

We go to great lengths to ensure that the data center environment is respected and protected.



We understand that data centers must operate twenty-four hours a day, seven days a week. We understand that data centers cannot shut down.



We understand that data centers cannot in any way be compromised. We understand five nines...



Our personnel are highly trained and have many years' experience cleaning in the data center environment





COVID 19, CDC & EPA Compliant, Touch Point Decontamination Specifications

Prior to commencing any services, we request a customer conducted safety orientation for our employees. We request that you are compliant with our COVID -19 Plan Summary.

In addition, the orientation will instruct our designated project manager on the nature and whereabouts of EPO buttons; emergency exits, shelter, and meeting points; locations of designated power supply; leak detection systems; data center / security contacts and how and who we are to report to.

Floor plans are to be maintained and kept on site for easy reference to data center infrastructure and components. Please refer to our Safety Program for further details.

- SAFETY FIRST!
- Pre inspect all areas to be cleaned.
- Complete pre-service safety check.
- Ensure proper safety signage and barricades are displayed.
- Document and report any safety concerns immediately.
- Continuously monitor and maintain a safe working environment.
- Note the location of and report any site-specific deficiencies.
- Follow CDC Guidelines for cleaning COVID 19 (See attachment)
- Clean, then Disinfect all data center white space touch points with EPA approved, COVID 19 disinfectant:
 - Apply disinfectant to touch points as per chemical manufacturer's specifications.
 - Allow disinfectant enough dwell time to kill viruses, as required.
 - Wipe touch point dry following contact time.
- Touch points in the data center are defined as, but not limited to: Door handles, push plates, cabinet handles, security scanners, badge readers, light switches, and/or any surface human hands may contact (touch) during normal day to day activities.

Services do not have to be limited to white space; they can be expanded to include mechanical and equipment rooms; and office, operations, and control room spaces.



What is *Not* Included in Our Services.

We have been cleaning data centers since 2003. We know, most importantly, the mission critical environment. We know what not to touch. Our overarching objective is to provide safe, reliable services that accomplish the needs of our customers.

We will not “fog” your data center. Many contractors are fogging with bleach solutions. This is irresponsible and dangerous, not only to occupants, but equipment. Bleach is caustic and corrosive. There are plenty of good, reliable, EPA approved, CDC compliant disinfectants on the market that are safe to use and more effective at killing viruses than bleach.

We will not be using breathing apparatus. If the room is unsafe to occupy and/or the cleaning process is unsafe for our employees, we won't do it. SAFETY FIRST in all respects.

Data Center Safety Program

All TekClean technicians assigned to a project are trained to recognize all safety hazards present in the data center environment. Our training includes up to date COVID-19 Pandemic Plan orientation and knowledge; identifying electrical hazards, sensitive equipment, entry/exit procedures, building evacuation plans and a safety protocol that is site specific.

Each technician will sign in at the designated security location prior to unloading equipment. Once security clearance is issued, the crew will proceed to the loading dock area and unload all equipment necessary for that night's work.

Prior to entering, the assigned supervisor will check and document that each technician is properly suited to enter a data center. This consists of wearing the proper shoes, and clothing, removing any device that may cause electrical shock or interference. The crew will then enter per customer protocol. Before beginning work, all safety signage and barricades will be posted per OSHA standards.

Our technicians are trained to understand and follow cleaning protocols that will adhere to CDC and EPA guidelines.

A ground fault circuit interrupter (GFCI) will be used on all electrical equipment. Safety signs will barricade electrical cords while work is performed.

All work will be performed and documented per the job site requirements.

Once work is complete the crew will exit the facility and sign out at the security desk.

The following recommendations are CDC guidelines for cleaning a commercial workplace that has been exposed to the COVID-19 virus. We are providing this information as a service to our customers and the community at large. Tekclean assumes no liability or responsibility for any parties following these guidelines.

Tekclean recommends that you always put SAFETY FIRST and always use the correct PPE and follow chemical manufacturers' directions for proper use of their cleaning and disinfecting products and materials.

If you have site specific needs, please contact us directly. Our protocols are compliant with these guidelines.

Centers for Disease Control and Prevention: CDC

Coronavirus Disease 2019 (COVID-19)

Disinfecting Your Facility if Someone is Sick



- **Close off areas** used by the sick person.
- **Open outside doors and windows** to increase air circulation in the area. **Wait 24 hours**
- **(or as long as possible)** before you clean or disinfect.



- Clean and disinfect **all areas used by the sick person**, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and ATM machines.

When cleaning



- **Wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.**
 - Additional personal protective equipment (PPE) might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
 - Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area.

- **Wash your hands often** with soap and water for 20 seconds.
 - Always wash immediately after removing gloves and after contact with an ill person.
 - Hand sanitizer: If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.

- **Additional key times to wash hands include:**
 - After blowing one's nose, coughing, or sneezing.
 - After using the restroom.
 - Before eating or preparing food.
 - After contact with animals or pets.
 - Before and after providing routine care for another person who needs assistance (e.g., a child).

For managers



- **Educate workers** performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19.
- Provide instructions **on what to do if they develop [symptoms](#) within 14 days** after their last possible exposure to the virus.
- Develop **policies for worker protection and provide training** to all cleaning staff on site prior to providing cleaning tasks.
 - Training should include when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE, and how to properly dispose of PPE.
- Ensure workers are **trained on the hazards of the cleaning chemicals** used in the workplace in accordance with OSHA’s Hazard Communication standard ([29 CFR 1910.1200external icon](#)).
- **Comply** with OSHA’s standards on Bloodborne Pathogens ([29 CFR 1910.1030external icon](#)), including proper disposal of regulated waste, and PPE ([29 CFR 1910.132external icon](#)).

How to clean and disinfect



! Wear disposable gloves to clean and disinfect.

Clean

- **Clean surfaces using soap and water.** Practice routine cleaning of frequently touched surfaces.

High touch surfaces include:

Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.



Disinfect

- Use **diluted household bleach solutions** if appropriate for the surface. Check to ensure the product is not past its expiration date. Unexpired household bleach will be effective against coronaviruses when properly diluted.

Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.

To make a bleach solution, mix:

- 5 tablespoons (1/3rd cup) bleach per gallon of water
- OR
- 4 teaspoons bleach per quart of water
 - **Alcohol solutions with at least 70% alcohol.**
 - **Household cleaners and disinfectants:** Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant.

Follow the instructions on the label to ensure safe and effective use of the product.

Many products recommend:

- Keeping the surface wet for several minutes to ensure germs are killed.
- Precautions such as wearing gloves and making sure you have good ventilation during use of the product.

Most [EPA-registered household disinfectant](#) should be effective.



Soft surfaces

For soft surfaces such as **carpeted floor, rugs, and drapes**

- **Clean the surface using soap and water** or with cleaners appropriate for use on these surfaces.
- **Launder items** (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.

OR

- **Disinfect with an EPA-registered household disinfectant.** [These disinfectantsexternal icon](#) meet EPA's criteria for use against COVID-19.



Electronics

For electronics, such as **tablets, touch screens, keyboards, remote controls, and ATM machines**

- Consider putting a **wipeable cover** on electronics.
- **Follow manufacturer's instruction** for cleaning and disinfecting.
 - If no guidance, use **alcohol-based wipes or sprays containing at least 70% alcohol**. Dry surface thoroughly.



Laundry

For clothing, towels, linens and other items

- **Wear disposable gloves.**
- **Wash hands with soap and water** as soon as you remove the gloves.
- **Do not shake** dirty laundry.
- Launder items according to the manufacturer's instructions. Use the **warmest appropriate water setting** and dry items completely.
- Dirty laundry from an ill person **can be washed with other people's items.**
- Clean and **disinfect clothes hampers** according to guidance above for surfaces.