

## Data Center Work Rules

### SV1-GDC-POL-MGT-01427

<b>Purpose:</b>	To define and explain the rules, guidelines, process, procedure, and responsibilities for contractors while on CenturyLink premises.
<b>Scope:</b>	CenturyLink Facilities Divisions
<b>Groups Affected:</b>	All CenturyLink personnel, their contractors, and vendors.
<b>Decision Makers:</b>	CenturyLink Facilities Management
<b>Restrictions:</b>	None
<b>Process Owner:</b>	Regional Directors - Global Data Center Operations

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## Process, Procedure or Work Instruction Content

### 1 Responsibilities

- 1.1 It is the responsibility of all contractors to comply with this policy.
- 1.2 It is the responsibility of the project manager to ensure that all contractors are aware of, understand, and have been trained on the Data Center Work Rules and requirements.
- 1.3 If any member of the Facilities or DCS staff observes a contractor failing to follow this Policy, it is their responsibility to take appropriate action to correct.
- 1.4 The Project Manager is the CenturyLink individual responsible for the contractor or vendor's presence on site.

### 2 Process Overview and Policy

- 2.1 All contractors must be trained on and display an understanding of the Data Center Work Rules. Contractors will adhere to the rules and guidelines set forth by this document at all times while on the premises.
- 2.2 All contractors must pass a written exam demonstrating that they have read and understand the contents of this document. A passing score is 80%.
  - 2.2.1 CenturyLink reserves the right to administer an additional vendor qualification examination, based on industry standard requirements, to any contractor performing work in the data center. Passing score is 80% for this exam, as well.
- 2.3 All questions answered incorrectly will be reviewed with the CenturyLink Facilities Team to ensure the correct answer is understood and acknowledged.
- 2.4 Contractors who complete orientation and pass the written exam will receive a certification good for one year from the completion date. The certification is valid in all CenturyLink Data centers.
  - 2.4.1 Certified contractors will be entered into the [Certified Contractors](#) list in SharePoint by the Facilities Team member administering the exam.
  - 2.4.2 Contractors performing tasks not impacting critical systems operation are permitted to take the "Non-Technical" Work Rules Test.
- 2.5 Upon expiration of certification, the contractor will be asked to review the Data Center Work Rules and pass another written exam.
- 2.6 Exceptions to any of these Data Center Work Rules require project-specific written permission from the Facilities or DCS Manager.

- 2.7 Failure to comply with the Data Center Work Rules may be grounds for automatic dismissal from the premises and may result in being permanently barred from access.

### 3 Work Rules – General

- 3.1 All work will take place within the date range on the work order and in accordance with the Project Manager's communicated schedule. Vendors and contractors are required to contact the Project Manager upon arrival to the data center and before any work is performed.
- 3.2 Use of cameras inside a CenturyLink facility requires specific authorization. Contact the Project Manager if pictures are necessary.
- 3.3 Be especially careful around any computer hardware that has had the protective outer metal skin removed. With its covers off, such equipment is usually more susceptible to nearby electrical disturbances or dust.
- 3.4 Do not set things on top of equipment or block access to any aisle ways, doors, air conditioning or Power Distribution Units, Emergency Power Off (EPO) or electrical panels.
- 3.5 Pipe cutting, pipe threading, cement cutting or drilling within the data center requires the prior approval of the Facilities Manager. Contractor, before starting any of the above, must ensure with the Project Manager that the appropriate Fire Alarm System or applicable zones have been disarmed if needed. Whenever possible, any cutting or drilling on tiles or other components must be done outside of the data center.
- 3.6 Gunpowder discharge activated construction tools or devices are not permitted.
- 3.7 Contractors may only use electrical outlets marked "House Power" for power tools.
  - 3.7.1 Power tools must be in good working condition, and without obvious damage, deterioration, or frayed cords.
  - 3.7.2 When in doubt, verify the preferred outlet with the Project Manager.
- 3.8 The integrity of rated firewalls or smoke barriers must be maintained on a daily basis.
- 3.9 Workers shall not leave the site until their work area is clean and safed-off, Project Manager has been notified, and they have signed out per Security policies.
- 3.10 In the event of any emergency or abnormal event (e.g. power outage) within the data center, STOP ALL WORK and consult with your Project Manager or site staff.
- 3.11 All work on the data center's critical equipment must follow an approved CenturyLink procedure.

#### 4 Work Rules – Data Center Security and Access

- 4.1 Contractor personnel must enter the data center through the front lobby and check in with security to obtain their Temporary Security Badge. No one is permitted to enter or exit the data center through an alternate entry point until that person has signed in/out per Security policies.
- 4.2 All Contractor personnel must present a valid government-issued pictured ID when they check in with CenturyLink Security. **NO EXCEPTIONS.** No Contractor will be allowed access to the facility without presenting identification.
- 4.3 Contractor personnel must display a Temporary Security Badge at all times. Return this badge to the Security Desk daily.
- 4.4 The Project Manager must be notified and approve arrival or departures of contractor personnel. Security will notify the Project Manager listed on the work order upon contractor check-in.
- 4.5 The Project Manager must be notified before moving large equipment into or out of the building, or the main computer room, or from the dock area so open doors and door alarms may be managed.
- 4.6 Access to work areas will be handled as follows.
  - 4.6.1 A ticket must be opened for access to an occupied cage. The Project Manager will make sure the ticket gets generated. For contractors on-site under temporary access, only CenturyLink personnel are allowed to unlock a customer-occupied space for a contractor to perform work.
  - 4.6.2 The Project Manager must be contacted for accessing any secured areas such as the roof, equipment rooms, storerooms, equipment rooms, power panels, etc.
  - 4.6.3 No CenturyLink-issued keys, key rings or temporary badges shall leave the building.
  - 4.6.4 Data center access is restricted to only those locations required for performing approved work. Many areas within the data center are restricted even to CenturyLink employees and have strict rules governing access to those areas.
  - 4.6.5 Access to the Node and Managed Cages inside the data center is severely restricted. Unauthorized entry into these areas is grounds for termination for CenturyLink employees. Contractors are not to enter these areas under any circumstances unless authorized to do so by the Data Center Support Manager via an approved Risk Assessment Form (RAF).
- 4.7 Contractors may not prop open exterior or interior doors unless approved to do so by the Project Manager.

4.8 Contractors may not, under any circumstances, disable door sensors or alarms unless specifically directed to do so by a member of the Facilities Team with prior CenturyLink Security approval.

4.9 Alarmed doors are not to be used for egress unless approved by the Facilities Team or as instructed during a building evacuation.

## 5 Work Rules – Personal Behavior

5.1 All vendors, contractors and other service providers must be appropriately attired and act in a professional manner.

5.2 No firearms, explosive chemicals or devices, disabling chemicals, or weapons of any type are allowed in the data center.

5.3 Smoking is not allowed inside the building or in the immediate vicinity of building entrances.

5.4 Profane language, abusive behavior, being under the influence of alcohol or drugs, sexual comments, leering, and other offensive or inappropriate behavior will not be permitted and offenders will be asked to permanently leave the premises.

5.5 The use of personal entertainment devices (radios, digital media players, video games, etc.) is not permitted in critical areas.

5.6 No food or drink is allowed in critical areas. Food and drink is permitted in designated locations only.

5.7 No combustibles (cardboard, wood, etc.) are allowed in critical areas.

5.8 Follow all posted signage.

## 6 Work Rules – Safety

6.1 Be safe!

6.2 When in doubt, ask!

6.3 If you observe unsafe behavior, report it!

6.4 All contractors and vendors must thoroughly understand their scope of work and any associated risks before performing any tasks.

6.5 Obey safety cones, barricades, caution tape, or other safety equipment that have been installed to guide personnel around hazardous areas.

6.5.1 **Red** tape means **DANGER**, do not enter for any reason. Only personnel responsible for the specific task being performed may cross the boundary.

- 6.5.2 Yellow tape means **CAUTION**, do not enter without permission from the person performing the work. Do not assume a work area is safe.
- 6.6 Contractors must not block access ways unless absolutely necessary to complete their work. If blocking an access way is necessary, the contractor will contact the Facilities Team for approval. Safety cones and/or caution tape will be placed around the work area when access ways are blocked.
- 6.7 Emergency evacuation routes, including stairways and exit doors, must never be obstructed or blocked.
- 6.8 Follow proper equipment safety guidelines.
- 6.9 Carrying awkward loads within the data center requires a minimum of two people (one on each end).
- 6.10 Contractors using hand and power tools and exposed to falling, flying, abrasive, and splashing objects, or exposed to harmful dust, fumes, mists, vapors, or gases are responsible to have and wear the proper Personal Protective Equipment (PPE), such as safety glasses, face shields, protective gloves, etc.
- 6.11 Use safety cones, barricades, caution tape, or other safety equipment and devices to direct people away from hazardous areas. Replace all floor and ceiling tiles before leaving the work area and at the end of each day.
- 6.12 Do not cross protective barriers or devices without asking permission from the person performing the work. Be especially cautious in areas where floor tiles may be removed exposing the under-floor area.
- 6.13 In the event of an audible alarm or unusual noises from any piece of equipment in the data center, stop work and contact your Project Manager or a Security Officer immediately.
- 6.14 Personnel must always make sure they are aware of the location of the fire exits as well as the nearest fire extinguishers. Evacuation maps are posted throughout the data center.
- 6.15 In the event of physical injury or medical emergency, notify your Project Manager or Security personnel immediately. In an emergency, call 911 or notify Security to do so. If possible, remain with the injured person until help arrives.
- 6.16 In the event of a fire alarm, fire, earthquake, or other life threatening emergency all employees, vendors, and contractors will receive instruction regarding proper evacuation. Individuals must not leave the assembly point until they have been accounted for and have communicated their departure to their foreman or Project Manager.

- 6.17 Foremen or lead persons are responsible for checking worker headcount and reporting to the fire official in charge that their people are out of the building.
- 7 Work Rules – Control of Equipment and Stop Work Authority
    - 7.1 ANY person in the data center, including a customer or the janitor, has the authority to stop work.
      - 7.1.1 Upon being issued a stop work order, the contractor must immediately stop work and place the work area in a safe condition.
      - 7.1.2 The contractor should immediately contact the Project Manager for guidance on next steps.
      - 7.1.3 The FM shall assess the situation and determine what if anything should be changed in order to correct the unsafe condition prior to resuming work.
      - 7.1.4 No retribution shall occur or be permitted for reporting a legitimate (even if mistaken) concern.
    - 7.2 If work is to be accomplished on equipment, the Facilities Team must turn over control of the equipment to the contractor/workers before work can be accomplished.
    - 7.3 When work has been completed, the contractor/worker must turn over control of the equipment to the Facilities Team prior to leaving the work area or they will be called back to do so.
  - 8 Work Rules – Hazardous Materials
    - 8.1 Materials deemed hazardous must be in an acceptable container that is approved by the Facilities Manager. The Material Safety Data Sheet (MSDS) will both accompany the material and a copy will be posted in the MSDS binder.
    - 8.2 Paints, solvents, adhesives, or any other flammable materials are considered hazardous materials and fall under item 8.1 above. These must be kept to a minimum, and may not be stored in the data center.
    - 8.3 All solvent waste or flammable liquids, leftover paint, cleaners, oily rags and other cleanup materials, and other materials are to be kept in properly labeled, fire resistant, closed containers until removed from the data center.
    - 8.4 Chemical wastes are to be disposed by the Contractor in strict compliance with applicable government regulations.
    - 8.5 All spills of materials deemed hazardous must be reported immediately to the Facilities Team. Spills of certain types of hazardous materials require immediate reporting by CenturyLink to governmental agencies. Contractors are to consider any chemical spill as a serious event.

- 8.6 A Contractor attempting to “cover up” a chemical spill may be subject to legal action by governmental agencies.

## 9 Work Rules – Electrical Installation Standards

- 9.1 “Energized Work” is defined as all work on or around 120 volts to ground or above. All work on energized and de-energized electrical systems shall be done in strict accordance with OSHA 1910.333 and NFPA 70E or local equivalent for centers outside the United States.
- 9.2 Non-metallic fish tapes will be used for all electrical work.
- 9.3 All electrical circuits in the data center will terminate in an approved device per regional CenturyLink standards.
- 9.4 Power for rack or cabinet mounted equipment must be dedicated to that rack or cabinet. Internally connecting power between adjacent racks or cabinets is not allowed.
- 9.5 All power strips and electrical circuits must be dedicated home runs with no splices or intermediate plugs or connections back to its own source of power. Do not daisy chain power strips, i.e. one power strip cord plugged into a receptacle of another power strip to provide additional outlet receptacles.
- 9.6 Do not open any breaker unless positively identified by a circuit load verification test and directed to do so by an approved procedure.

## 10 Work Rules – Emergency Power Off (EPO)

- 10.1 EPO is not available in all data centers. Where it exists, these rules apply to central EPOs and/or equipment-specific EPOs.
- 10.2 EPO buttons are located at the exits on each floor and are carefully labeled. Operation of an EPO button removes all power and supply air within a particular computer room zone, resulting in a failure of the data center. This is an extremely serious event.
- 10.3 Use the EPO button only in the event of a major life-threatening emergency, such as fire or electrocution. If possible and prudent, attempt to localize the problem before using the EPO which shuts off power and air flow to an entire computer room and has a major impact on the entire company.
- 10.4 Operation of the EPO button will sound an alarm. Do not press the reset button on the EPO panel. Only qualified Facilities personnel with the approval of Facilities Management can reset an EPO panel.



## 11 Work Rules – Fire Detection and Suppression Systems

- 11.1 Pre-action water sprinklers protect both under and above the raised floor and above office and support spaces. The sprinklers will function automatically when a temperature exceeds a preset level and the fire detection system is in alarm. Every effort shall be made to prevent such a condition from occurring.
- 11.2 On activation of a smoke detector strobe lights will flash and horns will sound.
- 11.3 In the event of a fire alarm, evacuate the data center immediately. Go directly to the nearest safe exit unless directed otherwise by Security personnel. Gather and remain at the designated assembly point until given permission to leave.
- 11.4 Any time a fire detection alarm or suppression system is disabled, contractors will notify the Project Manager when related work is completed.

## 12 Work Rules – Work Site Cleanliness

- 12.1 It is the responsibility of the contractor performing work on the premises to keep the work site clean and free of hazards.
- 12.2 Contractors will not block airflow in the data center with equipment, carts, doors, etc. unless absolutely necessary to complete their work. If blocking airflow is necessary, the contractor shall contact the Project Manager for approval.
- 12.3 Vacuums must be actively used while performing work that creates dust, shavings or other particles. All vacuums used in the data center will have a HEPA discharge filter capable of limiting discharged particles to 0.3 microns. A wet vacuum may be used for water recovery only and with the approval of the Facilities Management.
- 12.4 Liquids are not allowed on the raised floor areas unless absolutely necessary to complete the required work and approved by the Project Manager. If approved, liquids in these areas must have positive control.
- 12.5 All equipment and components must be unpacked in specified staging areas prior to being moved onto the data center floor. Storage of tools and equipment in the data center is not desirable and shall only be done with the permission of the Project Manager. When storing tools and materials in the data center, store them neatly in an area approved by the Project Manager.
- 12.6 Work areas must be clean prior to contractors and vendors leaving for the day and/or upon the completion of the job.

### 13 Work Rules – Initiating a Project

- 13.1 All work must have an approved Work Order. Verbal or hand written instructions are not allowed. The work order will contain the task instructions or reference other approved procedures.
- 13.2 All procedures will be reviewed and agreed upon by the contractor before work begins. Any questions or concerns shall be communicated to the Project Manager.
- 13.3 Any deviations from the approved work scope or procedure shall be evaluated and approved by Facilities Management prior to work start.
- 13.4 The contractor shall check off steps in the work procedure as he/she completes them to avoid skipping a step or performing steps out of sequence. The contractor shall be able to provide status at any time during the task if asked to do so.

### 14 Work Rules – Essential Documents for Working in the Facility

- 14.1 Approved Work Order. The work order will contain the task instructions or reference other approved procedures.
- 14.2 Approved Procedure. The approved procedure must be “at hand” in the work area and visible where critical work is being performed. Work will be immediately halted if the approved procedure is not available or is not being followed.
- 14.3 Drawings and Layouts. All construction projects should be accompanied by revised drawings or layouts showing the intended configurations.
- 14.4 Permits. Ensure permits are obtained according to local ordinances.
- 14.5 Materials Safety Data Sheet (MSDS). Provide a Material Safety Data Sheet for any material you bring into the facility. The MSDS binder is maintained by the Facilities Manager.
- 14.6 Level of Readiness Criteria. Before starting work at the beginning of the day and when returning from lunch, get permission from the Project Manager to make sure that all LOR criteria items have been addressed.
- 14.7 Panel Schedule. If you are working on circuits you must have an updated panel schedule provided by the Project Manager or Facilities team.

 **NOTE:** Other documents may be required depending upon the work to be performed.

## 15 Work Rules – Risk Classification

- 15.1 All activity within the data center is evaluated and assigned based on a level of risk associated with the activity. Planned and unplanned activities are classified from 1 to 5 with 5 being the lowest level of risk. Planned activities are given a Level of Readiness (LOR) classification of 1 to 5 based on the task's effect on the redundancy of the critical systems. Each level has certain requirements that have to be met before work is performed. For additional details about Level of Readiness, ask the Project Manager for more information.
- 15.2 The five classification of risk are as follows:
  - 15.2.1 LOR 1 - Life/Safety
  - 15.2.2 LOR 2 - Critical – will or has the potential to interrupt IT load. Loss of N.
  - 15.2.3 LOR 3 - Serious – no further backup systems are available. Loss of N+1. This also includes “hot work”.
  - 15.2.4 LOR 4 - Significant – Critical backup systems are available. N+1 intact.
  - 15.2.5 LOR 5 – Advisory - Not Critical in nature.
- 15.3 Level 3, and above, work is performed under the Two Person Rule.
- 15.4 The Project Manager must be on site while level 3, and above, work is being performed.

## 16 Work Rules – Shipping and Receiving

- 16.1 All Contractors/Vendors must notify the Facilities Team of pending shipments. Any delivery attempt made without prior scheduling may be rejected. Contractors must be on site to receive any large or heavy shipments.
- 16.2 The dock area is for unloading only – no parking is permitted. Contractor/Vendor trucks are to be parked in the locations specified by the Project Manager.
- 16.3 If the dock area is used as a staging area for equipment and material to be brought into the data center, Contractors must remove their trash and debris prior to continuing their work inside the data center.

## 17 Work Rules – Customer Cages

- 17.1 Customer space is defined as the cages and areas in the data center occupied by customers, which include the raised floor and customer offices.
- 17.2 Access to the customer-occupied cages is strictly regulated. Access to a customer's cage can only be granted if a CenturyLink ticket has been opened.
- 17.3 Contractors inside a customer's cage are authorized to perform only those tasks as detailed in the ticket and/or vendor work order.

- 17.4 Customer inquiries and requests directed to Contractors should be immediately referred to the CenturyLink Team.
  - 17.5 A customer-occupied cage in which Contractors are performing work must be secured (doors closed and locked) at all times.
  - 17.6 Contractors are not to remove anything from a customer's cage unless specifically directed to do so by the Project Manager.
- 18 Work Rules – Raised Floor and Ceiling Tiles
- 18.1 To protect the surface and physical strength of the raised floor from heavy computer equipment rolling spot loads, use 1/8" aluminum sheets to distribute weight staggered across multiple tiles.
  - 18.2 The contractor will coordinate with the project manager and facilities manager to identify the weight bearing capacity of the floor tiles prior to moving heavy loads.
  - 18.3 Minimize the size of cable cutouts to limit the unnecessary loss of cooling air and static pressure.
  - 18.4 Cutouts in floor tiles shall be protected with permanent plastic trim strips.
  - 18.5 Replace all previously cut or drilled floor tiles, no longer in use, with full tiles
  - 18.6 Do NOT move a perforated floor tile or ceiling ventilation duct without first consulting the Project Manager.
  - 18.7 Removing ceiling and floor tiles affects the dynamics of the HVAC system in our data center. With permission from the Project Manager, you may remove up to three (3) floor tiles and three (3) ceiling tiles at one time. If it is impractical to perform the work with this limited access, a variance can be given by the Lead Engineer. The contractor will contact the Project Manager if a variance is needed.
  - 18.8 When removing ceiling and floor tiles, you must:
    - 18.8.1 Use a HEPA vacuum to prevent dirt and debris from contaminating the data center.
    - 18.8.2 Discuss with the Project Manager whether to disarm the fire alarm system in the affected zone.
    - 18.8.3 Mark off the area with safety cones and or barricades.

## 19 Work Rules – Lock Out/Tag Out Procedures

- 19.1 Service technicians and mechanics must provide their own organization's procedures, equipment, locks and tags, and each tag must be filled out properly and legibly.
- 19.2 Lock-out/Tag-out of any device supporting the data center must be approved in advance by the Facilities Manager, and witnessed and approved by the Project Manager.
- 19.3 Any person working near or on de-energized equipment shall place their lock on the Lockout device.
- 19.4 Notify the Project Manager before locking or unlocking any tagged out piece of equipment.
- 19.5 Do not remove or apply power to any piece of equipment without first informing and receiving clearance from the Project Manager.

## 20 Work Rules – Welding and Cutting Permits

- 20.1 You must acquire, from the Project Manager, a Welding Permit or a Cutting Permit for any temporary operation involving open flames or which produces heat and/or sparks. Additionally, you must:
  - 20.1.1 Ensure the Project Manager has disarmed the fire alarm system in the area surrounding the work.
  - 20.1.2 Use an operational smoke eater (e.g., HEPA filtration or exhaust outside the data center).
  - 20.1.3 Keep a fire extinguisher in easy reach.
  - 20.1.4 Establish a fire watch, when directed.
  - 20.1.5 Notify the Project Manager upon completion of the work.

## 21 Work Rules – Closing a Completed Project

- 21.1 Work must be done to the satisfaction of the Project Manager. The contractor shall contact the Project Manager to review the work for sign-off.
- 21.2 All temporary or interim solutions must be removed, all penetrations must be permanently sealed, tools and materials must be removed, and as-built documentation must be completed.
- 21.3 The work order, procedures, and drawings shall be returned to the Project Manager with comments and redlines.
- 21.4 Commissioning and Operational Testing, where applicable, must be documented, completed, and accepted by CenturyLink.

## Supporting Documents

<i>Doc. Number</i>	<i>Doc. Title</i>
SV1-FAC-POL-MGT-01886	<a href="#">Global Facilities Policy</a>
SV1-FAC-POL-MGT-01428	<a href="#">Contractor Orientation – Technical Test</a>
SV1-FAC-POL-MGT-01430	<a href="#">Contractor Orientation – Non-Technical Test</a>
SVVS2-SEC-DMS-GEN-0091	<a href="#">CenturyLink Field Ops (FOPS) Data Center Access</a>

## Revision History

<i>Num</i>	<i>Changes</i>	<i>Author</i>	<i>Date Changed</i>	<i>Effective Date</i>
5	Removed duplication; reorganized section for better flow; revised for clarity throughout; removed Acknowledgement form to add to test documents; changed document number to reflect usage by GDC rather than only FAC; added statement to define customer space	Gina Benson / FOWG	12 Feb 2016	12 Feb 2016
4	Updated hyperlinks for test documents	Gina Benson	28 Apr 2015	28 Apr 2015
3	Update to current template; Removed “TS” references; Updated document references; Updated floor protection for moving heavy objects; Added clarification to the Policy section; Defined “high voltage”	Mike DeCarli / Gina Benson	24 Apr 2015	24 Apr 2015
	Update branding, replace “Savvis” with “CenturyLink Technology Solutions” or “CenturyLink TS”	BJ Fuhrmann	16 Apr 2014	16 Apr 2014

<b>Num</b>	<b>Changes</b>	<b>Author</b>	<b>Date Changed</b>	<b>Effective Date</b>
2	Corrected multiple formatting errors; Updated language for clarity and changes in technology (e.g. changed "MP3 players" to "media devices"); Clarified escort policy; Removed Siebel references	Facilities Operations Work Group		1 Jan 2013
1	Matched the work rules document with the orientation presentation.			14 Apr 2009

**Approvals** (Please see the Process Development Policy for approval matrix)

<b>Name/Title</b>	<b>Date</b>
FOWG	18 Jan 2016
Frank Gimondo / Director, GDCO Canada Region	20 Jan 2016
Kelly Sullivan / Vice-President, GDCO	20 Jan 2016
Eric Lecorps / Director, GDCO Asia-Pacific	20 Jan 2016
Mike Bennett / Vice-President, Global DC Acquisition & Expansion	21 Jan 2016
Ken Smith / Director, GDCO Central Region	26 Jan 2016
Mike Sims / Director, GDCO East Region	3 Feb 2016

## Document Summary

<b>Status:</b>	Approved
<b>Revision:</b>	5
<b>Effective Date:</b>	12 Feb 2016
<b>Approval Date:</b>	3 Feb 2016
<b>Doc. Owner / Title:</b>	BJ Fuhrmann / Manager
<b>Doc. Owner Department:</b>	GDCO Process Development Office
<b>Standards Addressed:</b>	
<b>Critical Success Factors:</b>	
<b>Key Performance Indicators (KPI):</b>	
<b>Metrics:</b>	



## Appendices