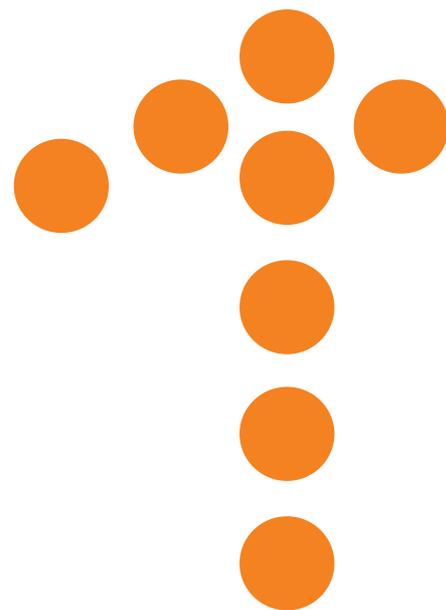


| Data Center Handbook



Version control

Version	Status	Update	Effective Date
0.1	Proposed	First version	2025_02_03
0.2	Proposed	Editorial corrections	2025_03_11
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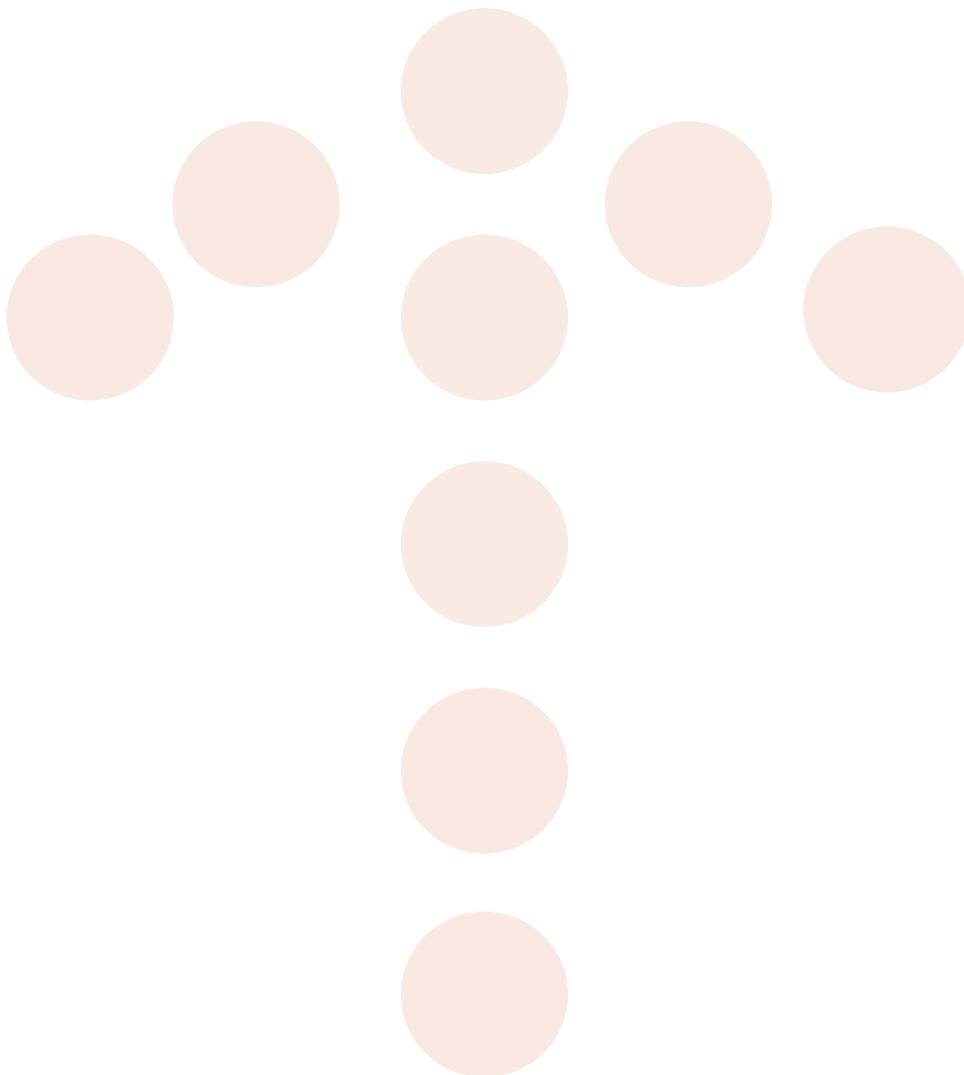
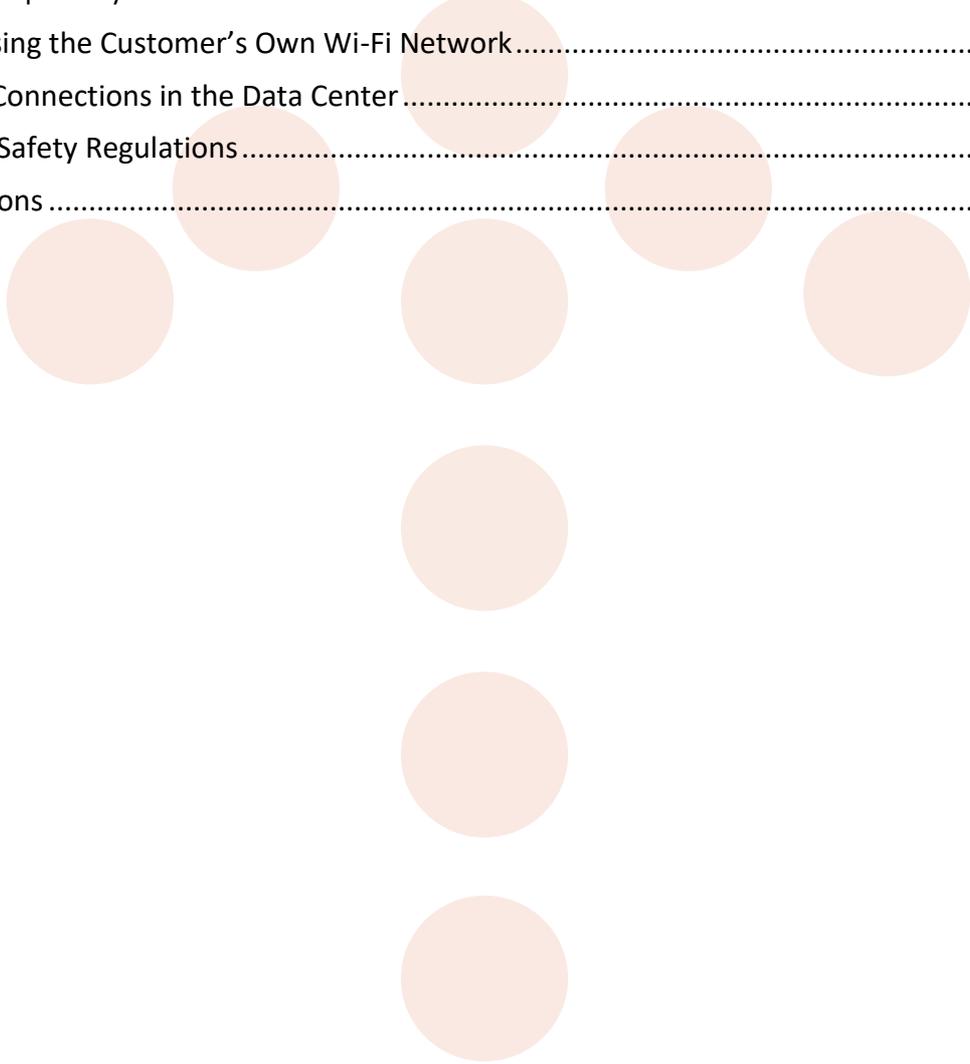


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Site Maps

Current site maps of the data centers are available at the reception desk, from your account manager, from the Customer Service Department, and online at atman.pl/map.

Locations of Kitchens and Bathrooms

Kitchens and bathrooms are located in the common areas of the data center and are marked with appropriate pictograms on the site map.

Contact

Please use the contact details below to reach individual Atman services.

Atman DC Duty Operator

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

Notices of Visits and Shipments, Changes to the List of Authorized Persons, Failures of Connections and Telecommunications Services

Customer Service Department +48 22 51 56 800, servicedesk@atman.pl

Entry and Exit Services, Bringing Equipment In and Out

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

Customer Service Department (CSD) available 24/7

Tel: +48 22 51 56 800

E-mail: servicedesk@atman.pl

Access Rules

How to Advise a Data Center Visit

Constant Access List

Each Atman customer who rents colocation space is required to provide the Customer Service Office with a constant access list. The form is available at CDS.

The constant access list specifies the individuals authorized by the customer to enter the rented colocation space without prior notice of a visit.

A person on the list checks in at the reception desk of the relevant data center campus with the identity document provided on the list and gains access to the space rented by the customer.

One-Time Notice

An employee of the customer can advise of a visit by a person outside the permanent access list. If the employee is not responsible for managing or authorizing entrances, the list administrator must also confirm the visit. A CSD employee will obtain confirmation after receiving complete data at servicedesk@atman.pl.

The advisory notification must include the following information:

- Full name
- Identity document data (in accordance with the DC Regulations). Atman accepts masked data
- Arrival date
- Exact location (if the equipment is in multiple rooms, indicate the building or rack number)

Once the visit is confirmed, it is entered into Atman's system. After identity verification, the reported person will receive the appropriate pass at the DC reception.

Document Masking

Atman accepts identity document data in masked form. The first and last three characters should be visible, while the rest should be masked, for example: **ABCxxx123**

The types of documents accepted by Atman are listed in the DC Regulations and include ID cards, passports, residence cards, driver's licenses, and the mObywatel (mCitizen) application.

Authorization

When a person arrives at the reception desk, they are asked to identify themselves by presenting the identity document that was previously provided to Atman. The receptionist verifies whether the person is on the permanent access list or has been registered for a one-time visit by the CSD.

After verification, the visitor signs the Declaration of Confidentiality and the DC Regulations. Then, the visitor is given the appropriate pass and directed to the location of the rented space.

Physical Access to the Data Hall

The visitor goes to the designated building of the WAW-1 campus or the data hall door in DC WAW-2. Meanwhile, the receptionist communicates with the DC staff to escort the visitor to the rented space.

Rules for Taking Pictures (and Filming) in DC

It is prohibited to take photographs or videos (including by webcam) in the data centers without Atman's permission. To request permission, please contact the CSD.

Rules for Performing Audits

Service audits are performed in accordance with Atman's Customer Audit Regulations, which are available at the CSD.

Remote Hands

Remote Hands service in data centers is remote technical support provided by facility staff. This service enables customers to manage their colocated infrastructure remotely, saving them time and reducing operating costs.

Remote Hands covers activities such as rebooting servers, connecting cables and replacing hardware, among others. The service is available various options, ranging from basic support to advanced technical interventions.

You can order the service through three channels:

- By phone: Call +48 22 51 56 800
- By e-mail: Send an order to servicedesk@atman.pl
- In the self-service portal: Register an order in the [Customer Zone](#)

Regardless of the communication channel, the order is assigned a RITM number.

If the ordering person is not authorized to order this type of service, the CSD will obtain authorization from the authorized person by telephone.

Handling Shipments

Atman accepts shipments exclusively upon prior notification at the CSD.

Each shipment must be reported in advance to servicedesk@atman.pl. The following information must be provided:

- Waybill number
- Date of delivery
- Instructions regarding the shipment

Atman reserves the right not to accept shipments for which prior notice was not provided. For more information, please refer to the file available at atman.pl/en/shipment-handling/.

Terms of Infrastructure Use

Unpacking and Installing Equipment

Preparing the Work Area

- Documentation and tools

Before unpacking and installing the equipment, obtain the equipment in/out log from the reception desk.

Please prepare the necessary tools, such as tape cutters, protective gloves, and measuring instruments, if required. If you lack a tool, you can borrow one from the reception desk for the duration of the work.



The DC staff does not issue copper cables or optical patch cords, so you must prepare them before installation.

- Environmental conditions

Before starting work, ensure that the unpacked equipment will not obstruct escape routes or passageways (corridors).

Please confirm the availability of a proper power supply (single-phase or three-phase) and electrical protection. The device should be equipped with two power supplies for a redundant power supply.

Unpacking the Equipment

- Security procedures

Unpack the equipment in a designated area (usually the corridor in front of the server room or a storage room rented by the customer).

Follow health and safety procedures when opening packages and handle sharp or damaged parts carefully.

After unpacking the equipment, clean up any waste (protective tape, caps, foil, foam, etc.) and place it in the original boxes so that the packaging takes up as little space as possible. The DC staff will dispose of the waste.

Let the DC staff know that you plan to keep the cardboard boxes (to take them with you or to store them in the storage facility).



Any packaging left unattended in a corridor will be disposed of.

Picking Up Shipments from DC Staff

To pick up shipments sent to Atman's address that are under the care of the DC staff, provide the DC receptionist with the following information:

- RITM number
- Waybill numbers of all shipments
- Other data to identify shipments

Equipment Installation

Mount the equipment in the server racks or other designated locations according to the installation instructions. Make sure that the equipment is properly secured.

Principles of proper equipment installation:

- Devices with active cooling (fans) or heat dissipation should face the cold aisle (if in doubt, consult DC staff)
- The device should not extend beyond the rack's outline and prevent closure
- Device components (e.g., cabling, optical inserts) should fit inside the rack
- Avoid mounting devices opposite each other at the same U-height. Free space around devices allows air to circulate, resulting in more efficient cooling
- Use dedicated brackets, mounting rails, or shelves. Do not lay equipment down without attaching it to the rack rails.

Cable Management

Use organizers, cable ducts, or cable ties to organize cabling and improve equipment cooling efficiency.

If possible, use labels on cables and ports, as they will facilitate later maintenance and diagnostics.

Energy Management and Power Supply for Equipment

Ensure that the power connections meet the equipment's requirements (protection level and AC/DC power supply type).

Use dual-powered equipment and redundant power supplies where possible. Each rack comes standard with two power supply tracks (A and B). There are two power strips in each rack, one white or labeled "TOR A" and one black or labeled "TOR B." ATS-type power supply units can be available, but prior consultation with the account or project manager is required.



For safety reasons, installing splitters, extension cords, or power supply units in the rack is forbidden. Any such operation must be consulted with DC staff to verify the safety of the solution. Failure to comply with these rules may result in the removal of unauthorized equipment from the rack, which could cause a partial or complete loss of power supply to the equipment.

Colocation Rack Usage Rules

Front and Back of Racks

Do not block the front or back doors of the racks. If a rack does not have a solution that allows the visitor to unlock it themselves, DC staff will unlock it. DC staff may unlock specific racks at the visitor's explicit request; otherwise, they will unlock all racks listed in the visit notice from both sides. After completing work within the racks, close all rack doors before leaving the server room.

Warm and Cold Aisles

Close the doors to the aisles behind you. Depending on the server room's infrastructure, cold or warm aisles will be established. Closing the doors to these aisles is key to maintaining proper environmental parameters.

Colocation Rack Equipment

Customers have considerable freedom to mount their devices inside the colocation rack. The main restrictions are that the devices must be mounted to push hot air into the warm aisles and that any flammable materials are prohibited inside the rack.

- **Power strips**

It is forbidden to install your own power strips without arranging this with Atman. It is also forbidden to remove or change the position of power strips installed by Atman.

- **Switches**

It is forbidden to remove or change the position of switches installed in racks.

- **Dummy plugs**

Dummy plugs are available at designated points. If you have any problems, please contact the DC staff.

Best Practices

Minimize the amount of work done with the rack door open, as this increases the temperature of the devices inside.

Installing dummy plugs in any unused slots will greatly improve airflow in the server room.

Connect dual-powered devices to strips from two separate power supply tracks.

To maintain order and optimal airflow, cables coming out of the left or right half of the strip or switch should be routed on the same side of the rack.

Storage Facilities and Rules of Their Use

Purpose of Storage Facilities

Storage facilities are rooms or enclosed spaces that are rented to customers for storing spare components, tools, cables, spare parts, and documentation. These facilities ensure order and quick access to supplies, as well as the protection of assets from damage and unauthorized access.

Location and Accessibility

Storage facilities are located in separate, secure areas of the data center and are covered by access control systems, such as access cards and electronic locks. Only authorized persons have access to the facilities according to established procedures, which minimizes the risk of unauthorized use of stored materials.

Rules of Use



Hazardous materials, including explosive substances, chemicals, and flammable materials, are forbidden in storage facilities.

Do not leave devices connected to the power supply unattended.

Using power tools that may pose a fire hazard or generate excessive waste, such as grinders, power saws, and burners, is forbidden.

Waste Management in Data Center

Effective management of the waste generated during server equipment installation is important for maintaining order, optimizing operations, and protecting the environment. Proper waste handling requires adherence to technical procedures and attention to safety.

Waste Identification and Segregation

Various types of waste can be generated during the installation and maintenance of equipment in a data center. Waste should be segregated as soon as it is produced and placed in the appropriate containers, which are labeled according to data center guidelines.



Electronics waste and batteries require special storage and disposal in accordance with current regulations.

Do not leave waste in server rooms or on technical corridors; remove it immediately to designated areas.

Follow dedicated handling procedures for hazardous waste (e.g., chemicals).

Adherence to these rules ensures a safe work environment in the data center and minimizes negative environmental impact.

Disposal and Recycling Procedures

Waste generated from unpacking devices and installing or removing equipment can be divided into several categories:

- **Packaging waste**

Cartons, films, plastic packaging, metal packaging, and Styrofoam used to protect equipment during transport and storage.

- **Electronic waste**

Worn, damaged or redundant components, such as printed circuit boards, cables, power supplies, and other electronic components that cannot be used again.

- **Metal waste**

Assembly parts made of metal, such as screws, nuts, mounting profiles, and other metal parts that can be recycled.

- **Chemical and specialty waste**

Packages of chemicals (e.g., cleaners, adhesives) used in the installation and maintenance of equipment that require special disposal due to their potential to cause harm.

- **Mixed waste**

Materials that are difficult to classify into one category, which may contain a mixture of the above components. They require additional segregation for proper processing.

Cooperation with Certified Partners

Using certified companies that meet environmental standards guarantees that waste will be handled in accordance with current regulations.



The data center does not dispose of any type of storage media such as hard drives, memory cards, flash drives, CDs, DVDs and Blu-ray discs, magnetic tapes, or hybrid media. Contact a company that provides professional services in this field to dispose of storage media.

Waste Disposal by DC Staff

You can dispose of waste generated by work on the data center premises on site. To do so, go to the reception desk and inform the staff about waste that does not fit in the garbage cans located throughout the data center.

For instance, waste from unpacking devices should be prepared for removal and left in the corridor in a way that takes up as little space as possible. It must not block escape routes or passageways.

Difficult-to-classify waste, such as cables, cuttings, screws, and liquid and loose materials, should be placed in a separate container, such as a cardboard box.

Please note that DC staff will start the disposal process if they find abandoned waste. If you need to take waste with you (e.g., server packaging), you should notify the data center reception in advance.

Rules for Using the Customer's Own Wi-Fi Network

Atman allows customers to use their own Wi-Fi network, provided they notify and receive approval from the CSD.

Setting Up Connections in the Data Center

The customer, or Atman on the customer's behalf, can establish connections between devices within a single server rack.

The customer can set up cross-connects between racks using existing cable grommets only. If the setup requires access to the space under the technical floor, Atman must grant permission and provide an employee to assist.

Atman exclusively performs all setup services for communication and cross-connects between customers.

Health and Safety Regulations

All work performed on the premises of the Atman Data Center must comply with applicable occupational safety and health (OSH) regulations under the Labor Code, the OSH Act, and related legislation in effect in the Republic of Poland.

Service, maintenance and installation work may only be performed:

- By persons authorized and trained in occupational health and safety
- In accordance with applicable data center operating procedures
- Upon approval of the PTW.

DC Regulations

Every person in the data center is required to comply with Regulations for Visitors to Atman Data Center.

The current version of the Regulations is available at the reception desk, from the account manager, from the CSD, and online at www.atman.pl (on the description page of each data center campus).