

## Regulations for Visitors to Atman Data Center

(Valid as of 1<sup>st</sup> January 2025)

These regulations set forth the general rules for visiting Atman DC, and their application is intended to ensure the safety and uninterrupted availability of services.

### Definitions

Atman DC – under the Atman brand, colocation services are offered in 4 data centers:

- Atman DC Warsaw-1 (WAW-1), ul. Grochowska 21a, Warszawa
- Atman DC Warsaw-2 (WAW-2), ul. Konstruktorska 5, Warszawa
- Atman DC Warsaw-3 (WAW-3), ul. Ożarowska 66-66A-66B, Duchnice, 05-850 Ożarów Mazowiecki
- Atman DC Katowice (KTW-1), ul. Uniwersytecka 13, Katowice
- Reception Desk – Atman reception desk in Atman DC
- CS – Atman Customer Service Department

### General Provisions

- Any change in the Regulations for Visitors to Atman Data Center does not constitute a change in the Services Delivery Agreement.
- Each visitor to Atman DC must comply with the Regulations for Visitors to Atman Data Center.
- While on the premises of Atman DC, one is obliged to obey the instructions of the service staff and the information and organization signs placed there.
- Every person is obliged to keep the identity badge received at Atman DC in a visible place at all time.
- Any abnormal situation observed in the behavior of people or equipment, which could affect the safety of the facility or people, should be immediately reported to the DC Atman staff.
- Atman is not responsible for items left unattended.
- All persons on the campus are required to observe generally accepted rules of Occupational Safety and Health (OSH). Atman reserves the right, in special and justified cases, to make access to the campus conditional upon completion of individual OSH training.
- Atman reserves the right to eject any person who fails to comply with or violates the Regulations for Visitors to Atman DC.
- Access to free additional services on the campus, particularly Wi-Fi, is provided on a "best efforts" basis. Use of these services is subject to registration and monitoring to ensure security and improve the quality of services provided.
- Atman reserves the right to deny access to the DC premises to any person who behaves in an aggressive manner or shows signs of intoxication.

### Entry, Exit and Bringing in Equipment

- Only adults and vehicles with permanent or temporary permits are allowed to enter Atman DC.
- Any visit to Atman DC by a person not on the permanent list should be announced in advance to CS, stating the person's details and the purpose of the visit.
- Upon entering and leaving Atman DC, one must report to the Reception Desk for verification of permissions and record of stay. The verification will be made on the basis of a document with a photo confirming the identity (such as ID card, passport, residence card, driver's license, mObywatel application), the number and series of which were provided when the permit was issued or the visit was announced.
- Bringing in computer or telecommunications equipment with the intention of installing it at Atman DC must be recorded and requires prior notification to CS. In addition, the fact of bringing in equipment must be reported to Atman DC staff when authorizing entry to the server room.
- Removal of computer and telecommunication equipment dismantled from Atman DC must be recorded and the service staff must be informed of this upon exit.
- Atman DC staff has the right to inspect the passenger and luggage compartment of vehicles entering and leaving Atman DC.
- In case Atman suspends the provision of services to the Customer, the Customer may, in accordance with the provisions of the Agreement, enter the premises used by the Customer in Atman DC only with at least 7 day's written notice to Atman, within the time limit set by Atman, and under the supervision of a person designated by Atman. In addition, from the date of suspension of services, any permanent or temporary permits to visit Atman DC granted to or by the Customer shall expire.
- Persons using the Backup Office are required to close the windows before leaving its premises in order to comply with the installed security systems as well as to ensure the proper functioning of the air conditioning.

## Handling of Shipments

- Any shipment to Atman DC by mail or courier requires prior notification to CS stating: dimensions, weight, contents, estimated delivery date, carrier company, recipient, and waybill number if sent.
- Unnotified shipments will not be accepted by Atman DC.

## Prohibitions

On the premises of Atman DC it is prohibited to:

- Photograph, film, or record audio or video without Atman's permission.
- Bring and consume food and beverages outside of strictly designated social areas.
- Bring or consume alcoholic beverages throughout the DC premises.
- Smoke or use e-cigarettes (electronic nicotine inhalers) or any other device that emits smoke or vapor outside of designated areas. If you fail to comply with this prohibition and cause a fire alarm, you may be charged for the cost of the incident.
- Carry firearms, explosives or other dangerous substances or tools.
- Carry out any work that may cause a fire hazard or trigger the alarm systems, including the fire extinguishing system (e.g. soldering).
- Tamper with any switches, regulators, or other devices that are part of the server room and campus equipment.
- Lift technical floor panels and suspended ceiling panels and access the space under the technical floor or above the suspended ceiling. Work in these areas is allowed only after obtaining written permission from the Atman DC staff (acceptance of Permit To Work, PTW) and is subject to review on a case-by-case basis.
- Block doors so they cannot be closed by door closers or other mechanisms.
- Allow others to enter the room, lend your access card to a third party, or leave the DC campus with your access card (when you exit the Atman DC premises, return your access card to the Reception Desk).
- Store materials that increase the risk of fire or explosion (such as equipment boxes or other flammable or explosive materials, etc.).
- Park and leave vehicles on the Atman DC premises beyond the time of your visit to Atman DC.
- Enter and park vehicles that may endanger the safety of people and infrastructure on the Atman DC premises. The Atman DC staff has the right to demand the immediate removal of such a vehicle or to remove it at the expense and responsibility of the customer.
- Enter the Atman DC premises in a vehicle with passengers – only the driver may enter the Atman DC premises in the vehicle, other persons must go through the Reception Desk.
- Leave belongings unattended.

## Emergencies – Fire Alarm System Activation

Activation of the early warning fire alarm system is indicated by acoustic and visual signals. Alarm signaling devices are located in each of the protected rooms and in the corridors leading to these rooms. If the above mentioned system is activated, you should immediately leave the room/building, without waiting for the service staff, and go to the Reception Desk, where you will be given further instructions. Some doors can only be opened with an access card that has the appropriate authorization. If this is the case, use the emergency door opening button located in the green box next to the door. It will be necessary to break the glass and press the button inside the box.

## Emergency Situations

Atman reserves the right to temporarily impose restrictions, prohibitions and orders other than those set forth above in the event of an emergency, including but not limited to, a threat to: the infrastructure or safety of Atman DC or customers, the continuity of Atman DC services, the health or life of persons on the campus, and in the event of an epidemic or pandemic. Such restrictions, prohibitions and orders will be communicated, among others, by e-mail, written notice to the customer, or visual communication on the Atman DC premises (e.g. by means of information boards).

## Security and Monitoring Systems

The security of Atman DC is supported by: access control system, burglary and robbery alarm system, CCTV surveillance system, body-worn cameras with audio recording, autonomous and remote-controlled devices (especially drones), and perimeter security system (including an active fence equipped with sensors to detect intrusion attempts). The administrator of the systems is Atman sp. z o.o.

## Contact Information

To contact the relevant Atman services, please use the information below.

### Atman DC operator on duty

- WAW-1 +48 22 51 56 193, 196, 198
- WAW-2 +48 22 51 56 195
- WAW-3 +48 22 51 56 184, 185
- KTW-1 +48 22 51 56 888

### Notification of visits and shipments, changes in lists of authorized persons, failures of links and telecommunications services

- Customer Service Department (CS) +48 22 51 56 800, [servicedesk@atman.pl](mailto:servicedesk@atman.pl)

### Entries and exits, moving equipment in and out

- Reception Desk of Atman DC WAW-1 +48 22 51 56 103, 104
- Reception Desk of Atman DC WAW-2 +48 22 51 56 105, +48 691 493 367
- Reception Desk of Atman DC WAW-3 +48 22 51 56 108, 109, 110
- Security Staff of Atman DC KTW-1 +48 32 603 00 08

## FAQ

<https://atman.pl/en/faq-2/colocation/>



## Certifications

