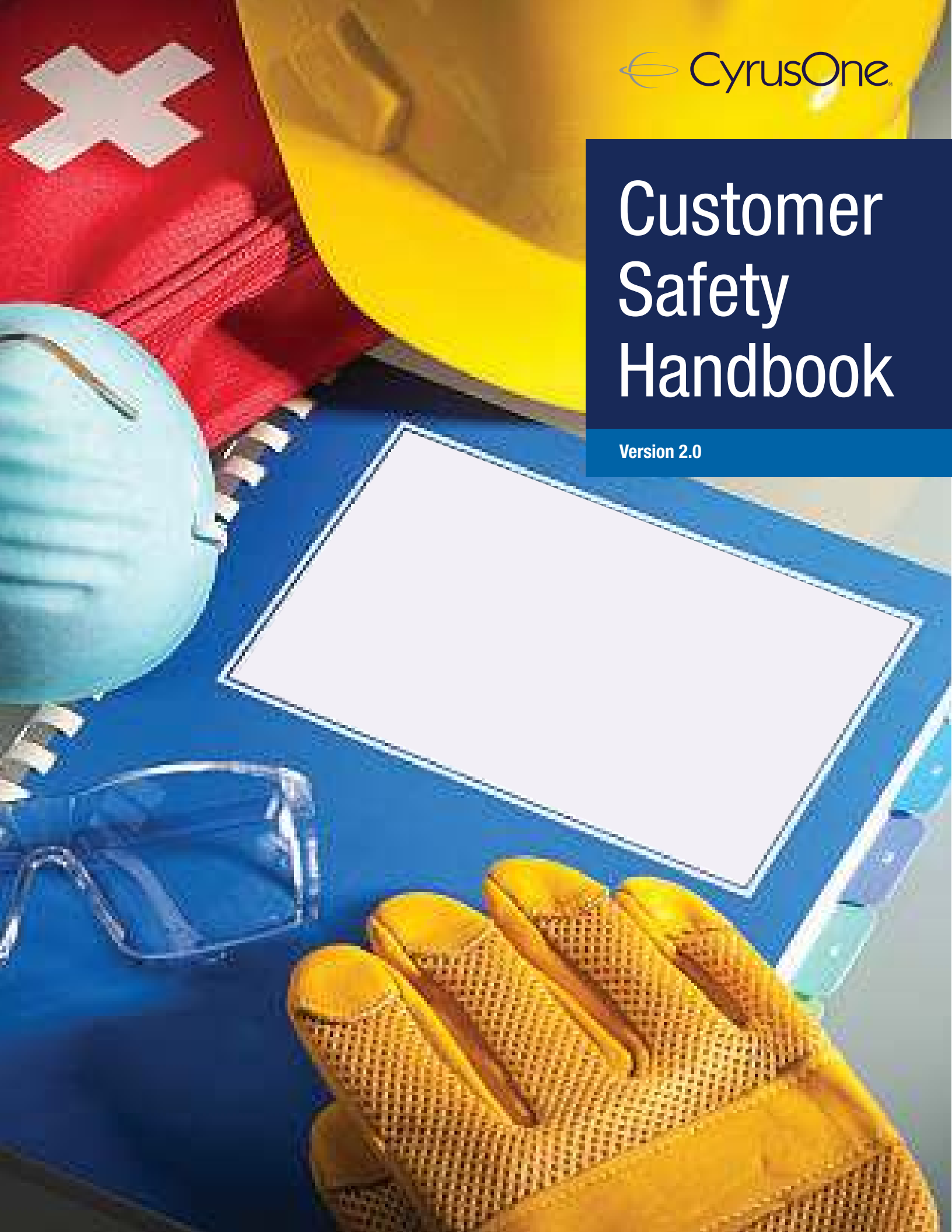


Customer Safety Handbook

Version 2.0



Safety Handbook

At CyrusOne, we value human life and health above all else and act accordingly. We believe all incidents, injuries and workplace illnesses are preventable. We are personally accountable for our own and collectively responsible for each other's safety. We want your visit to be safe. These standards apply to all CyrusOne locations globally.

Take time to review these standard safety practices. They all have one thing in common—they are for your safety and the safety of those around you. Thank you for your cooperation to make this an injury-free workplace. We hope you have a pleasant and safe visit.

General Safety Rules

- 1) Immediately report any unsafe conditions, accidents, injuries, or illness to your supervisor.
- 2) If you are unsure of the safe method to do your job, STOP, and ask your supervisor. Ignorance is not an excuse for a safety violation.
- 3) Upon entrance to the location, CyrusOne Security will issue a Site Information for Visitors brochure that will provide specific emergency information as well as the Reunion Center (meeting location external of the building) locations. Review this information to familiarize yourself with your exit route and meeting location.
- 4) Should emergency medical services or first aid be required, contact the Global Service Desk (469-289-2197) and 911.
- 5) Work shall be well planned and supervised to prevent injuries in the handling of materials and in working together with equipment.
- 6) Take time to review any signs and tags that are used through the facility.
- 7) Do not operate equipment that you are not familiar with.
- 8) Non-CyrusOne designated personnel are not permitted to operate CyrusOne owned forklifts or electric pallet jacks unless previous approval has been provided.
- 9) Never bring firearms, weapons, illegal drugs, or alcoholic beverages on the job site.
- 10) Do not block exits, fire doors, aisles, fire extinguishers, first aid kits, emergency equipment, or electrical panels.
- 11) Do not leave tools, materials, or other objects on the floor, which might cause others to trip and fall.
- 12) Follow any posted speed limit signs.
- 13) Be aware of pedestrian traffic.
- 14) Park in authorized areas (do not park in fire lanes).

Electrical Safety

- 1) All electrical equipment and systems shall be treated as energized until tested or otherwise proven to be de-energized.
- 2) All power tools will be grounded or double insulated. Tools with defective cords or wiring shall not be used.
- 3) Extension and temporary power cords must be heavy duty and grounded. Frayed or defective cords shall not be used.
- 4) Circuits shall not be overloaded with equipment or extension cords.
- 5) Never plug into a rack PDU that is not your own.

Reference source: [Electrical Safety](#) - OSHA Standard

Ladder Safety

- 1) Ladders may be used on site but are not provided by CyrusOne. They must be provided by your company.
- 2) Inspect the ladder before using it. If it is broken, throw it out. Never repair a broken ladder, get a new one. Keep portable stairways, ladders and step stools in good condition and use them only in a safe manner.
- 3) Use the proper ladder for the job. Do not use “A” frame ladders as straight ladders. Make sure the ladder is tall enough to reach the work area. Do not use metal ladders.
- 4) Do not place ladders in passageways, doorways, or any location where they might be hit or jarred, unless protected by barricades or guards.
- 5) Ladder rungs and steps must be kept free of grease, oil, mud, or other slippery substances.
- 6) Arrange your work so you can face the ladder and use both hands while climbing. Do not carry tools or equipment while climbing a ladder. Climb the ladder, and then hoist the tools or equipment with a line or a hoisting device.
- 7) Always use a commercially made, construction grade ladder of the proper length for the work being performed.
- 8) Be aware of objects below you, move or cover sharp objects in case you fall.
- 9) Do not stand on or work from the 2nd rung from the top or above.
- 10) On all ladders, do not step on cross bracing, it is not intended to be used for climbing.

Reference source: [Ladder Safety](#) – OSHA Standard

Mobile Equipment

- 1) Use of any mobile equipment such as pallet jack must be approved for use by the local facilities team prior bringing site.
- 2) Persons using the equipment must be trained to safely operate. CyrusOne will not provide any training on such equipment.
- 3) Non-CyrusOne designated personnel are not permitted to operate CyrusOne owned forklifts or electric pallet jacks unless previous approval has been provided.

Reference source: [Powered Industrial Trucks](#) - OSHA Standard

Material Handling

- 1) Safe lifting procedures should be used for material handling. Evaluate a team lift if needed to safely move material or equipment.
- 2) CyrusOne personnel do not unload deliveries from arriving trucks. Deliveries need to be arranged between the customer and the delivery company. Customers are responsible for any white glove service members that are on site for their deliveries. This includes setting up their security needs prior to the deliveries if they plan to move their items directly to the customer’s space.

Personal Protective Equipment (PPE)

- 1) Use the correct PPE (Personal Protective Equipment) for each job assignment. If you do not know, ask.
- 2) PPE shall be maintained in good condition and cleaned regularly.
- 3) PPE shall be stored properly when not in use to protect it from damage.
- 4) Damaged or broken PPE shall not be used and must be replaced.
- 5) Long pants of heavy-duty material must be worn. No shorts or sweatpants are allowed.

Reference source: [General Requirements for PPE](#) - OSHA Standard

Elevated Work (Working from Heights)

- 1) Tasks being performed at a height of four (4) feet or more must be evaluated for proper fall protection.
- 2) Use of personal fall arrest systems will be the responsibility of the employer for work being performed.
- 3) Climbing on top of cages is not permitted. If work needs to be done above the cage, approval from the local facilities team must be requested and appropriate equipment must be utilized.

Hand and Power Tools

- 1) Proper eye protection must be worn when using hand and power tools.
- 2) Know your hand and power tool applications and limitations. Always use the proper tool for the job.
- 3) Inspect cords and tools prior to use. Do not use tools that are faulty in any way. Exchange them for safe tools immediately.
- 4) Do not lift, lower, or carry portable electrical tools by the power cord.
- 5) Do not force hand power tools. Apply only enough pressure to keep the unit operating smoothly.
- 6) Return all tools and other equipment to their proper place after use.
- 7) Use all hand tools as they were designed and the use they were intended. Example: do not use a screwdriver as a chisel.

Hazardous Materials and Chemicals

- 1) Any chemicals being brought on site by non CyrusOne personnel will require approval from CyrusOne before they can be used or stored.
- 2) Hazardous materials shall be handled in accordance with the SDS (Safety Data Sheets) and label. If protective equipment is required, use it.
- 3) Store all hazardous materials properly in suitable containers which are properly labeled.

Reference source:

- [Hazard Communications](#) - OSHA Standard
- [Flammable Liquids](#) - OSHA Standard

Fire Prevention and Housekeeping

- 1) In case of fire, employees shall consider the safety of themselves and other individuals before saving property.
- 2) Firefighting equipment is inspected on a regular basis. All discharged, damaged, or missing equipment should be immediately reported to a CyrusOne facilities member. Tampering with fire equipment is prohibited.
- 3) Access to fire extinguishers must always be kept clear. Make note of the location of firefighting equipment in your work area.
- 4) Keep your work areas free of debris, including cardboard. Remove useless material from the work area as fast as required to help reduce tripping hazards.
- 5) Maintain awareness of potential hazards when walking about the job site.
- 6) Keep tools, materials, and equipment out of walkways and stairways always.

Reference source:

- [Fire Protection](#) - OSHA Standard
- [Portable Fire Extinguishers](#) - OSHA Standard
- [Fire Prevention Plans](#) - OSHA Standard

Your company may have their own dedicated safety policies and programs. Follow the more stringent safety policy. If you have any questions, please ask your supervisor. If the Authority Having Jurisdiction (AHJ) has more stringent policies, they need to be followed.

Safety Handbook References

- [OSHA 2254-09R 2015](#) OSHA (Occupational Safety and Health Administration) Training Requirements in OSHA Standards, document. This is a reference document and may be updated as OSHA determines.
- 29 CFR 1910 General Industry - General work tasks being performed at CyrusOne will fall under 29 CFR 1910 – General Industry.
- [Ladder Safety](#) – OSHA Standard
- [Emergency Action Plans](#) - OSHA Standard
- [Fire Prevention Plans](#) - OSHA Standard
- [Occupational Noise Exposure](#) - OSHA Standard
- [Flammable Liquids](#) - OSHA Standard
- [Storage and Handling of Liquefied Petroleum Gasses](#) - OSHA Standard
- [Hazardous Waste Operations and Emergency Response](#) - OSHA Standard
- [Hazard Communications](#) - OSHA Standard
- [General Requirements for PPE](#) - OSHA Standard
- [Respiratory Protection](#) - OSHA Standard
- [Signs and Tags](#) - OSHA Standard
- [Permit Required Confined Space](#) - OSHA Standard
- [Control of Hazardous Energy \(LO/TO\)](#) - OSHA Standard
- [Medical Services and First Aid](#) - OSHA Standard
- [Fire Protection](#) - OSHA Standard
- [Portable Fire Extinguishers](#) - OSHA Standard
- [Electrical Safety](#) - OSHA Standard
- [Powered Industrial Trucks](#) - OSHA Standard