

Data Center Rules & Regulations

Overview

In addition to any other rules and regulations observed by QTS, the following facility site rules and regulations must be upheld by all customer personnel ("Customer") and contracted service personnel (including contractors and subcontractors, together "Contractor") working at or on the land and data center buildings of QTS or those utilized by QTS ("Premises").

QTS' Data Center Rules and Regulations must be also upheld by all Customers and Contractors. Customers and Contractors are required to follow the standards, designs, and installation criteria of QTS.

The Facility Site Rules and the QTS' Data Center Rules and Regulations (together "Rules") are applicable at all QTS Premises.

No deviation or exception to the Rules will be permitted without the express written approval of the site Facility Director ("Manager").

On-premises Work: Building Rules and Regulations

1. On-site supervision of Customer and Contractor personnel is required whenever work is performed at the Premises. All work must follow the site rules and standard design criteria of QTS, which will be reviewed and approved by , Manager. Before work is approved or commences, written work descriptions, MOPS, SOWS, specifications, drawings, and submittals are required for review and approval. Emergency work may be scheduled on a case-by-case basis, subject to the rules set forth in this document.
2. Anyone found tampering with or working on any building operations system WITHOUT AUTHORIZATION will be immediately removed from the building and the offending party will be held liable for any damages or any operating costs associated with their actions.
3. Any work involving paint, glue, paste, or odor-causing activities MUST be scheduled AFTER HOURS AS DETERMINED BY MANAGER.
4. The entry doors to Electrical, Mechanical, MDF, and Data Center rooms, and stairwells are to be kept closed at all times.
5. All QTS facilities are nonsmoking facilities. Smoking is allowed in designated areas ONLY.
6. Only radios used for communication are allowed. Entertainment radios, personal stereos, and the like are specifically prohibited from use on the Premises.
7. Materials containing combustibles or volatile organic compounds (VOCs) are prohibited from use.
8. No sawing, grinding, welding, or torch-cutting is permitted during normal working hours unless permitted by Manager.
9. No hammering, drilling, or similar coring and/or concrete-penetration activities are permitted after 8 a.m. or before 6 p.m. without prior approval.

10. Emergency work will be scheduled on a case-by-case basis as approved by Manager.
11. Any complaint of noise or odor will constitute a basis to stop the project immediately to ascertain steps necessary to eliminate the noise or odor. Additional work may continue after hours, at Customer's or Contractor's expense. Customer or Contractor may be penalized if the noise or odor contributes to the project being completed late or off-schedule; such penalty to be determined by Manager.
12. Parking shall be in designated areas only as determined by Manager.

Precautionary Measures

1. Customer and Contractor must maintain the highest professional standard of service workmanship in all QTS facilities, which will be acceptable to Manager's sole discretion. Customer and Contractor will correct all work that Manager deems to be unsatisfactory at their sole expense.
2. Customers and Contractors must work with great diligence and caution to avoid service interruption to the Data Center Floor and its systems and damage to the Premises, and to protect building finishes. Any outage or damages that occur must be reported to Manager and be repaired by offending party in a manner acceptable to Manager, or damage will be repaired at cost determined by Manager and the offending party will be held financially responsible.
3. Customer and Contractor, in addition to conforming with safety procedures generally employed in performing work, will abide by all QTS safety and security regulations for the Premises, as well as all federal, state, and local laws and regulations relating to safety and security.
4. Customer and Contractor must cooperate with Manager in ensuring that the Premises and every part thereof are secure and maintain 100% uptime for all data center operations and systems.
5. Customer and Contractor must comply with all federal, state, and local laws and regulations.

Delivery and Disposal of Materials

1. Customer and Contractor will not transport materials onto the Premises without providing Manager a copy of the Material Safety Data Sheet (MSDS) for each material, and shall maintain copies of the MSDS documents on the Premises near the work areas where the materials are used and any storage areas where the materials are stored.
2. All materials must be delivered using the loading dock, freight elevator, or service corridors. Customer and Contractor are required to use loading docks, freight elevator, or stairs only.
3. Work space must be kept clean and left in clean condition daily to Manager's satisfaction.
4. No disposal of debris is permitted in building compactor without prior approval. If debris is found in the building compactor, the offending party will be billed for the trash haul. Contractor and Customer shall be responsible for compliance of all subcontractors under their direction. Materials, equipment, and debris must be contained within the work space in a neat and orderly fashion.

Cleanup

Work space and all Premises are to be clean, free of combustible materials, and safe at all times. Public areas including corridors, freight elevators, and loading dock must remain clean at all times. Electrical rooms, mechanical rooms, and data center cabinets, cages, and suites are not to be used as storage rooms or staging areas.

Customer and Contractor Personnel

1. Customer and Contractor employees are employees of the respective Customer or Contractor and not the employees of QTS or Manager. Therefore, Customer and Contractor must comply with all federal, state, and local tax requirements. Additionally, Customer and Contractor will provide Manager with a letter stating that they will verify employee eligibility as outlined by the Immigration Reform and Control Act of 1986.
2. Customer and Contractor are expressly forbidden to use lobby entries to bring in tools or materials.
3. The passenger elevators are not to be used by Contractor.
4. Customer and Contractor must conduct themselves in a professional manner at all times, including but not limited to:
 - No abusive/foul language will be tolerated. This includes all languages.
 - Customer and Contractor should not mingle with the tenants at any time for any reasons unless work-related.
5. Customer and Contractor must treat QTS and its employees with the utmost courtesy and respect. Any problems or special requests from QTS or its employees are to be immediately reported to Manager. All work activities performed are to be coordinated solely by Manager.
6. Telephones in shared Customer areas and kiosks are for Customer use. Contractor may use telephones only with prior approval of Manager.
7. Contractor is required to check in with Manager at the start and end of each shift. Customer IT personnel are required to check in with Manager and Data Center Operations (“DCO”) Manager at the start and end of their shifts.
8. All workers must be properly and visibly identified at all times. Badges provided by Owner are to be displayed at all times while on Premises.
9. Manager reserves the right to remove Customer or Contractor from Manager’s list of approved customers and contractors should the above rules not be followed.
10. Manager has the right to require Customer or Contractor to remove from its work force at any QTS location any person deemed incompetent, careless, or otherwise objectionable, or any person whose actions are deemed to be contrary to public interests or inconsistent with the best interest of QTS, Manager, or the Premises.
11. Offenses that will result in an immediate request for exclusion and exclusion from a QTS site include, but are not limited to:
 - Drinking alcoholic beverages on the Premises or coming to the Premises in an intoxicated condition.

- Possessing or consuming drugs or other illegal substances while at the Premises.
- Using or removing QTS', Manager's, or their employees' possessions from the Premises without prior authorization. Contractor or Customer shall be responsible and shall reimburse Manager for any and all pilferage of the Premises or its contents by Contractor or Customer.
- Violating any federal, state, or local statutes or safety codes while working at the Premises.
- Possessing weapons or firearms while on the Premises.
- Using the Premises for jobs other than specific work assignments.
- Accepting commissions, kickbacks, or fees from any vendors, tenants, or contractors involved in providing a service or product to the Premises.
- Physically abusing or harming any individual who works at or visits the Premises.
- Duplicating any keys used on the Premises.
- Providing access at any time to the Premises to anyone not authorized by Manager.
- Failing to enter and exit the Premises through the proper entrance.
- Storing flammable substances on the Premises without approval in writing by Manager and not in accordance with approved building codes and regulations.
- Interviewing job applicants or subcontractors on-site without prior approval by Manager.
- Using QTS', Manager's, or their employees' property — including but not limited to telephones, dollies, vending machines, copiers, etc. — without specific authorization by Manager in advance of use. Any unauthorized telephone charges will be the financial responsibility of Contractor or Customer.
- Propping doors open or holding doors open to the degree that such will cause an alarm or jeopardize security. Contractor or Customer shall be responsible for any charges resulting from such alarms and security violations.
- Working in unauthorized areas without authorization.

12. Customer and Contractor agree to abide by and follow the site rules and understand the consequences of not following these rules. All exceptions to the site rules are subject to Manager's discretion. Please follow all rules.

General Access

Persons desiring admission to the data center floor ("Data Center Floor") must be listed on the contracting company's access roster ("Customer Access Roster"). Upon clearing the security station in the lobby, persons may enter the data center.

To be allowed access onto the Data Center Floor, visitors are required to present one of the following three forms of identification:

- Current/valid driver's license.
- Official passport.
- U.S. Military ID (Active or Retired).

Falsifying or withholding one's identity or refusing to cooperate with security personnel is a violation of these Rules.

Anyone reasonably requested to leave the Premises for a violation of these Rules must peacefully do so immediately.

Certificate of Insurance

All Customers or Contractors performing facility work on the Premises must provide QTS with a Certificate of Insurance naming Quality Technology Services, LLC, as an Additional Insured. An updated Certificate of Insurance must be provided to QTS annually.

Data Center Rules and Regulations

Security

Single Point of Entrance: You are required to enter and exit through the main Security Desk ("Security"). This single point of entrance maximizes security for QTS customers by ensuring positive identification of individuals entering the Premises. A QTS identification badge ("Badge") must be prominently displayed on your person at all times while on the Premises.

Check-in/Check-out: Upon arrival, you must register your visit with Security personnel at the front desk by presenting a government-issued ID or a QTS-issued badge. Upon verification, Security will enter a floor access ticket that records your visit and notifies Security of your location on the Data Center Floor in the event of an emergency. Upon your departure, you must return to Security and close out your visit. If you are working at the data center for the day and need to depart and return multiple times, you must check in and check out with Security each time you depart and return.

Access: If you desire admission to the Data Center Floor, you must be listed on the Customer Access Roster. If you do not have a Badge, you will be denied access unless your identity can be verified via the Customer Access Roster. Upon verification, you will be issued a "Temporary Badge" and DCO or Security will escort you to the Data Center Floor. Only those persons with manage roster capabilities, as designated on the Customer Access Roster, have the authority to grant access to your customer space. If you attempt to enter but are not listed on the Customer Access Roster, Security will instruct you to contact your primary to authorize access with the Operations Service Center ("OSC"). If this authorization cannot be obtained, you will be denied access.

Badges: Five badges are allowed for each company at no additional charge. A \$40 charge will be invoiced for each Badge that is printed over the allowed limit.

Doors: Propping doors open or holding doors open to the degree that such will cause alarms to sound or jeopardize security is prohibited. You must use your badge at all security devices; tailgating and "piggy backing" are not permitted.

Keys: Duplicating keys used on the Premises is prohibited.

Safety and Evacuation Rules

Safety Issues: Children under the age of 16 are not allowed on the Data Center Floor. Open-toed shoes/sandals/flip-flops are not permitted on the Data Center Floor. You must abide by all QTS safety and security regulations for the Premises, as well as all federal, state, and local regulations.

Site Cleanliness: Customer-leased space should be kept clean and the floors clear of obstructions.

Emergency Evacuation: If the emergency horns and strobes activate, YOU MUST EVACUATE the building immediately. Do not attempt to gather your belongings; this could cost you precious time. If you are on the Data Center Floor, find the closest emergency exit door and evacuate the building. If you are in an office area, find the closest stairwell and evacuate the building. You must evacuate to the FRONT of the building. Do not leave the property until you have been accounted for. In the event of a weather emergency, DO NOT leave the building. Listen for instructions and directions to an interior location of the building.

Shipping and Receiving

Delivery of Equipment to the Data Center Floor: All equipment entering and leaving the data center must enter through the Receiving Department. A pass should be obtained from the Security front desk after checking in to leave equipment in or retrieve equipment from the warehouse. Hardware should be unboxed in the Receiving Area or Configuration Area to prevent unnecessary packaging material from entering the Data Center Floor. Personal effects such as a laptop may enter through the front entrance.

Secured Receiving: Equipment may be stored in the Secured Receiving area for five days after delivery at no cost. Customer will be charged \$20 per square foot per day for items left in Secured Receiving past the initial five days.

Packaging Materials on the Data Center Floor: Cardboard and other flammable or dust-producing materials are not permitted on the Data Center Floor (including customer space). If you are bringing boxed equipment to install in the data center, you may use the Receiving Area or Configuration Area to unpack equipment. If cardboard or other flammable materials are left in the customer space on the Data Center Floor, a ticket will be opened for notification and assistance with removal. If the situation is not resolved in a reasonable time frame, the packaging materials will be removed by DCO and billable charges may apply.

Data Center Operations

Tools: You should be prepared to be self-sufficient. Tools (screwdrivers, cables, testing equipment) will not be provided by DCO for your use.

Cage Nuts and Screws: If needed, extra cage nuts and screws for your cabinet-racked equipment are available at no additional cost.

Assistance: Installation of equipment is a billable service. If assistance is needed with equipment installation, a ticket should be opened with the OSC. DCO employees are available to answer any questions and provide limited assistance.

Cabinet Identification: No identification may be placed on the exterior of your cabinet, cage, or suite.

Mobile Phones: Because of physical impediments, mobile phones may not function on the Data Center Floor. Telephones may be plugged into the POTS line inside the customer space if available.

Cameras: Cameras are not permitted at QTS without prior approval. Customer wishing to take photos should request a "Photography Application" from Security. The application must be approved prior to any photos being taken. Security must escort the individual to and on the Data Center Floor to take pictures of the area listed on photography application.

Two-way Radios: To prevent electrical interference with existing equipment, two-way radios are not allowed on the Data Center Floor.

Building Rules and Regulations

Floor Tiles: At no time may Customer remove the floor tiles on the Data Center Floor. Should you need access under the floor, please contact DCO. If you are found tampering with or working under the raised floor, or on any building operations system without authorization, you will be removed from the building immediately and held liable for any damages or operating costs associated with your actions. A QTS employee must approve and supervise any required Customer work under the floor, and Customer will be billed for this time at the QTS Remote Hands and Eyes rate.

Smoking and Tobacco Products: All QTS facilities are nonsmoking facilities. Smoking and smokeless tobacco products (e-cigarettes, chewing tobacco, etc.) are not permitted on the Premises except in the designated smoking area. Please see Security for the location.

Food and Drink: All food and beverages are prohibited on the Data Center Floor. Food and beverages may be served in designated areas of the office space or visitor areas.

Alcohol and drugs are strictly prohibited. You may not be under the influence or in possession of alcohol, illegal drugs, or other intoxicants while on the Premises.

Weapons and firearms are strictly prohibited on the Premises.

Suite Customers: A barrier of three feet must be kept clear around all mechanical and electrical equipment. Doorways should be free of clutter in case of emergency.

Batteries containing acid are not allowed on the Data Center Floor.

Personal Belongings: Customers and Contractors are solely responsible for their personal belongings and property while on the Premises. QTS assumes no liability for missing, lost, or stolen property of any Customer or Contractor.

Additional Caveats: Touching, inspection, documenting, or any form of tampering with equipment not specifically covered by Customer's contract is strictly prohibited. If you are seen engaging in such activity, you will be reported to Security, and may be subject to expulsion from the Premises and reporting to law enforcement officials.

Reporting: All Customers, Contractors, and any other visitors agree to report any violation of these Data Center Rules and Regulations or any other suspicious/improper activity to QTS personnel.

All persons on the Data Center Floor consent to be monitored by Security and recording devices to ensure a safe and secure work environment.

February 15th, 2019