requiring heavy self-locking doors and remote wall mounted exit switches and this compounds the exit problem.

Consideration for the wellbeing and safety of disabled personnel has deemed the datacentre halls and adjacent corridors as unsuitable for wheelchair users as they pose an avoidable and unnecessary risk to those restricted by wheelchairs. Disabled access and disabled facilities are provided and accessed from the front elevation of the building. Node4 does not discriminate against disabled individuals entering the facility.

Disabled individuals must be assisted by non-disabled colleagues, or by prior arrangement with the support of Node4 staff, to ensure task completion, where those tasks require access to the datacentre halls and adjacent corridors.

Risk Assessments

Individual Fire Policies exist for each geographical location.

This section identifies equipment or actions that could potentially cause harm on a departmental basis.

For the purposes of this document, the departments shall be determined as:

Technical, which covers Software Developers, Technical Support and Network Engineers

Customer, which covers customer and customer support personnel

Administration, which covers Administrators, Accounts and Sales personnel

Contractual, which accounts for contractor maintenance personnel.

Those Affected: Technical & Customer

HAZARD

FM200 Gas is used for fire control in the Derby and Wakefield Datacentre halls

RISK TO HEALTH

Inhalation. FM200 or IG55 is a non-combustible gas which is released into the atmosphere at a concentration of 7%. The gas is not harmful unless an individual has prolonged exposure, where there is a risk of the gas having a mild effect on the central nervous system.

Noise on discharge is significant

PREVENTATIVE ACTIONS

The Datacentre halls are entered via doors, which remain locked at all times.

A control panel is fitted adjacent to the entrance door, which allows the gas to be switched from 'auto' to 'manual' when access is required to prevent the automatic discharge of gas.

As a failsafe and to prevent false alarms, the fire systems have a two stage approach to discharge which requires two sensors in the halls to be triggered before the gas is released into the atmosphere.

There are audible alarms, identifying 'first stage' and 'second stage' discharge; allowing personnel the time to leave prior to discharge

Only personnel who have clearance to enter the halls can do so via an access card. These staff have been made aware of the entrance and exit procedures

RISK LEVEL: LOW

HAZARD

Noise Levels in Datacentre halls

RISK TO HEALTH

Damage to hearing

PREVENTATIVE ACTIONS

There are increased volumes of noise and although this level has been independently deemed as acceptable and not dangerous Node4 provide ear plugs for all personnel.

RISK LEVEL: LOW

HAZARD

IG55 Gas is used for fire control in the Northampton Datacentre.halls.

RISK TO HEALTH

Inhalation.IG55 is Argon & Nitrogen mix stored as a gas. In very high concentration it may cause asphyxiation.
Noise on discharge is significant

PREVENTATIVE ACTIONS

The Datacentre halls are entered via doors, which remain locked at all times.

A control panel is fitted adjacent to the entrance door, which allows the gas to be switched from 'auto' to 'manual' when access is required to prevent the automatic discharge of gas.

As a failsafe and to prevent false alarms, the fire systems have a two stage approach to discharge which requires two sensors in the halls to be triggered before the gas is released into the atmosphere.

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RISK LEVEL: LOW

Those Affected: Technical & Administration

HAZARD

Display Screen Equipment.

RISK TO HEALTH

Eyestrain, fatigue and upper limb discomfort

PREVENTATIVE ACTIONS

All display screens are the very latest generation TFT flat screen monitors with the facility to swivel and tilt. These are always at least 17" and provide image quality and clarity of the highest levels available.

All keyboards are separate and tiltable. All staff are able to specify which model of keyboard, mouse and mouse mat they prefer to use to prevent discomfort.

All staff are able to specify a screen filter if they feel it would be of a benefit to them.

All desking is specific for purpose.

Chairs are high quality and fully adjustable for height. The seat backs are both height and tilt adjustable and the arms are also adjustable for height.

The lighting is Category 2 to create the correct ambient light for use with computer monitors.

All areas of the premises are controlled by digital climate control to create a comfortable working environment irrespective of exterior temperatures.

Employees do not have to conform to a regimented break pattern; staff may take advantage of an 'open' policy which encourages individual responsibility for time management and a productive work ethic.

RISK LEVEL: LOW

Those Affected: Contractual

HAZARD

Windows: External glass fronted buildings (curtain walling) and high level internal boardroom glass windows at Derby

RISK TO HEALTH

There is an element of risk attached to the cleaning of the windows, due to the height implications.

PREVENTATIVE ACTIONS Cleaning services are contracted to professionals who use a pure filtered water ladder-less cleaning method. There is no requirement for the operative to leave the ground as a result of this approach.

RISK LEVEL: LOW

HAZARD

Office Cleaning.

RISK TO HEALTH

Misuse or misinterpretation of chemical cleaning products. Slippery surface hazard.

PREVENTATIVE ACTIONS

Internal office cleaning is contracted to professionals who have the relevant NVQ qualifications. Separate risk assessments have been conducted by the contractors, this assessment including

C.O.S.H.H information and the contractors own Health and Safety Policy are available on request

Staff are forbidden from using any of the cleaning products left on site by the contractor.

Cleaning usually takes place outside of operational hours, however to prevent an accident yellow signs are erected to warn staff of a potential slip hazard.

RISK LEVEL: LOW

HAZARD

Fixed Installations: UPS equipment, support generator and air conditioning units.

RISK TO HEALTH

Electric shock.

PREVENTATIVE ACTIONS

All fixed installation equipment is covered under relevant supporting maintenance contracts from specialist contractors. This plant is in a 'permit to work' compound at Derby and in locked rooms in DC3 & DC4.

There is zero requirement and zero possibility of a member of staff attempting to tamper with any fixed installation equipment.

RISK LEVEL: LOW

Those Affected: Everyone on Site

HAZARD

Smoking

RISK TO HEALTH

The effects of passive smoking and an increased fire hazard.

PREVENTATIVE ACTIONS

Node4 operates a strict no smoking policy, as documented in the employees Employment Contract. Signs around the building clearly identify that all personnel and visitors must not smoke within the perimeter of the facility.

Fire safety has been given careful consideration. Every action has been taken to conform to legislative parameters and ensure the continued safety of staff.

RISK LEVEL: LOW

Those Affected: General

HAZARD

Portable Electrical Appliances

RISK TO HEALTH

Electrical Shock

PREVENTATIVE ACTIONS

Portable appliance testing (PAT) is carried out regularly, however the industry is so fast paced our standard approach is to renew rather than maintain

RISK LEVEL: LOW

Those Affected: Everyone Attending Site

HAZARD

Electric Sliding Security Gates all locations.

RISK TO HEALTH

Trap hazard, Palisade fencing at Derby DC allow hands to pass through fence during operation

PREVENTATIVE ACTIONS

All gates conform to the latest H&S standard as notified by the external specialised contractor. Fence modification at Derby DC prevent hands being caught in the gate when in operation. Gates have extensive anti trap sensors to prevent pedestrian harm or collateral damage

RISK LEVEL: LOW

Final Conclusions

While risk is a factor in every business, the nature of Node4's business is very low risk. Every effort has been made to ensure 'best practices' are employed and to adhere to Health and Safety legislation. As a testament to our low risk appetite Node4 can proudly state that we have not had a single incident in over seven years of trading.

External Health & Safety and fire risk assessments have been carried out by our insurers, any observation have been dealt with to conform with our policy standard.

A culture exists at Node4 where risks are unacceptable and at no time would an employee be asked to attempt anything which may cause them harm. Our mantra is **IF IN DOUBT, CONTRACT OUT.**

If a circumstance arises where The Appointed Person for Health and Safety or Andrew Gilbert Managing Director is unavailable and a concern arises, contractor contact information has been included within this document.

All communal areas have been assessed and beyond areas of crossover between departments there are no risks.

Should risk arise due to the acquisition of new equipment or a change in operating methods, Node4 will perform assessments to mitigate risk

Contractor Contact Information

Contractor	Responsibility	Telephone Number
Chloride	UPS DC1 & DC3	01246 431 431
Riello	UPS DC2	01978 729 297
Eaton	UPS DC4	01753 608 823
Mansfield Refrigeration	Air Conditioning DC1,2,3 & 4	01623 626 168
WBPS	Generators DC2	0115 944 4422
AF Switchgear	Panel Boards DC1,2,3 & 4	01623 555 600
Total Surface Care	Windows DC1 & 2	0115 849 2796
Trentham Holdings	Electrical Contractor	07977 931 701
Concept	PAT Testers	01332 607 323
Fox	Office Cleaning DC3	01977 599060
Securiclean	Office Cleaning DC4	01604 493 088
Better Clean	Office Cleaning DC1 & 2	01332 341 443