



Castor Networks Teleport Burum Facility

Site Security Policy

This document describes the methods and services used to accomplish site security for employees, equipment and collocation assets.



1. Site Access

Site Access is controlled in layers at this facility depending on personnel roles and the sites sensitive areas.

- b) Method –Access control is primarily accomplished through a computer based electronic access control system. The system uses Magnetic door locks and electric door strikes to restrict door operation. Access to specific buildings and working areas is granted with the use of a proximity card and associated card readers to allow access. Employee cards are programmed according to roles and responsibilities.
- c) Granting Access
 - i) General Area – The majority of employees are granted a ‘general’ access. This allows them to enter the facility including all doors that lead to non restricted areas.
 - ii) Restricted areas – Restricted areas include the Satellite Hub buildings, the Network Operations Center room, Equipment rooms, the Storage and Warehousing area. Access is only granted with management approval from the specific department.
 - iii) Visitor Access - If a visitor will be on site for an extended period of time, they may be granted an access card if their work requires it. Visitors granted this access includes Vendor product support personnel, Contract personnel and Castor Networks personnel visiting from another site. Transient visitors must have a Castor Networks Sponsor while on site. The sponsor is responsible for the activity of the visitor. Outside visitors will be escorted all the time by a Castor Networks employee.
 - iv) Co-Location visitors – Co-location visitors are granted access afterhours via their access control card. All non Castor Networks personnel entering the building after hours must be escorted by a Castor Networks employee.
 - v) Other – This location also shares a driveway with Inmarsat which operates in one building. Gate access alone is granted to specific onsite employees of this company, a process is in place to grant access to visitors of Inmarsat. Inmarsat employees working in Burum are granted access only to the Inmarsat building and the General Area for other buildings inside the campus.
- d) Restrictions for Equipment Rooms
 - i) Only authorized personnel are granted access to equipment rooms and Inventory stock areas
 - ii) Authorization can only be granted from the facilities’ management.
 - iii) Beverages are not allowed in these areas.
 - iv) Customer and Co-Location personnel must sign in at the reception area at the security gate before being granted access.
Customer and Co-Location equipment installation, removals or maintenance must be supervised by Castor Networks personnel.
- e) Access Logs – History of access control activity is stored for future audits.

2. Fire Protection

Fire Protection is accomplished with the following systems:



- f) Detection system – The detection system consists of smoke and heat detection installed in all other working areas, as well as Very Early Smoke Detection and Alerting (VESDA) detection in the equipment rooms.
- g) Central Monitoring – Both the detection and suppression systems tie to an Alarm panel. Alarm monitoring is accomplished through a local monitoring service.
- h) Call Priority – 1) Site Security and 2) Fire department (auto forward).
- i) Fire Extinguishers – Fire extinguishers are placed throughout the facility in accordance with the city code and are inspected annually.
- j) Fire drills are conducted annually.

3. Electrical Power Supply Protection

Electrical Power supply Protection is accomplished with the following systems:

- a) Generator Backup – Commercial electrical power is backed up in equipment rooms and critical areas with 3 diesel generators. The generators are switched via automatic transfer panels.
- b) UPS – Castor Networks has 3 rotation UPS (co-located with generators) to cover the time to start-up the Diesel generators.
- c) Maintenance – The Generators and UPS systems are on scheduled maintenance.

4. Housekeeping

- a) Housekeeping for all restricted equipment areas are the responsibility of the facilities manager.
- b) Cleaning supplies are stored in designated areas away from the equipment rooms.
- c) Subfloors are reviewed on an ongoing basis to remove excess and obsolete wiring.
- d) All housekeeping is performed by an outside contractor for all other areas of the facility.

5. Health Safety and Environment

- a) A Castor Networks Safety Supervisor is appointed to audit regularly and ensure all policies are being followed.
- b) Emergency exits are clearly marked and evacuation procedures are communicated annually.
- c) New employees and contractors are required to attend the job safety indoctrination.
- d) Visitors – All visitors must sign in prior to entering the building. Visitors working at the site are advised of emergency evacuation procedures.



- e) Temperature and Humidity Control
 - i) Temperature and humidity are monitored by the Castor Networks Network Operations Center. Readings outside of an identified range provides an alarm output.
 - ii) Climate control systems for the Satellite Hub room and the Network Operations room are wired into the emergency generators.
 - iii) The Climate Control system in the Satellite Hub room employs redundant climate control systems.

6. Facility Management

- a) There is a Facility Manager on site during normal business hours along with a Facility Technician.
- b) It is the responsibility of this Facility management team to provide swift timely solutions to facility issues. These include,
 - i) Climate control systems
 - ii) Access control system
 - iii) Basic electrical wiring plant
 - iv) General housekeeping
- c) Maintenance on network critical support systems is the responsibility of the Facility Manager. This position reports directly to the Network Operations team. Responsibilities include,
 - i) Equipment room power system maintenance and installations
 - ii) Equipment room housekeeping
 - iii) Generator maintenance