



Telehouse London Docklands Campus Guide

Enter



Welcome to Telehouse

Welcome to Telehouse London Docklands, one of the world's most connected data centre campuses. Whether a new or existing customer, thank you for choosing us for your private and public cloud, colocation, and interconnection needs.

To help ensure your visit is as safe and productive as possible, we have created this Campus Guide for those visiting and working on-campus. It provides a quick and comprehensive reference for customers, suppliers and their respective agents or contractors.

The overall intent is to ensure compliance with legislation, regulations, industry best practice, health and safety obligations, and Telehouse policies and procedures and to give you the best experience when engaging with Telehouse. Prior to and when visiting the campus, please adhere to the rules outlined in this document. Visit our website for more information on our policies.

We reserve the right to amend the Campus Guide from time to time, and the latest version will always be available from the Telehouse Service Desk.

Whatever the reason for your visit, we hope you enjoy your time with us.

Contents and Navigation

For your information and ease of access, the contents of the Campus Guide are listed on the bottom of all inside pages. In addition to simply scrolling, you can use the interactive navigation rail, also on the bottom of the page. Simply hover your mouse over the content you wish to view and click to jump there from anywhere within the guide.



Telehouse Dockland adheres to these internationally recognised standards

Click on logo or visit www.telehouse.net

ISO/IEC 27001
Information Security Management

ISO 22301
Business Continuity Management

ISO 45001
Occupational Health and Safety Management

ISO 9001
Quality Management System

ISO 14001
Environmental Management

ISO 50001
Energy Management

PCI-DSS Payment Card Industry Data Security Standard

02

Welcome and Contents

03-04

Location and Getting Here

05-07

Service Desk

08-11

Access Control

12-18

Essential Campus Information

19-26

Operational Guidelines

27-29

Delivery Procedures

30-31

Quick Facts

32-35

Frequently Asked Questions

How to Find Us

Closest Public Transport Links

- East India Station ([Docklands Light Railway](#))
Please note the London bike hire scheme is now available at the East India DLR Station.
- Canning Town Station ([Jubilee London Underground line and Docklands Light Railway](#))

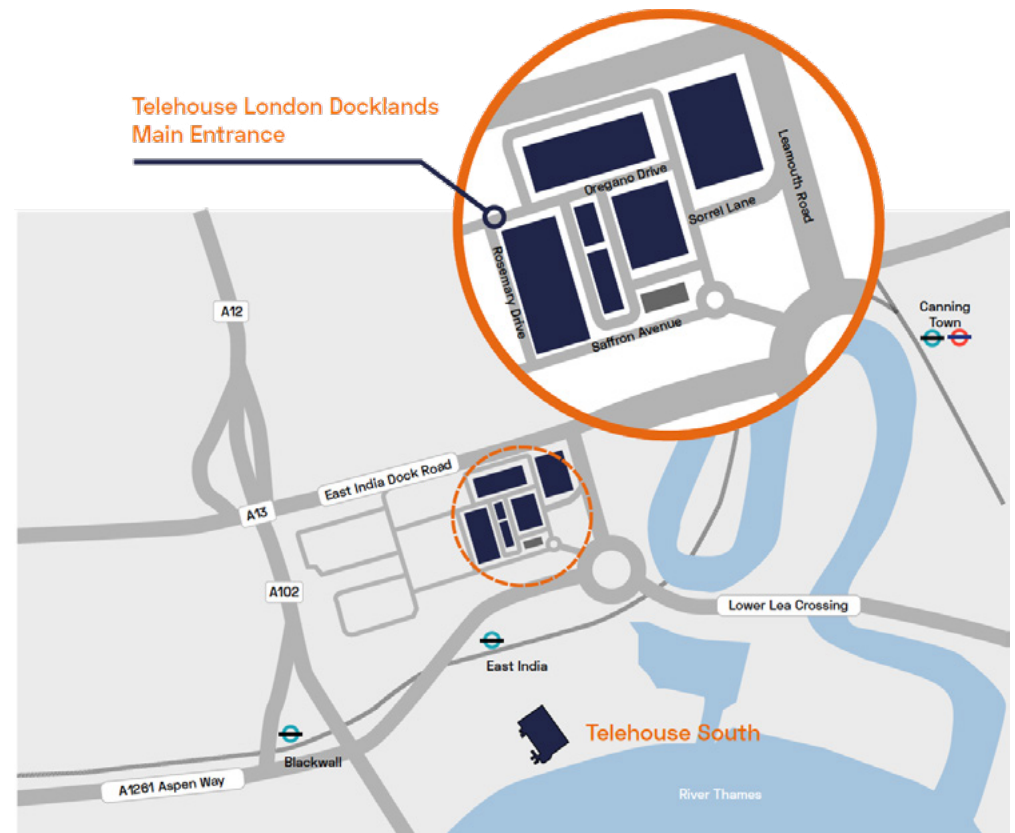
Car Parking

Car parking is available at our campus on a first come, first served basis as spaces are very limited. Please note public transport is a viable option and will avoid possible parking issues. Parking is controlled and monitored by our Security team who will provide instruction on where to park your vehicle when you arrive if space is available. If there are no bays available, visitors are advised to seek alternative parking for which charges may apply and cannot be recovered from Telehouse.

Vehicles should not be left behind if the visitor leaves the campus. Telehouse cannot accept responsibility for items lost, stolen or damaged in the car parks.



Click for
Google maps



02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

The Campus

The Telehouse London Docklands campus is currently home to five data centres: Telehouse North (1990), Telehouse East (1999), Telehouse West (2010), Telehouse North Two (2016) and our new data centre Telehouse South (2022) which offers 31,000m² of colocation space over six floors.

Our Postal Address

Telehouse International Corporation
of Europe Limited Coriander Avenue,
London E14 2AA

Our Main Contact Numbers

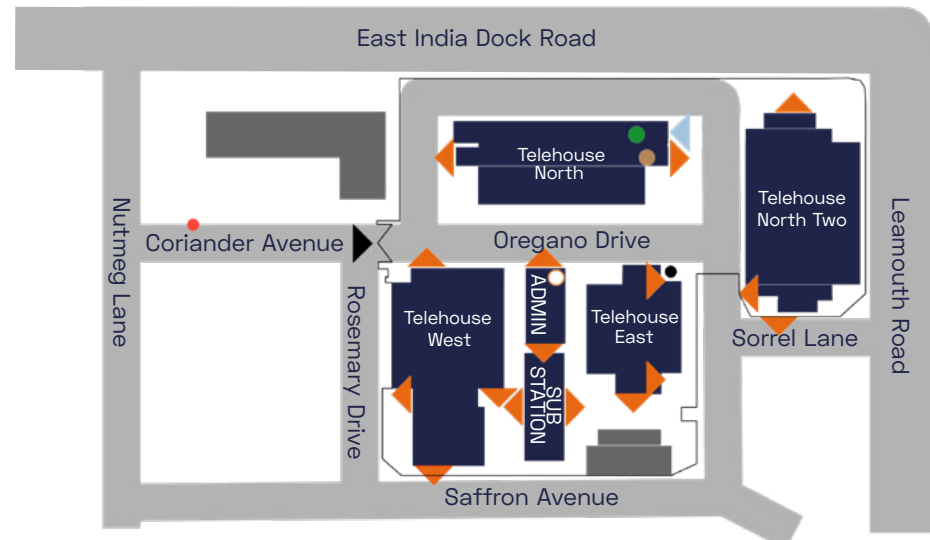
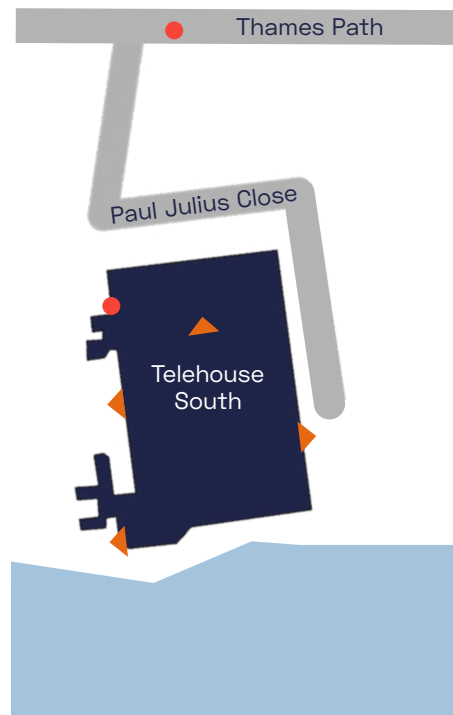
Tel: +44 (0)20 7512 0080
Fax: +44 (0)20 7512 0033



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You can find a directory with all our contact information on Page 35 of this guide.



- Fire Escape
- Fire Assembly Point
- First Aid Station (Loading Bay Ground Floor)
- Security (Loading Bay Ground Floor)
- Loading Bay
- Telehouse Main Entrance
- Telehouse Campus Boundary
- Security Reception (Admin Building Ground Floor)
- Service Desk (Admin Building First Floor)
- Designated Smoking Area

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Service Desk

05

Your main point of contact on our campus including Telehouse South is the Service Desk +44 (0)20 7512 0080, which is located on the first floor of the Administration Building. Just follow the signs when you arrive on-campus. The Service Desk team can provide you with a range of support services as described below.

02

Welcome and Contents

03-04

Location and Getting Here

05-07

Service Desk

08-11

Access Control

12-18

Essential Campus Information

19-26

Operational Guidelines

27-29

Delivery Procedures

30-31

Quick Facts

32-35

Frequently Asked Questions

The Telehouse Service Desk

service@uk.telehouse.net

Remote Hands Support

Our Remote Hands service is available to the Telehouse London Docklands campus 24/7/365 and is staffed by a team of highly qualified and experienced Telehouse engineers. This ensures there is always an expert available to support your infrastructure when you or your team cannot make it to the campus to service your rack. Remote Hands is one of the main ways you can realise the true benefits of partnering with Telehouse.



Telehouse Directory

Telehouse offers two Remote Hands service package, one as shown below.

Remote Hands Service

The Remote Hands service is included in the annual Telehouse fees

- Check alarm status of equipment and provide fault investigation on request
- Check software configuration of equipment
- Investigate faults on customer circuits supplied by third-party telecommunications carriers
- Replace or remove hot-swappable equipment, components and peripherals, using spares supplied by the customer
- Hard resets/reboots of equipment on request
- Soft resets/reboots of equipment on request
- Move the customer installed patch cables from one customer device to another within the same customer contracted licence zone

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions



Smart Hands Service

The Smart Hands service is charged at an hourly rate which is outlined in the Service Order when a quote is requested from our Service Desk. The minimum period is 30 minutes. The following services are included:

- Connection of new circuits provided by a third-party telecommunications carrier to the equipment
- Installation of new equipment such as racks, servers, routers and switches and power strips, subject to a risk assessment by Telehouse
- Install, replace, or remove non-hot swappable equipment, components and peripherals supplied by our customers
- Configuration changes to equipment under customer direction/supervision
- Perform equipment audits
- Provide photographs of equipment
- Uninstall equipment and make ready for shipment
- Provide escort services to customers' employees, agents or sub-contractors and couriers subject to the availability of Telehouse personnel
- Prepare equipment for courier collection
- Install/connect new patch leads (copper and fibre) to equipment
- Label equipment and installed cables
- Collect equipment delivered to Telehouse stores on our customer's behalf

Crash Carts

Crash carts are available to help you service IT equipment in your rack when you are on-campus. Each crash cart includes a monitor, keyboard, and mouse. Just ask the Service Desk team for more information.

Internet Connection (Wi-Fi)

If you require Wi-Fi access, including Telehouse South, please go to the Service Desk located in main campus on the first floor in the Administration Building (next to the East building entrance door). Here you will be able to set up a username and password for Wi-Fi. You will then be able to use this to activate the Wi-Fi on your laptop/tablet or mobile phone. Wi-Fi access is valid for seven days at a time; once it has expired please visit the Service Desk to reactivate it.

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Access Control

08

Telehouse has security policies and procedures in place to ensure a safe and secure environment for our customers and visitors to our campus

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Telehouse Access Control Process

access@uk.telehouse.net

Access to our campus and services is monitored and recorded in the relevant systems. This includes our Remote Hands service, customer portal access, and visits to our campus.

Telehouse Access Control Process covers the following scope:

- Physical campus access
- Access to contracted assets
- Access to services including Remote hands services

The Telehouse Access Control Process ensures:

- The security of the campus and our customer's assets.
- That visitors and their access to campus/services (physical as well as digital) are closely managed and full audit trails are maintained.

Telehouse Access Control Core Rules

- Any new and existing customers access to campus and services is controlled based on the Authorised Contact List (ACL) which needs to be submitted and authorised by individuals nominated by each organisation of our customers

- Any one-off visit to campus needs to be informed by individuals nominated by each organisation of our customers based on the ACL and adequate information needs to be sent in advance of their visit
- Telehouse cannot accept visitors to our campus without a Telehouse ID / national photo ID along with the previous 2 procedures.

Five Levels of Access

The individuals on your ACL are categorised according to different levels of authority set by the nominated representatives of our customers and suppliers. These authorisation levels are described below:

				5	L5 - Operational Contact: UP TO 2 contacts that Telehouse can use for planned maintenance/incident notifications. Use same row to indicate other access levels.
			4		L4 - List Owners: Authorised to make changes to the ACL data. Enter other Access Levels where required, otherwise no access to Remote Hand/campus.
		3			L3 - Permitted to grant access to those nominated temporarily who are not on the ACL list e.g. suppliers.
	2				L2 - Access to listed "Access Locations" in column 0 or all "Contracted Footprint Locations" if "All" is written or nothing is specified.
1					L1 - Access to Remote Hand services and Customer Portal only. Physical campus access is not permitted.

Note: Each authorisation level is exclusive and needs to be assigned to a specific individual separately. For example, if John Smith is required to have Level 4 and Level 1 authorisation, ACL form needs to clearly state that John Smith has Level 4 as well as Level 1.

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Email requests for ad-hoc visits must contain the following information:

- The name and company of the individual requiring access
- The date, time and duration of access sought
- The area(s) and rack(s) to which access is required
- The nature of the visit for which access is required
- The name of the authorising person (The name of the authoriser (Level 3 authoriser) in the latest ACL Form)
- Any enquiries about ACL and access permission, please contact ACL@uk.telehouse.net

Entry procedures & checks are subject to change without notification in line with security changes

**02**

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Physical Campus Visit Procedure for Granting Access



Main Entrance Gates

On your arrival, we will conduct a security check before you pass through the entrance gates. You will be asked to show valid identification. This can be any of the following:

- Telehouse issued Permanent Access pass
- Valid UK/International Driving Licence (photographic)
- Valid Passport
- Government Agency photographic identification card

The Security staff will validate recognised proof of identification, in exchange for an access pass and any keys required. The pass will be programmed with the access that has been granted.

After receiving your access pass, you can enter the campus via the pedestrian turnstiles located next to the Security Reception on the ground floor. From this entry point you will have access to the first-floor area where dependent on the location of your equipment, you will be permitted access to the relevant building(s): Telehouse North, East, West, North Two or South.

Ownership, Loss and Usage of Passes

Please note the following:

- All passes remain the property of Telehouse
- Lost passes should be reported immediately to the Telehouse Security Control Room
- Lost passes / replacements could be chargeable
- Telehouse reserves the right to revoke passes at any time

- All passes are non-transferable and must only be used by those individuals to whom they are issued
- Your pass must be visible at all times when on-site and removed once you have left the premises.

Terms & Conditions of Entry

Telehouse continually strives to provide the best, most secure data centres in London. For this reason, we have strict guidelines in place to ensure our data centres operate as expected. As a result, everyone attending site is asked to not to undertake any of the following:

- Attempt to gain access into restricted areas
- Bring any of the following into the data centres:
 - o Food or drink (data hall, plant rooms and other technical areas)
 - o Explosives or weapons
 - o Hazardous materials
 - o Alcohol, illegal drugs or other intoxicants
 - o Electro-magnetic devices that could interfere with computer and telecommunications equipment
 - o Radioactive materials
 - o Photographic or recording equipment of any kind (other than data back-up devices)
 - o Anything else that may be considered offensive to other site users



Telehouse Directory

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Essential Campus Information

12

You can find all the main information you need in this section on policies and procedures that you need to comply with when visiting our London Docklands campus.

02

Welcome and Contents

03-04

Location and Getting Here

05-07

Service Desk

08-11

Access Control

12-18

Essential Campus Information

19-26

Operational Guidelines

27-29

Delivery Procedures

30-31

Quick Facts

32-35

Frequently Asked Questions

Essential Campus Information

Customers must ensure they undertake activities at our campus in accordance with applicable UK national laws, regulations, best practice, and standards. This includes but is not limited to UK Health and Safety at Work-related legislation and the UK energy and environmental legal framework relevant to Telehouse data centre operational activities. The Telehouse Health and Safety and Environmental procedures and Policy statement are available on our website www.telehouse.net or on request.

Telehouse Health and Safety Policy

Telehouse is committed to providing a safe, healthy, and secure environment for all. In case of illness and/or injury which requires assistance, please contact the Service Desk who will alert the nearest trained Telehouse first aider. Defibrillators are located at Reception and the First Aid Room. For more information, please contact the Health and Safety team or Service Desk.

Telehouse places great importance on the health and safety of all persons entering its premises. It is your responsibility to keep you and your visitors safe when visiting the campus. You have a duty of care for your own health and safety and that of others to prevent injury while using Telehouse facilities.

Data Protection and Data Privacy

We collect and use your personal data to help us provide your services to you in the secure manner you expect. This includes certain access control data, such as CCTV and biometrics. For full details, please see our Privacy Policy [here](#).



Telehouse Directory

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Fire Procedure and Evacuation Plans

In the event that you discover a fire at any point during your visit to Telehouse:

- Operate the nearest fire alarm call point. Fire alarm call points are located adjacent to fire escape staircases and the fire exit doors
- Immediately leave the building by using the nearest available fire exit
- Go to the Fire Assembly Point indicated on the **Campus map**; follow the Fire Marshall's instructions
- Do not re-enter the building, unless instructed to do so by the incident controller
- Ensure any visitors, contractors, or persons with whom you are meeting are advised of the fire procedures and make sure they evacuate the building
- Do not run or use the lifts
- Fire extinguishers are located at either end of common corridors. Only use the fire extinguishers if trained to do so and the fire is blocking your escape route. If there is no obstruction, please evacuate as swiftly as possible.

 [Telehouse Directory](#)

**02**

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Telehouse Sustainability approach

Telehouse is working to embed sustainable best practices in its operations and focus on the material issues that have the greatest impact on our stakeholders and our business. We are committed to providing an excellent customer experience and conducting business in an ethical, social, and environmentally responsible manner. We are proactive and committed to continually improving our overall performance by establishing a sustainability strategy and setting objectives and targets.

Our strategy focusses on climate change, energy efficiency, sustainable procurement, resources management, social responsibility, governance and compliance. We are concentrating business resources in areas that are seen as high risk and where we can make the most positive environmental and social impacts across the business and communities. We strive to adopt the highest governance standards and behaviors across our operations to enhance sustainability, and competitiveness and reduce our most significant impacts including carbon emissions.

To further support our sustainability strategy and reduce our carbon footprint, Telehouse has been purchasing 100% of the energy supply for our data centers from renewable sources since 2019. To access our renewable certificates please [click here](#). We adhere to international ISO standards in Environment and Energy Management, including the ISO 14001 Environmental Management System, ISO 50001 Energy Management System, Information Security ISO 27001 and ISO 22301 Business Continuity Management System and Quality Management System ISO 90001.

We aim to achieve continual improvements to our day-to-day operations, maintain high standards of compliance, improve energy performance, increase our preparedness for physical climate impacts and work with others to enhance the local response to climate change.

Working together, we can support sustainable digital transformation. Please join us in our journey of building a more sustainable future.

Our Key Commitments

Environmental Commitments

Being green and protecting our planet

Addressing Climate Change challenges - defining and measuring our targets

- Conducting an exhaustive review and calculation of our emissions (direct, indirect and value chain sources) and developing long-term emissions reducing options and targets.
- Being transparent on site metrics

Renewable Energy

- Maintaining our goal of 100% clean and renewable energy usage across our operations.

Sustainable Design

- Designing, building and operating sustainable data centres aimed at reducing consumption of resources, where possible.

Our Social Commitments

People are our asset

Equal, Diverse and Inclusive culture

- Embedding equality, diversity and inclusion in all of our business activities.

Caring for the well-being and mental health of our employees

- Providing benefits and opportunities to our employees to achieve their potential and balance their lifestyles.
- Developing our talent
- Ensuring workplace safety

Working with communities

- Support transformation within the communities where we operate.
- Partnering with organisations to support digital transformation.

Our Governance Commitments

Do what is right

Responsible Business

- Ethical, honest, transparent and highest standards are our commitments as a business.

Material risks and Compliance

- Recognising and addressing the most significant risks for our stakeholders and acting upon them.
- We recognise our responsibility to act and ensure compliance with applicable regulations, laws and best practices.

Sustainable Procurement

- We want to engage suppliers that share our values and strategy and build them a stronger, sustainable and more responsible supply chain.

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions



Environment Management

We ensure that all our employees, contractors, customers, and suppliers are made aware of our Environmental and Energy Policy. The implementation of this Policy is fundamental to the success of the Telehouse business and is to be supported by all stakeholders as an integral part of their daily work. **Click here to access our EEn policy statement** or visit our website **www.telehouse.net**

We are committed to conducting our operations in compliance with applicable legislation and regulations and international standards as well as other requirements including client and KDDI Corporation policies and procedures. We aim to both work with and then encourage our customers to follow the same principles. Telehouse is committed to minimise the environmental impact in our day-to-day operations and improve energy performance.

We recognise our responsibility to act and ensure compliance with applicable regulations, laws, and best practices. We are responsible to comply with environmental permits that regulate our operations and expect our customers or other parties working on your behalf to follow the same standards.



Telehouse Directory

Reporting Environmental Incidents

An environmental incident is defined as an unexpected or accidental release of a noxious or hazardous substance to air, water, or land. It is the responsibility of whoever causes or discovers such a pollution event to:

- Ensure the safety of all staff in the area
- Ensure the isolation of the pollution incident (e.g., placing spill kits around the spillage and around nearby drains)
- Report the incident at once to the Service Desk

Spillages

In the event of spillages please:

- Ensure the isolation of the pollution incident by requesting spill kits from the Service Desk and placing them around the spillage and any nearby drains
- Ensure the safety of all persons in the area and the use of PPE if required
- After the spillage has been cleaned, please ensure spill kits used are disposed of according to the hazardous waste regulation

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Waste Disposal

Telehouse has implemented a waste management policy and procedures that we encourage our customers to follow.

General waste & recycling bins are provided on each floor



Telehouse does not allow general waste such as packaging, wrapping, cardboard, etc., to be stored in any of our data halls this includes arisings from works undertaken by customer engineers. Please ensure you remove this from the data hall when you leave. All such waste can be left safely and neatly in designated areas for the in-house cleaning team to collect and dispose of.

If general waste is unable to fit in one 1,100-litre bin, please contact our Service Desk who will put you in touch with our facilities team to assist you further. Please note there may be additional charges for the removal of larger amounts of general waste or items like

rack doors, but this will be discussed with you before any removals are carried out.

Telehouse also offers additional waste services for the removal of WEEE (Waste Electrical and Electronic Equipment) waste and other types of disposals including certified destruction documentation. For further information on this please contact your Account Manager or alternatively please raise a ticket with our Service Desk who can put you in touch with the right teams.

Customers and their contractors visiting our campus must manage all waste in accordance with the principles of the waste hierarchy (Prevention, Re-use, Recycle, Recover, and Disposal) and the applicable waste legislation.

It is our customer's responsibility to follow and ensure compliance with the waste regulations and WEEE regulations, including bulk or unusual and hazardous items such as batteries, racks and other WEEE equipment. Please note:

- All waste must be stored and managed to prevent pollution and according to the legal framework
- Waste must not be stored in customer's cabinets or other areas not designated for this purpose
- Hazardous waste cannot be stored or disposed of on-campus
- Waste should not cause obstructions, for example

to fire doors, walkways, or the top/ bottom of stairs as this could increase the risk of fire.

If necessary, Telehouse can provide or arrange for the disposal of WEEE waste and other types of waste disposal including certified destruction documentation or other general waste. This is a chargeable service. For further information or to obtain a quotation, please contact the Service Desk.

Water pollution control

- Customers cannot discharge any chemical or illegal substances to the sewer system this includes both sanitary and industrial/chemical sewers.
- Customers cannot discharge or rinse any chemical, fuel or petroleum product to any sewer or drain at TIE premises.
- Customers cannot discharge any fluid to the watercourses or the land surface. Contractors must store all chemicals, petroleum products and hazardous waste to prevent discharge or spillage.

Emissions

Air pollution emissions include gases, solid particles (dust, smoke, and fumes), and excessive odour. TIE is part of the framework agreement for both the Climate Change Agreement (CCA) and the Industrial Emissions Directive (IED) therefore contractor must ensure compliance with all the Environmental permit requirements. If you have any questions regarding environmental permitting activities, please contact the Environmental and Sustainability Manager at Telehouse.

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Ear Protection

Across some areas on-site, the above (blue in colour) signage is displayed, which is known as a **Mandatory** sign. This means that the area in question has noise levels at above 85 dB(A). For this, ear protection is an **absolute must** and **mandatory** to be worn. Please use the nearest ear protection or your own ear protection for these areas.

Some areas show the above (yellow in colour) signage, which is known as an **Advisory** sign. This means that the area in question has noise levels at between 80 – 85 dB(A). For this, ear protection is available to use but it is not mandatory to wear them. It is **your complete choice**.

Other areas that have no signage, means that these particular areas have noise levels below 80 dB(A), which means no hearing protection is required at all.

**02**Welcome and
Contents**03-04**Location and
Getting Here**05-07**

Service Desk

08-11Access
Control**12-18**Essential
Campus
Information**19-26**Operational
Guidelines**27-29**Delivery
Procedures**30-31**

Quick Facts

32-35Frequently
Asked
Questions

Operational Guidelines

19

Helpful operational information for working on campus.

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Lone Working

The following guidelines set out our lone working procedures, which must be followed without exception:

1. Always ensure you have a charged mobile phone with you. This is essential so that someone can be summoned in the event of an accident or if you are worried about personal security
2. If engaged in lone working, you should communicate with a nominated person every two hours after your arrival to confirm you are okay and then communicate your departure from the campus. Use the alarm or timer on your mobile phone to facilitate this process
3. You must ensure co-workers engaged in lone working are not exposed to any greater residual risk than other workers. This may require additional control measures to be identified and implemented by you. Where applicable lone working procedures should be put in place either by yourself or, upon request, by Telehouse
4. For further information please contact our Health and Safety team +44 (0) 20 7512 4461.

Data Hall Rules and Precautions

Consideration should be given to the health and safety of all occupants in the data hall while work is carried out. Where necessary, install safety barriers and signs to warn visitors of work in progress and any dangers. These must be provided by the customer.

Telehouse does not allow customers or their contractors to work under raised floors, in ceiling voids, or alter cable basket use or routing. If you need assistance in these areas please contact the Service Desk.

If permission has been granted by our Service Desk for working in the floor void a maximum of five (5) tiles may be removed at any one time. The removal of ceiling and floor tiles is prohibited without arrangement with the Service Desk. Customers are not allowed to use lifters to open the tiles. For more information on permits to work and/or lifting floor tiles, contact the Service Desk. Care must be taken not to accidentally operate circuit breakers or tripping devices. Incidents causing a near miss or interruption to any essential and critical services in these areas, must be reported immediately to our 24/7 Service Desk. For contact details see Page 35, Useful Contacts at Telehouse London Docklands.

Power tools used by customers in data hall areas must be connected to non-essential power supplies. Telehouse will assist with the identification of these supplies prior to work starting.

All doors must be closed after use, in particular doors to staircases and designated data halls, to ensure that smoke/fire and environmental systems work effectively. No fluids are allowed in the data centre as spillage may cause damage to critical services. It follows that no food or drink is to be stored or consumed in our data halls. Under no circumstances should combustible materials such as paper, cardboard, wood and plastic-based packaging materials be stored in any part of our data halls.



Telehouse Directory

Most data halls (in Telehouse North, East, West and South buildings) will contain cabinets supplied with underfloor cooling. Interruption of this air flow may result in overheating of electronic equipment. Care must be taken to ensure dust sheets, boards, overalls, etc., do not form barriers to put such equipment at risk.

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Rack Installation Rules

It is the aim of Telehouse to responsibly manage the energy efficiency of its data centres, and air conditioning and air flow is paramount to that effort. Equipment installed within racks must conform to the room cooling architecture, for example venting hot air to the hot aisle. Air plenums within data halls are managed and no alterations are allowed to the flow and delivery of air to the space, including moving floor grill tiles, without prior consultation with Telehouse.

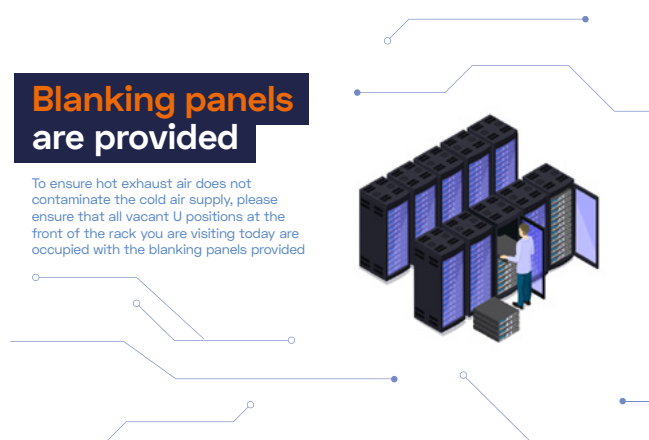
- Provide Rack specification sheet to your Account Manager or Telehouse contact – if you do not have this available, please detail the rack dimensions/weight prior to the installation date and note the air flow rating of the front and rear doors of the rack (must be >75%).
 - Provide dimensions of Transportation package if applies (e.g., Pallet, Casters, Protective elements).
- Please notify Telehouse at least 48 hours in advance of the date and time of installation
- Provide RAMS reflecting the installation task (third party installers should provide the Risk Assessment and Method Statement)
- Book delivery in-take with Telehouse Security
- Organise access for third-party installers

Power Socket Rules

Telehouse requires customers to use the power sockets located underneath the cabinets. It is not permitted to use power sockets at neighbouring cabinets. In addition, they must contact the Service Desk before plugging items into the power sockets. The use of splitters, sockets, or power taps under the floor is forbidden.

Use of Blanking Panels

Telehouse requires customers to use in-rack blanking panels to control air flow through data racks. All racks and equipment installed in the hot-aisle containment area must be installed with such blanking panels. This applies equally to restricted areas. Telehouse can arrange for the installation of the blanking panels. For more information contact the Service Desk.



All installed IT equipment must exhaust air to the hot-aisle. IT equipment installed in violation of this arrangement is at risk of drawing air from the hot-aisle and overheating. This would also disrupt the overall room cooling architecture and contravene regulations.

DC Power Supplies

Standard rack power delivery is alternating current (AC) power. However, Telehouse can arrange for the provision of 48-volt direct current (DC) power supplies via standalone equipment. In working with selected suppliers, we can specify, design, and install such DC systems to suit your requirements.

Telehouse also permits the installation of DC rectifier systems in centralised or decentralised configurations. De-centralised systems must be in contiguous racks and are not allowed to be extended across multiple rack rows.

DC Rectifiers

DC Rectifier installations are subject to the conditions below. Customers must advise the Service Desk should they need to install DC Rectifier units – providing locations, system overview and racks served. Please note the following:

- Risk Assessment and Method Statements for work to be completed must be submitted and accepted by Telehouse prior to commencement of the work
- All installations must conform to BS7671 and all other relevant current standards
- DC cabling must conform to the Telehouse cabling specification
- Electrical installation test certificates are to be supplied to Telehouse post-installation and prior to the equipment being switched on
- Telehouse reserves the right to inspect the installation prior to it being switched on

Telehouse can provide:

- Battery support
- Annual maintenance contracts
- 24/7 alarm monitoring
- Fault reporting to vendor
- Call out co-ordination

For further Information regarding DC power installations, please consult your Account Manager or contact the Service Desk.

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Campus Permits and Installation Procedures

This section describes the policies, rules, and procedures for working at the Telehouse London Docklands campus.

Permits to Work

Permits for Hot Work, fire alarm isolation, etc., must be obtained before work commences. Please contact the Service Desk for details.

Permit Requests Procedure

Details of any work to be performed i.e. Risk Assessment and Method Statement (RAMS) should be notified to the Service Desk in advance of the start date. These details must state the work area and any isolation/permit requirements.

A schedule of names of competent individuals must be attached along with the necessary RAMS for the intended work.

Telehouse, or their nominated representatives, will review the application and if acceptable, authorise the work to be carried out.

A permit will be issued and is valid for one day of work only. The permit will be issued daily and should be returned to the Building Control Room upon completion of each day's work.

Hot Work Permit, Procedures and Rules

For information on Hot Work permits and procedures, please contact the Service Desk.

Monitoring of Permits

Telehouse reserves the right to cancel permits if the work being carried out does not meet the requirements of the RAMS or is in breach of Health and Safety requirements.

Interconnection Service

When a customer needs to install a cable via any shared spaces, they will need to contact the Interconnection Sales team. Telehouse will install the cable between customer's licensed zones. Demarcation points of the service are:

- If Telehouse are provided with a specific plug up information, such as a patch panel or device port, Telehouse installation team will deliver to those demarcation points.
In case on the time of the installation the demarcation points are occupied, or information provided is incomplete/incorrect, the new demarcation point will be notified to customer via the Handover certificate. This can be a Telehouse provided coupler panel or cable end itself left coiled in the rack. Any follow up activities past the Handover, should be escalated to Telehouse service desk team.

- If Telehouse are not provided with a specific demarcation point, such as a patch panel or device port, Telehouse installation team will deliver to the rear of a newly installed coupler panel, which will be used as a demarcation point for all future cross connects, only if there is available space for such panel. In case there is not available space the demarcation point will be the cable end left coiled in the rack.

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

For the purpose, of maintaining the managed interconnection service, Telehouse acknowledges the cable connection points on the Handover Completion certificate.

If the customer wishes to relocate the cable from one location to another, the customer will need to submit a re-run request to the Interconnection Sales team or the Service Desk. If the customer relocates the cable without any notification to Telehouse, Telehouse will no longer maintain the interconnection service and it will become unmanaged. Customers can only request relocation of interconnection services that they own and for which they are billed.

Installation Policy Statement

All work peripheral to installations (e.g., electrical supplies or cabling) and any other tasks that may affect the operation of Telehouse buildings or the safety of individuals will be subject to controlled processes. As required by Health and Safety legislation, and Telehouse Control and Management of Contractors Instructions HS36-01-P, all work of this nature must have approved Risk Assessments and Method Statements produced prior to any activity starting on campus and may require a Hot Works permit.

Such works and tasks may include operations like drilling, heat-shrinking, or any activity which produces dirt, dust, or heat. These are considered as potentially environment- affecting activities. Please take the precaution of contacting the Service Desk if you have any questions about these matters.

Cabling Through Shared Spaces

Cables that go through a shared space will be installed and managed by Telehouse, regardless of which of the buildings they apply to. The Telehouse in-house cabling service can be ordered between 09.00 and 17.00 on weekdays. Please contact our Interconnection Sales team for more information.

Cabling between Telehouse South and other Telehouse Buildings

Please follow the below link regarding rules for cross connects between Telehouse South and Docklands campus. [Interconnections from Telehouse South.](#)



Telehouse Directory

Please be aware that customers cannot move cables. If moving a cable is required, please contact the Interconnection Sales team for guidance.

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions



Shared Area (SFM)

Customers (excluding carriers) are not allowed to use Telehouse cable trays/baskets, cable runs, risers, and shared areas. Any cables found not complying with this policy will be classified as unauthorised and will be removed or replaced by interconnection services with associated charges being payable.

Any cables installed above racks which are not in a customer designated tray or fibre runner will be removed and replaced with TIE services with the associated charges being applied.

Customer containment capacity should not be exceeded. Overhead cabling installed in customer containment between contiguous racks in shared areas will be removed if a customer thus reduces footprints or rack space. These cables will be replaced with interconnection services with the associated charges being payable.

All in-house cross connects will be installed and managed by Telehouse. The cabling service can be ordered from our Interconnection Sales team between 09.00 and 17.00 Monday to Friday. Customers can only install their cables inside their own rack. No cable slack should extend beyond the contracted footprint frame.

Overhead cabling installed in customer containment between contiguous racks in shared areas will be removed if a customer thus reduces footprints or rack space. These cables will be replaced with interconnection services with the associated charges being payable.

Dedicated Area (DFM)

If the customer is using the DFM, they can install their cables inside the DFM using existing cable trays. If additional cable containment is required only Telehouse can conduct the installation as part of building works. For any additional containment in the DFM area, please contact your Account Manager for a quotation. All cabling work in Telehouse must follow/comply with the below rules.

- If customers wish to install cable containment, cable tray, or fibre runner above their rack, subject to a survey, will install such cable containment. After installation has been completed customers can then complete installation of their cables in the containment
- Customer-installed cables must comply with the latest version of the relevant cable installation standards, ISO/IEC11801, EN50575, with specific reference to The Construction Products Regulations (CPR). Fire performance of cables must comply with CCA as a minimum. Non-compliant cables could be removed and replaced with compliant cables; associated charges will apply
- CCA applies only to specific areas like risers, public areas, corridors etc., not DFM rooms. CCA must apply on all cross-room cables

Please contact Client Installations/Cable Management for more information.



Telehouse Directory

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Installation of Fibre Optic Cables

Please contact your Account Manager for more information.

Access to External Pits/Chambers and Working in Confined Spaces

If access is needed to pits and chambers please contact the Service Desk for the detailed procedure.

Use of Signage and Notices

No signage can be placed in common parts without prior permission, please contact the Service Desk for further guidance.

Voids and Removal of Floor Tiles

Floor or ceiling voids cannot be accessed without permission. Contact the Service Desk to obtain a permit if you require access.

Fire-Stop Replacement

For leasehold customers, if fire-stopping, fire barrier or intumescent materials need to be removed to facilitate installation of cables, this material must be replaced after the cable has been installed. This needs to be approved prior to any material being removed by Telehouse to ensure compliance. The Service Desk must be notified of all affected areas, to ensure the integrity of fire stopping materials can be maintained.

Telehouse reserves the right to remove cables that have been installed in a manner that causes obstruction of free access to other services, for example smoke/fire detection equipment, air conditioning valves and power outlets.

Telehouse also offers additional waste services for the removal of WEEE (Waste Electrical and Electronic Equipment) waste and other types of disposal including certified destruction documentation. For further information on this please contact your Account Manager or alternatively please raise a ticket with our Service Desk who can put you in touch with the right teams.

Customers and their contractors visiting our campus must manage all waste in accordance with the principles of the waste hierarchy (Prevention, Re-use, Recycle, Recover, and Disposal) and the applicable waste legislation.

It is our customer's responsibility to follow the regulations for the disposal of waste and (as per WEEE directive), including bulk or unusual and hazardous items such as batteries, racks and other WEEE equipment. Please note:

- All waste must be stored and managed to prevent pollution and according to the legal framework
- Waste must not be stored in customer's cabinets or other areas not designated for this purpose
- Hazardous waste cannot be stored or disposed of on-campus
- Waste should not cause obstructions, for example to fire doors, walkways, or the top/ bottom of stairs as this could increase the risk of fire.

If necessary, Telehouse can provide or arrange for the disposal of WEEE waste and other types of waste disposal including certified destruction documentation or other general waste. This is a chargeable service. For further information or to obtain a quotation, please contact the Service Desk.

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Ladder/Stepladder Usage

In line with the Telehouse Health and Safety Policy we do not provide or lend stepladders or ladders. Only Class 1 and EN131 types of ladders and stepladders are permitted on- campus. Class 3 or non-classified ladders and stepladders are not permitted on-campus. Please see chart below stating classification.

Stepladder Condition/Specifications

Ladders and stepladders should be inspected prior to use and suitable for purpose. If defects are found, please do not use.

Ladders and stepladders should be clearly identified. For example, ladder tags must be used, with the company name visible on the ladder/tag.

Wooden ladders and stepladders are acceptable on-campus, providing they are classified as Class 1 or EN131.

Classification	Duty Rating	Maximum Static Vertical Load	Application	Symbol
Class 1	130kg	175kg	Industrial	
Class EN131	115kg	150kg	Commercial	
Class 111	95kg	125kg	Domestic	

Delivery Procedures

27

Here we help ensure physical equipment and accessories arrive with you as smoothly and securely as possible.

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Deliveries Inbound

deliveries@uk.telehouse.net

Notify Telehouse of your Delivery

- All customers must inform Telehouse of all incoming deliveries to the Telehouse campus
- Delivery notifications must be sent to the Telehouse Deliveries team at least 24 hours in advance via email
- In line with our Security policy in circumstances where Telehouse has not been notified, we reserve the right to refuse acceptance of attempted deliveries with respect to our Security policy (not because we do not wish to do so)

Shipping your Delivery

- Prior to shipping your delivery, you must ensure that the following information is clearly identified on your package to ensure acceptance:

Customer company name

Specific customer contact name

Email address

Address: C/O Telehouse International Corporation of Europe, Coriander Ave, London, E14 2AA

If your delivery is for Telehouse South, please address to:

C/O Telehouse International Corporation of Europe, 1 Blackwall Way, Paul Julius Cl, London E14 2EH

- Telehouse employees or sub-contractors cannot be used as a valid contact name
- Ensure you provide HM Customs & Excise with the relevant documentation to enable clearance of your goods, including your company VAT number
- Telehouse reserves the right to refuse acceptance of any delivery that does not comply with any of the above

Your Delivery Arrival

- Upon arrival of your delivery, your preferred carrier will be directed to the relevant loading bay location by Telehouse Security
- Once the item has been delivered, your delivery will be provided with a unique Goods-In reference
- You will receive a notification via email that your item has been received and is ready for collection

Delivery Collection

- When collecting delivered items, please quote your unique Goods-In reference
- You will be requested to show government-issue ID prior to collection
- Customers must ensure that their delivery is collected within seven (7) days of Telehouse receiving it
- Delivered items not collected after fourteen (14) days will result in the customer being issued a written notification that storage charges will apply
- Delivered items not collected after thirty (30) days will result in the customer being issued a written notification providing warning that the item is considered abandoned and may result in disposal. Ultimate failure to deliver goods to the advised location may result in penalty fees in accordance with the Telehouse security policy.

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Deliveries Inbound

deliveries@uk.telehouse.net

Clients with outbound deliveries must notify the Security team situated in the North Building

Loading Bay

- The outbound delivery will be provided with a unique Goods-Out reference
- Customers must ensure that their outbound collection is collected within seven (7) days of Telehouse receiving it
- Outbound items not collected after fourteen (14) days will result in the client being issued a written notification that storage charges will apply
- Outbound items not collected after thirty (30) days will result in the client being issued a written notification providing warning that the item is considered abandoned and may result in disposal and additional excess storage charges

Loading Bays/Goods Lifts – Operational Capacity

- All customers must ensure that their preferred freight carrier has the required lifting/handling equipment to ensure successful transfer to a Telehouse loading bay
- It is advised that freight carrier vehicles should be fitted with hydraulic tail lifts to ensure successful delivery of large or palletised items to any of the Telehouse campus loading docks
- The following table contains information on each loading bay dock leveller and goods lift weight limits for Telehouse campus buildings:

North Building

Loading Bay Dock Leveller Weight Limit	4,000kg
Goods Lift Weight Limit	4,000kg

North Two Building

Loading Bay Dock Leveller Weight Limit	N/A
Main Goods Lift Weight Limit	10,000kg
Small Goods Lift Weight Limit	2,000kg

East Building

Loading Bay Dock Leveller Weight Limit	2,000kg
Goods Lift Weight Limit	2,000kg

West Building

Loading Bay Dock Leveller Weight Limit	N/A
Goods Lift Weight Limit	8,000kg

South Building

Tower 4 Goods Lift	8,000kg
Tower 2 Goods Lift	5,000kg

Trolleys (Manual Handling Equipment)

A variety of trollies and manual pump trucks are available to use. Basic training in the operation of issued equipment is provided, however it is your responsibility to ensure that you have received adequate training, and that the equipment is safe and fit for purpose prior to use. Operating such equipment is at your own risk. To obtain a trolley, ask the Security team located in the security office at the North building loading bay.

Unpacking items

No combustibles i.e. cardboard should be left in technical spaces - any waste should be placed in the allocated bin. The North Two building has a “De-box Room” available for you to use for unwrapping delivered equipment.

Location: The De-box room is on each floor (2nd – 7th floor) in the North Two building, at the north end of each corridor.

Access and usage:

- Only available to clients with a signed service contract
- Access to De-box Rooms is only permitted on the same floor as contracted Telehouse services
- Access is available 24/7
- The facility is not to be used for storage of any kind
- Do not leave valuable materials unsupervised within the De-box Room at any time

For more information and to arrange access, please contact the Service Desk.

The storage of cardboard is not permitted within the data rooms

Please ensure all cardboard is removed and placed in the recycling areas provided



02

Welcome and Contents

03-04

Location and Getting Here

05-07

Service Desk

08-11

Access Control

12-18

Essential Campus Information

19-26

Operational Guidelines

27-29

Delivery Procedures

30-31

Quick Facts

32-35

Frequently Asked Questions

Quick Facts

30

Here you'll find clear guidance and quick references to miscellaneous topics as diverse as appropriate clothing, photography, smoking, and suspicious activities.

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Moving About, Clothing and Personal Accessories

All visitors to the campus should wear footwear appropriate to the tasks being carried out. Please use designated footpaths and crossings on the premises. Do not wedge open fire doors. The wearing of personal headphones (e.g., to listen to music) when on campus is prohibited to prevent the possibility of masking fire alarms to evacuate the campus.

Accidents, Near Misses and Dangerous Occurrences

Please ensure you report all accidents, incidents, near misses and dangerous occurrences, as referenced under **Health & Safety RIDDOR** (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) to the Service Desk or Reception immediately. For more information on RIDDOR, visit <https://www.hse.gov.uk/riddor/>

Suspicious Activities and Items

Please report all suspicious activities and items directly and immediately to the Security Control Room: Tel: +44 (0)20 7512 4499.

Photography

Taking photographs or using filming devices within the data centre campus is strictly prohibited. Telehouse reserves the right to ask anyone seen using a photographic or filming device to delete any images taken. Telehouse may take further action if deemed necessary, including escorting individuals from the data centre or elsewhere without warning.

Searches

Vehicles, briefcases, handbags, etc., are subject to security searches. Individuals refusing to allow such searches will

not be permitted to enter or re-enter the campus.

Unattended Bags or Packages

Bags, packages, laptop computers etc. must not be left unattended. Any unattended items will be removed and may be destroyed. Telehouse does not accept liability for any losses incurred.

Smoking

Telehouse operates a no smoking policy within its buildings and premises. That includes e-cigarettes and vaporisers, in accordance with smoke-free legislation. If you wish to smoke, please ensure you only do so in the designated smoking shelter located at the North East corner of the Telehouse East Building.

Impairment

Telehouse reserves the right to deny access to any person who is, or who appears to be, unfit or impaired through drink or drugs.

Persons Under 18 Years of Age

Individuals under 18 years of age are not permitted on campus unless specifically approved by Telehouse in advance and a written campus-specific young person's risk assessment completed for them by their own employer and sent to Telehouse before arrival. Please contact your Account Manager or the Service Desk should you have any queries.

Animals

Except for guide dogs for the blind and the hearing impaired, animals are not permitted on Telehouse property.

Reporting Problems

All visitors to the Telehouse London Docklands campus should report any issues relating to our facilities, including faulty equipment, to the Service Desk located in the main campus or call +44 (0)20 7512 0080.



Telehouse Directory



02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Frequently Asked Questions

32

This section draws on our experience of providing a first-class customer experience by listing the most common enquiries we encounter, and their solutions.

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

**1. I'm now a Telehouse customer, what happens next?**

You will have received an onboarding document and a blank ACL template from your Account Manager. This should be completed before your first visit to the campus and sent to **induction@uk.telehouse.net**. This allows authorised people to have access to the campus and request Remote Hands support from our 24/7 Service Desk. Once your contract has started you may come to campus to start your installation at any time. Individuals not included on your access list can be granted entry to the campus by an authorised person. Send their details to **ACL@uk.telehouse.net** in advance of their arrival. The campus is open 24/7.

**2. I'm now on-campus, what can I do?**

On your first visit to the Telehouse London Docklands campus, the Service Desk will run you through a campus induction. This will be held at your rack or suite location, where you will be informed of Telehouse rules, covering details such as data centre standards and working guidelines. It will also include equipment orientation and disposal of general and WEEE (Waste Electrical and Electronic Equipment) waste.

**3. How can I arrange a delivery?**

Our address at London Docklands is Telehouse, Coriander Avenue, London, E14 2AA.

Please ensure that our Delivery Team at **deliveries@uk.telehouse.net** is informed in advance of the following:

- Company name/contact details
- Consignment details
- Expected date of delivery

Please note that Telehouse will not keep the goods longer than 7 days on campus, therefore timely collection must be arranged. Telehouse security staff will sign for deliveries to the campus. You should email details of the expected date of delivery and your contact details in advance to **deliveries@uk.telehouse.net**. Please ensure your consignment is clearly labelled with your name, your company name, your location in Telehouse and a contact person at your company.

**4. Is there parking on-campus?**

There is on-campus parking offered on a first-come, first-served basis. Pre-booking is not available. Please see guidance on Page 3.

**5. How do I gain access to the buildings/my equipment?**

The Authorised Contact List (ACL) need to have your name which will be the basis of your access right to our campus and services. One off visit can be arranged by Authorised Contact as Level 3 sends email to **ACL@uk.telehouse.net** in advance. Upon their visit, a photo ID card needs to be presented at arrival.

Any enquiries about your asset locations – please contact Service Desk (located on the 1st floor of the Administration Building).

**6. I need more information on working on-campus, who do I ask?**

Just contact the Service Desk for guidance. Please note contractors will also need to contact the Building Control Room for a copy of the contractor guidelines and induction form.

**7. Can I request assistance in moving my delivery?**

For Health and Safety reasons, our staff are not able to assist with moving heavy items.

02

Welcome and Contents

03-04

Location and Getting Here

05-07

Service Desk

08-11

Access Control

12-18

Essential Campus Information

19-26

Operational Guidelines

27-29

Delivery Procedures

30-31

Quick Facts

32-35

Frequently Asked Questions



8. Who should I contact for operational help?

Our Service Desk is open 24/7 and can be contacted via phone or email. Please note that only the personnel authorised on your access list will be able to log Remote Hands calls. The Service Desk can assist with many operational requests. For contact details see **Telehouse Directory** on Page 35.



9. Who can I contact in the absence of my Account Manager?

Please call our Telehouse switchboard and ask for a member of the sales team, who will assist with your enquiry. If your enquiry is of a technical nature (e.g., you need Remote Hands assistance) call our 24/7 Service Desk. For contact details see Telehouse Directory on Page 35.



10. Who do I need to contact for cabling requests?

Telehouse undertakes all cabling within our campus. Please email details of your requirements to the Telehouse Interconnection Sales team at sales.support@uk.telehouse.net for a quotation.



11. Is there internet access?

There is free Wi-Fi available in the reception area. To gain access, go to the Service Desk on the first floor of the Administration Building to obtain login information or call +44 (0)20 7512 0080.



Please contact

Switchboard on +44 (0)20 7512 0080.

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Telehouse Directory

Switchboard

Tel: +44 (0)20 7512 0080
Fax: +44 (0)20 7512 0033
Email: info@uk.telehouse.net

Service Desk (24-hour)

Tel: +44 (0)20 7512 0080
Fax: +44 (0)20 7512 3026
Email: servicedesk@uk.telehouse.net

Service Desk Administrator Group Induction team

(Monday – Friday 09.00 – 17.00)
Tel: +44 (0)20 7512 0080
Fax: +44 (0)20 7512 3026

Access Requests

Tel: +44 (0)20 8431 4752
Fax: +44 (0)20 7512 0078
Email: access@uk.telehouse.net

Telehouse Security Reception

Tel: +44 (0)20 8431 4752
Fax: +44 (0)20 7512 0078
Email: access@uk.telehouse.net

Deliveries

Tel: +44 (0)20 7512 4459
Tel: +44 (0)20 7512 4499
Email: deliveries@uk.telehouse.net

Sales

Tel: +44 (0)20 7512 0080
Email: sales@uk.telehouse.net

Client Installations/Cable Management

Tel: +44 (0)20 7512 0080 (main switchboard)
Tel: +44 (0)20 7512 4430
Email: cablemgr@uk.telehouse.net

Interconnection Sales team

Tel: +44 (0)20 7512 0080
Email: sales.support@uk.telehouse.net

First Aid Room

Location: Telehouse Security Control Room & First Aid Room, North Building Ground Floor
Tel: +44 (0) 20 7512 4499

Remote Hands Service

Tel: +44 (0)20 7512 0080
Email: servicedesk@uk.telehouse.net

Billing

Tel: +44 (0)20 7512 4407
Email: docklands.billing@uk.telehouse.net

Credit Control

Tel: +44 (0)20 7512 4405
Email: credit.control@uk.telehouse.net

02

Welcome and
Contents

03-04

Location and
Getting Here

05-07

Service Desk

08-11

Access
Control

12-18

Essential
Campus
Information

19-26

Operational
Guidelines

27-29

Delivery
Procedures

30-31

Quick Facts

32-35

Frequently
Asked
Questions

Document Information

This guide has been prepared for customers, contractors and suppliers visiting the Telehouse London Docklands Campus. It provides general information about the location of facilities and services within the campus, access procedures and policies, and security matters and measures in place on-campus.

Customers must ensure all data centre activities are undertaken according to applicable UK national laws, regulations and best practices, and other applicable standards. This will include but is not limited to UK Health and Safety at Work-related legislation and the UK energy and environmental legal framework applicable to Telehouse data centre operational activities.

Document history: Version 3.2 | Revised February 2023

Other Sources of Telehouse Information Website address:

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